



Powys County Council Welsh Language Standards Annual Report 2021



Cymraeg

Prepared in accordance with the requirements of the



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1. Introduction

Powys County Council is required to comply with the Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011. The Welsh Language Measure gives the Welsh language official status in Wales, and its basic principles are that the Welsh language should be treated no less favourably than English, and use of the Welsh language should be promoted and facilitated, to make it easier for people to use Welsh in their day to day lives.

There are 5 main sets of Standards the Council must comply with, with the first ones becoming operational from 30 March 2016.

Service Delivery Standards – how the Council provides services through the medium of Welsh, including through correspondence, telephone services, meetings, documents, digital information, reception services, administering grants and contracts and promoting Welsh language services.

Policy Making Standards – how the Council considers the Welsh language and assesses impact on the Welsh language when making decisions and allocating grants, and how to modify any proposals in order to have a better impact on the Welsh language.

Operational Standards – how the Council provides opportunities and encourages the use of Welsh in its internal operations, including employment information and internal policies, complaints and disciplinary procedures, intranet services, training and resources for staff and the recruitment process.

Promotion Standards – prepare and implement a Strategy for promoting the Welsh language in the area, to increase the number of Welsh speakers and increase its use.

Record Keeping Standards – keeping specific records concerning the Council's performance in certain areas under the standards.

A copy of Powys County Council's compliance notice, which outlines all the Standards the Council is under duty to comply with, is available on the Council's website, as well as on the staff intranet.

This Annual Report is published to comply with Standards 158, 164 and 170, which state that the Council must prepare an annual report to deal with the way in which the Council complied with the Standards. This report's main focus is therefore on the period between 1 April 2020 and 31 March 2021.

2. Compliance with the Welsh Language Standards

In the 2019-20 Welsh Language Standards Annual Report, a Work Plan was developed for 2020-21 outlining the activities to be undertaken during the year.

i. Activities undertaken against the 2020-21 Work Plan

Action	<p>1. To establish a new Welsh Language Governance Group for Powys County Council, to ensure the Welsh language, including the impact of decisions on the Welsh Language, is considered in strategic discussions and plans</p>
Relevant Sections of the Welsh Language Standards	<p>Policy Making Service Delivery Promotion</p>
Activity	<p>At the Democratic Services Committee meeting on 19 October 2020 and the Full Council meeting on 26 November 2020, the Council resolved that a new cross cutting Panel to promote the Welsh Language and to provide oversight of Welsh Language Provision within the Council be approved.</p> <p>The Welsh Language Governance Group will:</p> <ul style="list-style-type: none">Oversee the work of other groups considering Welsh language issues within the Council, e.g. Welsh Language Support, Promotion and Challenge Group; Welsh Language Education Forum by receiving reports and setting a direction for the work of those groups.Consider the Council's main strategies and plans, to ensure the Welsh language is sufficiently considered, and proposing ways in which the Welsh language can be promoted within those plans and strategies.Consider samples of Welsh Language Impact Assessments, which are required under the Welsh Language Standards, to ensure sufficient attention is given to the impact of the Council's decisions on the Welsh language, to look at how our considerations could be strengthened to achieve a better impact, and that appropriate mitigation is proposed if any adverse impacts are identified.Recommend ways in which the Council's strategies and plans could contribute towards the Welsh Government's goal of achieving one million Welsh speakers by 2050.Consider how we can increase the use of the Welsh language internally within the Council.Receive reports on Powys County Council's compliance with the Welsh Language Standards under the Welsh Language (Wales) Measure 2011. <p>It was decided that the Panel will meet every quarter, with meetings arranged to fit with the Democratic Services Committee timetable, and that the Panel's meetings will be held through the medium of Welsh, with simultaneous translation provided when required to enable non-Welsh speaking members and officers to participate in the discussion.</p> <p>Membership of the group will consist of the Chairperson / Member of the Democratic Services Committee, the Welsh Language Portfolio Holder and one</p>

	<p>member from each political group represented on the Council, to ensure cross-party input and support to the discussions, with appropriate officers also in attendance to support the Panel's work.</p> <p>The Council is currently awaiting confirmation of the nominations for membership of the Panel, with the first meeting due to be held by July 2021.</p>
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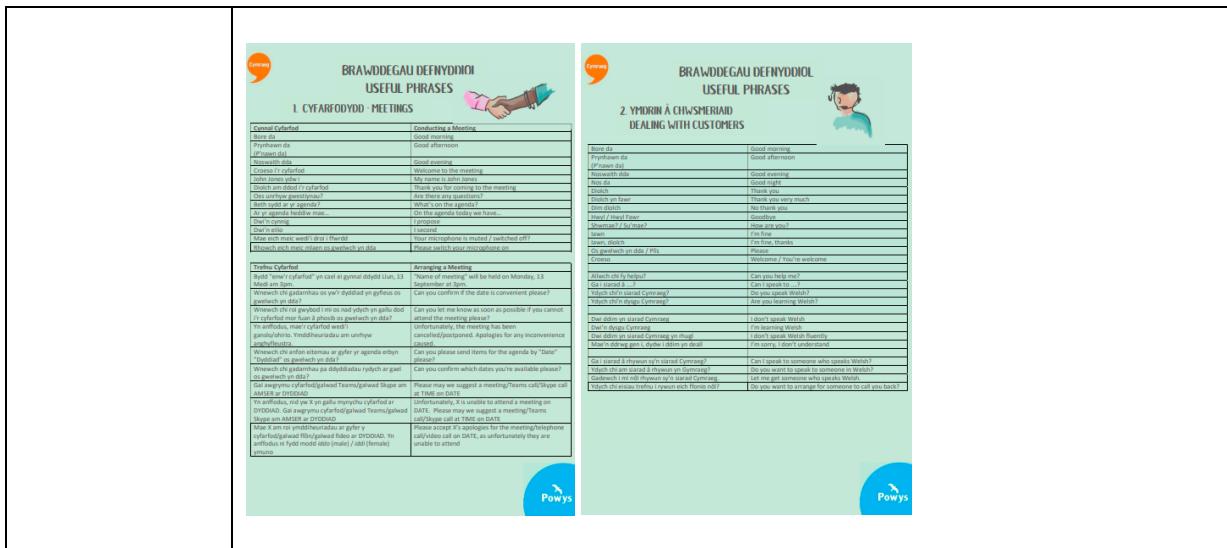
Action	<p>2. Conduct a review of the work and structure of Powys' Welsh Language Support, Challenge and Promotion work, to ensure the group has the appropriate influence, and the partners benefit from its work</p>
Relevant Sections of the Welsh Language Standards	<p>Service Delivery Promotion</p>
Activity	<p>The review of the work and structure of Powys' Welsh Language Support, Challenge and Promotion Group had originally been planned for 2020-21, with a workshop to be held with group members and an independent facilitator to review the group's work, to ensure the group has the appropriate influence, and that the partners benefit from its work.</p> <p>However, this was put on hold due to Covid restrictions, and other priorities for key members of the group.</p> <p>A brief has been prepared for the review, key participants have been identified to participate, and the review session has now been scheduled for 10 June 2021.</p>

Action	<p>3. Support the delivery of services through the medium of Welsh and the provision of the Active Offer through sessions at Service Management Teams to discuss the requirements of the Welsh Language Standards, including Service Delivery, Policy Making and Internal Operation Standards</p>
Relevant Sections of the Welsh Language Standards	<p>Service Delivery Policy Making Operational</p>
Activity	<p>Sessions were conducted with all Service Management Teams within Powys County Council during the final quarter of 2020-21 to outline the requirements of the Welsh Language Standards.</p> <p>The sessions included discussions on;</p> <ul style="list-style-type: none"> • The requirements of the Service Delivery Standards, and providing the Active Offer of a service in Welsh, as is required under the Standards and More than Just Words, the Welsh Government's Strategic Framework for the Welsh Language in Health and Social Care. • Communication via Social Media, and the requirement to ensure that information is published bilingually and in a manner where the Welsh language is treated no less favourably than English, on the Council's Corporate and service-based accounts. • Ensuring services are provided according to the requirements of the Standards when provided by 3rd parties on behalf of the Council. • Assessing the impact of proposals and decisions on the Welsh language.

	<ul style="list-style-type: none"> • Information, processes and resources available under the Operations Standards • Recruiting, developing and recording Welsh language skills, and the Council's Recruitment and Welsh Language Policy • Support available to comply with the requirements of the Welsh Language Standards
Action	<p>4. Conduct a Mystery Shopper Exercise within the Council's social care services to evaluate how services are complying with the requirements of the Welsh Language Standards and More Than Just Words</p>
Relevant Sections of the Welsh Language Standards	Service Delivery
Activity	<p>Powys County Council's Social Services has commissioned the Powys Association of Voluntary Organisations (PAVO) to undertake a mystery shopper exercise to discover how accessible services are to the public. This will enable Social Services to receive an overview of the effectiveness of various customer-facing service areas via quarterly short reports and a full annual report.</p> <p>The Service Specification required that every calendar quarter PAVO provide 10 secret shopper contacts made up of Telephone calls, Emails, Internet contact systems, Letters and face to face queries at a reception desk.</p> <p>Over a year, these 40 contacts will delve into:</p> <ul style="list-style-type: none"> • Welsh language standards in Social Services • Information Advice and Assistance • Calls to Assist and Children's Services' Front Door & General Council Reception • Phone calls to specific practitioners, randomly chosen from a list of staff, to understand ease of contact and/or response <p>The methodology outlines the data to be collated, as:</p> <ol style="list-style-type: none"> 1. Total Contacts 2. Contact Method 3. Time in days to respond 4. Was a response received? 5. Was the query answered? 6. Interaction length 7. Satisfaction Score 8. Language of response mirrors language of contact? 9. Met Welsh Language Standards 10. Satisfaction according to contact language <p>Along with qualitative information about the experience.</p>

	<p>The first round of the mystery shopper exercise was held in the 3rd quarter of 2020-21. Of the 10 contacts, 2 were by online chat, 3 by telephone, 2 by letter and 3 by email.</p> <p>Of the 10 contacts, only 6 received a response (67% of the contacts made in English and 50% of contacts made in Welsh)</p> <p>Only 25% of Welsh contacts received a response in Welsh.</p> <p>Responses to Welsh queries took more time than responses to queries sent in English.</p> <p>The Council is currently awaiting the results of the Quarter 4 exercise to measure improvement on the initial results.</p> <p>The Mystery Shopper exercise has highlighted areas for improvement, finding that the Council does not consistently comply with the Welsh Language Standards. The continued exercise will be used to drive improvement in the service provided in Welsh by Powys County Council's Social Services, with a Senior Manager identified to oversee the delivery of the improvements. The Mystery Shopper work is embryonic, and changes have been made to the brief following the first round of contacts to ensure clear, accurate and thorough results, and enable the service to track improvement. Clear actions and timescales for improvement will be identified based on the Quarter 4 results.</p>
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Action	5. Create a database of useful phrases for staff and elected members, to encourage more use of the Welsh language and provide the Active Offer of a Service in Welsh
Relevant Sections of the Welsh Language Standards	Service Delivery
Activity	<p>Useful phrases for Council staff and elected members to use, to encourage more use of the Welsh language and provide the Active Offer of a Service in Welsh were published during the year and launched on St David's day, to coincide with messaging to encourage staff and elected members to use more Welsh.</p> <p>The phrases were published and advertised on the Council's intranet and emails sent to all staff and elected members through the Corporate Communications email. They are also available on the Welsh Language section of the intranet.</p> <p>Lists of phrases are included on downloadable and printable pdfs, and include useful phrases to be used when arranging and conducting bilingual meetings and when dealing with the public, as well as bilingual lists including dates and times; place-names; and service, committee and job titles.</p> <p>Background images were also created for computer screens and mobile devices with phrases to help staff answer the phone with a bilingual greeting.</p> <p>We will continue to raise the profile of the phrase lists and other resources to encourage more use of the Welsh language with regular messages as part of the Active Offer refresher campaign.</p> <p>Below are examples of the phrases provided:</p>



Action	<p>6. Create and introduce a system to automate the translation request and logging process, to create a user-friendly process to request translation work, and enabling the capture of translation data, allowing the translation team to focus on translation work</p>
Relevant Sections of the Welsh Language Standards	<p>Service Delivery Operational</p>
Activity	<p>During 2020-21, the Council introduced a new system to submit and log translation requests.</p> <p>The system was a collaboration between the Welsh Unit and the Business Intelligence Systems teams to create a user-friendly process to request translation work. It provides the necessary information required by the translation team to undertake the work, and enables the capture of translation data for the Council's quarterly reporting schedule, and annual budget process. This takes the onus off the translation team to record these details within its database, as the details will be automatically taken from the form.</p> <p>This includes the project title, service area, the relevant priority within the Council's Vision 2025, document size and category (e.g. letter, agenda, press release, policy/strategy) and any special requirements.</p> <p>Upon submitting the request, an automated email is sent to the requester confirming that the translation team has received the request, and providing a date for when they can expect to receive the translation.</p> <p>The request is then converted into a task within the translation task list which can be picked up or allocated to a member of the team. When complete, the translator can return the translation to the requester, record the number of words and mark the task as complete.</p> <p>The system was extensively tested initially by the Transformation and Communications Service during the 1st quarter of 2020-21, and is now live.</p>

	Some capacity issues were experienced during the roll-out, meaning that the system does not have sufficient capacity to deal with all the work currently submitted for translation. Further development work is being undertaken to enable full roll-out to the whole Council.
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Action	7. To digitise the integrated impact assessment process, to make the impact assessment process more accessible, and enable interrogation of the data
Relevant Sections of the Welsh Language Standards	Policy Making
Activity	<p>Powys County Council recognises that the Impact Assessments form one of the most important tools that officers and members should be using to assess and understand the impact of proposals before decisions are taken.</p> <p>During 2020-21, as part of the transformation agenda, the Council worked extensively on developing a digitised impact assessment process. The project was a collaboration between the Transformation and Communication and the Economy and Digital Service Areas, to provide a more efficient and user-friendly method for assessing the impact of the Council's proposals and decisions on the Welsh Language, alongside Equalities, Future Generations, Socio-economic Duty, Council Priorities and other key considerations, to ensure compliance with the Welsh Language Standards and other legislation, and to ensure the best possible decisions are made for the people of Powys.</p> <p>The form also enables the author to identify what mitigating actions are to be implemented to ensure a more positive, or less negative impact, and outlines when the Impact Assessment must be reviewed.</p> <p>The digitised process provides enhanced robustness and introduces an automated flow and sign-off process by Heads of Service and Portfolio Holders to support governance. This means that once the author has completed the draft Impact Assessment (IA), the system will automatically generate an email which sends the form to the relevant Head of Service for sign-off. The Head of Service can either submit comments for the author to amend the draft, or approve the draft IA. When the Head of Service has approved the draft IA, an email will be generated and sent automatically to the Portfolio Holder for final sign-off. Again, the Portfolio Holder can submit comments back to the author to amend the draft or click to approve the Assessment. The assessment will then be ready to accompany the proposal to the decision-making stage.</p> <p>Digitising the Impact Assessment process will also enable the Council to interrogate data from multiple impact assessments, to look at the cumulative impact of decisions on particular geographic areas or groups within the community, to see if any group is impact disproportionately by decisions, and will enable the Council to see if its decisions impacts positively or negatively, on the Welsh language and on the other elements considered. It will also create a central repository of impact assessments for members and staff to access (as well as public access, when appropriate).</p>

	<p>The new process was launched at the beginning of April 2021, with all service areas expected to use the digitised form from this date.</p> <p>Briefing sessions have been held for Cabinet and the Council's Senior Leadership Team, with a session also to be scheduled for all Council members as part of the member development programme, to ensure all members are familiar with the process, and understand their role within the process.</p> <p>A series of training sessions have been scheduled in June, September and December 2021 for any officers undertaking assessments, along with training arranged specifically for the School Transformation Team in May 2021 on the Impact Assessment process and the digitised form.</p> <p>Communication was sent to all staff via the Corporate Communications channels in March and April 2021 outlining the new process, with further communication scheduled for June 2021.</p>
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Action	8. Conduct an internal Active Offer refresher campaign through corporate communication channels to remind staff of the requirements of the Welsh Language Standards
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational
Activity	<p>Following on from the Active Offer campaign conducted during 2019-20 to highlight the requirement to provide services in Welsh, focussing on answering the telephone; in letters and email; conducting meetings; publishing documents and when sharing information through social media and the web, further messages were shared through the Corporate Communications channels during 2020-21.</p> <p>The main Corporate Communications channels were reserved for messages relating to the Covid pandemic, staff well-being and new working arrangements during the first few months of the year.</p> <p>During the latter part of the year, key messages about providing services in Welsh and providing the Active Offer were shared, including;</p> <p>7 December 2020 – Welsh Language Rights Day Celebrating the Welsh language services provided by the Council, and the rights people have to use the Welsh language when dealing with us. The messaging also included images for staff to use as a background for their PC or phones screens with useful phrases to use when answering the phone, using the same branding as the previous Active Offer campaign. The messages also directed staff to the Welsh Language section on the Intranet for further information and resources.</p> <p>5 February 2021 – Social Media Reminder A reminder to staff who administer social media accounts of the requirements of the Welsh Language Standards, and to publish information in both languages. Staff were reminded that all posts must be bilingual, or that separate Welsh and</p>

English posts are issued, and that text in images and graphics must also be bilingual or that Welsh and English graphics are issued in separate posts. Staff were also reminded of the support available from the translation team, and that they should prepare messages in advance where possible, or have a bank of useful words or phrases available should they need to issue an urgent post.

22 February 2021 – Use of Microsoft 365 Translator

The Council also issued a message about the use of the Microsoft 365 Translator function to aid internal communication, enabling more conversations to be held in Welsh or bilingually within the Council, and for those who don't speak Welsh to be able to understand and direct emails and messages they receive to the correct service or officer, to facilitate providing the Active Offer.

However, it was also clearly stated that it should not be used to provide a final translation for publication, and that documents for external publication should continue to be sent to the Translation Unit.

1 March 2021 – St David's Day

The St David's Day messaging was used to encourage more Council staff to use their Welsh language skills. To give them a helping hand, useful phrases were also published to enable staff to use more Welsh when dealing with the public and working from day to day (outlined in section 5 above), and encouraging them to use the phrases to start conversations in Welsh.

These again used the same branding as the previous Active Offer campaign.

To coincide with the messaging via the Corporate Communications channels, the Active Offer was a key element discussed in the sessions with each Service Management Team (outlined in section 3 above), with the Council's Active Offer branding again used during the session to tie in with the refresher campaign. The section on Service Delivery Standards outlined the requirements when providing Services via different channels, with particular focus given to Social Media and ensuring that 3rd Party Operators also provide the Active Offer, and services according to the requirements of the Service Delivery Standards when operating on behalf of the Council.

Communication was also sent to 3rd Party Operators working on behalf of the Council, outlining the requirement to provide services in Welsh, and the Active Offer when operating on behalf of the Council. The communication also included useful resources and information about support available to help in delivering services in Welsh.

The Staff Induction video, to be used in the Corporate Induction and Line Manager Induction also focusses on delivering services in Welsh and the Active Offer, and again uses branding similar to that of the Active Offer campaign, to ensure employees are familiar with the requirements from the outset, and understand why providing the Active Offer is important.

Communication about opportunities to learn Welsh also tie into the requirement to provide the Active Offer of a service in Welsh.

Action	9. Provide quarterly training for staff on assessing the impact of policies and decisions on the Welsh language as part of the Corporate Impact Assessment training
Relevant Sections of the Welsh Language Standards	Policy Making
Activity	<p>Quarterly training sessions were scheduled for 2020-21 to provide information and guidance to council staff on assessing the impact of policies and decisions on the Welsh language, as part of the Corporate Impact Assessment process.</p> <p>Sessions had originally been scheduled to be held in a training room at County Hall in Llandrindod in May, July and November 2020 and March 2021, but due to the Covid restrictions, the sessions scheduled for May and July 2020 were cancelled.</p> <p>However, the sessions arranged for November 2020 and March 2021 were rearranged to be held virtually via Microsoft Teams. The November session was held successfully for 6 members of staff. With only one participant registered for the March training, the session was postponed, and the member of staff will join the next training session scheduled for June 2021, when the training will be updated to reflect the new digitised Impact Assessment process.</p> <p>108 Council employees have now received the formal Impact Assessment Training.</p> <p>Further sessions have also been scheduled for September and December 2021, which will be advertised through the Council's internal communications channel, and available for staff to book via the Council's intranet.</p>

Action	10. Provide a session for Cabinet on their role in assessing the impact of decisions on the Welsh language, as part of the Corporate Impact Assessment process
Relevant Sections of the Welsh Language Standards	Policy Making
Activity	<p>To coincide with the launch of the Council's new digitised Impact Assessment process on 1 April 2021, a briefing session was conducted for Cabinet members on 20 April 2021 to outline the process and legal requirements, to demonstrate how the new digitised impact assessment process works, including the sign-off and governance procedure, where Portfolio Holders are required to approve the Impact Assessment before it is attached to Cabinet reports, or reject and provide comments to the author if they consider that the impact assessment needs to be developed further.</p> <p>The session outlined the fact that the Impact Assessment process is one of the most important tools that officers and members have to assess and understand the impact of proposals before decisions are taken, and that it enables the Council to comply with the Welsh Language Standards as well as other legislation.</p>

	<p>The Impact Assessment form has been digitised as part of the Council's transformation agenda, as outlined in section 7 above, with the form newly available in the staff section of the Council's website, and all services are now expected to use the digitised form for all new assessments.</p> <p>A more robust and streamlined sign-off process is considered one of the benefits of the digitised process, and the role of Cabinet members within the sign-off process was outlined in the session.</p> <p>The approval flow was outlined to Cabinet, showing that once the author submits the Assessment, an automated email is generated and sent to the relevant Head of Service. The email includes a link to the completed form and a unique code to enable them to access the assessment. The Head of Service can either submit comments for the author to amend the draft, or approve the draft IA.</p> <p>Once approved, an automated email is then sent to the Portfolio Holder. Again, the Portfolio Holder can submit comments back to the author to amend the draft or click to approve the Assessment.</p> <p>The Head of Service and Portfolio Holder must be content that the Impact Assessment outlines the relevant impacts, that the mitigation are steps that will be undertaken by the Council, and that the assessment will stand up to scrutiny and challenge.</p> <p>Once approved, the assessment will be ready to accompany the proposal to the decision-making stage, and published when appropriate to do so.</p>
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Action	11. Provide training for elected members as part of the Member Training programme on the requirements of the Welsh Language Standards, including Service Delivery, Policy Making, Operational and Promotion Standards
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational Promotion
Activity	<p>On 16 November 2020, training was provided on the Welsh Language in Powys as part of the Member Training programme.</p> <p>The session was provided by the Portfolio Holder for the Welsh Language, the Chief Executive and the Welsh Language Officer, and included:</p> <ul style="list-style-type: none"> • Information and statistics about the Welsh language in Powys and in Wales, including where they might live, how old they may be, and the numbers and proportion of Welsh speakers in different areas. • The history of the Welsh language, outlining how we got to where we are today. • A change of attitude towards the language in the 20th century, leading to new opportunities to use the language and new legislation. • The Welsh Language Measure (Wales) 2011, the Welsh Language Standards, and what it means to organisations such as Powys County Council, including

- providing service to the public, policy making, how the Welsh language is used internally, keeping records, and promoting the Welsh language.
- The Welsh language in other legislation including the Well-being of Future Generations Act
 - More than Just Words, the Welsh Government's Strategic Framework for the Welsh Language in Health and Social Care, and the value and importance of providing an Active Offer, where a service is provided in Welsh without forcing a request, acknowledging that people may not always ask for a service in Welsh, even though they have a right to receive it, and would prefer to have that's service in Welsh.
 - How the Council is supporting and promoting the language.

Yr Iaith Gymraeg ym Mhowys
The Welsh Language in Powys

Y cefndir a'r gofynion ar gyfer y Cyngor
The background and requirements for the Council

Cyng. Myfanwy Alexander, Aelod Portffolio'r Gymraeg / Portfolio Holder for the Welsh Language
Dr Caroline Turner, Prif Weithredwr / Chief Executive
Bedwyr Fychan, Swyddog Iaith Gymraeg / Welsh Language Officer

16 Tachwedd 2020

GWELEDIGAETH
VISION 2025

Yn agored a blaengar
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Action	12. Provide a Welsh Language Awareness session for all new staff as part of the new Staff Induction process
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational Promotion
Activity	<p>The face-to-face Corporate Induction sessions for new staff scheduled for 2020-21 were cancelled due to the Covid pandemic.</p> <p>A new virtual programme has been created however, which was introduced in April 2021. Information about the Welsh language in Powys and the requirements under the Welsh Language Standards is included in the induction pack, and new starters are also shown a video, created by the Council, on the Welsh Language in Powys.</p> <p>The video provides information and statistics about Welsh speakers in Powys, outlining the number and proportion of Welsh speakers within Powys as a whole, and also within different areas in the county, and within different age groups.</p> <p>It also discusses the Welsh Language (Wales) Measure 2011, and how it gave the Welsh language official status in Wales, created the role of the Welsh Language Commissioner and introduced the Welsh Language Standards, explaining how</p>

	<p>the Council must provide services in Welsh, consider the impact of its decisions on the Welsh language and promote the Welsh language through its work.</p> <p>Particular emphasis is placed on the Active Offer, and ensuring the council has sufficient Welsh language skills to provide services in Welsh, through recruitment and training, and discusses the importance of the Active Offer and a service in Welsh from a service user's perspective.</p> <p>Finally, the video outlines the support available to service areas and officers to provide a service in Welsh, in compliance with the Standards, and also to help officers work more through the medium of Welsh.</p> <p>Below are some images from the Welsh Language in Powys induction video:</p>
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Action	13. Provide a session of the requirements of the Welsh Language Standards as part of the quarterly induction programme for new managers
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational Promotion
Activity	<p>As with the Corporate Induction sessions, the face to face Line Manager Induction sessions scheduled for 2020-21 were also cancelled due to the Covid pandemic.</p> <p>A new virtual course was also developed for Line Managers, which was introduced in February 2021, with material sent out to Line Managers including the video created by the Council on the Welsh Language in Powys, above.</p> <p>Key messages for Line Managers included in the video outline the key considerations for the Council when developing proposals and making decisions to assess the impact on the Welsh language, as well as the requirement to plan services to enable the provision of the Active Offer of a service in Welsh,</p>

	<p>particularly looking at the Welsh language skills within their team, to match Welsh speaking practitioners with Welsh speaking service users.</p> <p>Below are some images from the induction video:</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Policies and Decisions</p> <p>When developing policies and making decisions, we must;</p> <ul style="list-style-type: none"> • Consider opportunities to use the Welsh language; and • Ensure Welsh is treated no less favourably than English <p>The Council has developed an Impact Assessment form, to assess impact on the Welsh language along with equalities, future generations, the Council's priorities and risk, to help develop ideas and proposals, and to make sure that we're considering all the relevant legislation when making decisions.</p> </div> <div style="text-align: center;"> <p>Welsh Language Skills</p> <p>Welsh Language and Recruitment Policy</p> <p>Managers must consider:</p> <ul style="list-style-type: none"> • what language skills are required for the post; and • the skills currently within the team <p>to make sure the post and team has the skills required to deliver services in Welsh and provide the active offer</p> <p>Learning Welsh</p> <p>The Council also provides opportunities to learn Welsh, through:</p> <ul style="list-style-type: none"> • On-line training; • Weekly lessons provided on-line or in a classroom; • Intensive and residential courses </div> </div>
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Action	14. Promote and facilitate training opportunities and informal practice sessions to enable staff to develop their Welsh language skills
Relevant Sections of the Welsh Language Standards	Operational
Activity	<p>We have continued to promote and facilitate opportunities for staff to develop their Welsh language skills throughout the year.</p> <p>Staff are able to access courses through the Work Welsh Scheme, including the Work Welsh Welcome online courses for beginners which include an initial 10-hour course consisting of 10 hour-long modules as well as follow on courses, and also the more intensive Work Welsh courses, such as the new 4* Work Welsh course, which was launched in 2020, which is a mixture of on-line self-study and tutor support.</p> <p>These courses are available free of charge to Powys County Council employees.</p> <p>Staff can also enrol on community courses provided during the working day or in the evening by the National Centre for Learning Welsh, mainly through Learn Welsh Ceredigion, Powys and Carmarthenshire, who provide weekly courses at different levels within the area. These courses would normally be held in classrooms around the county, but are currently being provided via virtual classrooms. The Council supports staff undertaking these courses by paying their course registration fees.</p> <p>Staff can also normally access intensive residential courses, and although members of Council staff had enrolled on such courses this year, the courses were cancelled due to Covid restrictions.</p> <p>Information about the courses available for Council staff is provided with in the Welsh Language section on the Council's intranet.</p> <p>Information was also sent out to promote learning opportunities through the Council's corporate communications channels – through news items on the intranet homepage and the corporate communications email. News stories and emails were scheduled to coincide with the Community Courses starting in</p>

	<p>September, and to promote additional and new courses provided during the year.</p> <p>A specific marketing campaign was conducted to promote the new 4* Work Welsh course, outlined above, in October 2020, leading to 47 Council employees enrolling on the course, which started in December 2020.</p> <p>Information was also disseminated about the Work Welsh Welcome course, which employees can access at any time.</p> <p>Learning opportunities were also promoted through the Welsh Language in Powys induction video, the Council's Staff Handbook, and during information sessions held with service management teams.</p> <p>During the year, the following number of employees enrolled / completed Welsh language courses;</p> <ul style="list-style-type: none"> • 51 employees completed 89 Work Welsh Welcome on-line courses. • 47 employees enrolled on the 4* Work Welsh Entry 1 Self-study course • 26 employees enrolled on community Welsh for Adults courses
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Action	15. Continue discussions with the Urdd to facilitate the National Urdd Eisteddfod's visit to Powys in 2023
Relevant Sections of the Welsh Language Standards	Service Delivery Policy Making Operational Promotion
Activity	<p>Discussions have continued with the Urdd to facilitate bringing the National Urdd Eisteddfod to Powys.</p> <p>However, due to the ongoing impact of the Covid pandemic, and the postponement of the Eisteddfod again in 2021, the Eisteddfod's visit to Powys had now been postponed to 2024.</p>

Action	16. Create a leaflet to promote Welsh-medium education in Powys under the Welsh Education Forum's Welsh Education Promotion Sub-group
Relevant Sections of the Welsh Language Standards	Promotion
Activity	<p>Emphasis has been placed on promoting Welsh-medium education within Powys during the year, to coincide with the Council adopting a new Strategy for Transforming Education on Powys in March 2020, and a new vision for increasing the number of fully bilingual learners in Powys in December 2020.</p> <p>A new section has been created on the Council's website, entitled 'Destination bilingual: the benefits of choosing Welsh-medium education', which includes information about the benefits of being bilingual, the bilingual journey from pre-</p>

birth to secondary school, testimonials and case studies from learners and parents, answers to common questions about Welsh-medium education, sources of useful information for parents, and links to the Council's strategies to improve Welsh-medium education.

The new website can be accessed using the following link – [Destination bilingual: the benefits of choosing a Welsh-medium education - Powys County Council](#)

The following image shows the main page, and sub-sections available;

The screenshot shows the Powys County Council website with a dark blue header. The header includes the Powys logo, a login/register button, a Cymraeg (Welsh) button, and navigation links for Browse Services, My Council, Contact Us, Accessibility, BSL, Coronavirus (COVID-19), and a search icon. Below the header, the breadcrumb navigation shows Home > Browse Services > Schools and Students. The main title 'Destination bilingual: the benefits of choosing a Welsh-medium education' is displayed in large blue text. A sub-section title 'Bilingualism can bring many benefits to your child:' is followed by a bulleted list of benefits. Below the list are five cards with icons and titles: 'The bilingual journey' (illustration of children with balloons), 'Hear from learners and parents' (illustration of people talking), 'Your questions answered' (illustration of question marks), 'Useful information sources for parents' (illustration of a person with a lightbulb idea), and 'Powys County Council Welsh Language Strategies' (illustration of a flag). Each card has a brief description below it.

Home > Browse Services > Schools and Students

Destination bilingual: the benefits of choosing a Welsh-medium education

Across Wales more and more parents are choosing a Welsh-medium education for their children so that they can become bilingual and fluent in Welsh and English. Parents don't need to be able to speak Welsh for their children to attend Welsh-medium education - children are immersed in the Welsh language at school and become fluent quickly.

Bilingualism can bring many benefits to your child:

- Learners who understand more than one language can think more creatively and with more flexibility and tend to do better in IQ tests
- Being bilingual has a positive effect on the brain by keeping it active later in life
- Being bilingual can reduce the risk of dementia
- In Wales, being able to speak Welsh fluently is a valuable extra skill which will give your child a head start when looking for work
- Being bilingual gives access to two different cultures and two worlds of experience
- Bilingual people find it easier to learn a third language and show more tolerance towards other cultures
- Across Wales bilingual children tend to achieve better results - including in English

The bilingual journey
The journey from pre-birth through to secondary education

Hear from learners and parents
Testimonials and case studies from learners and parents

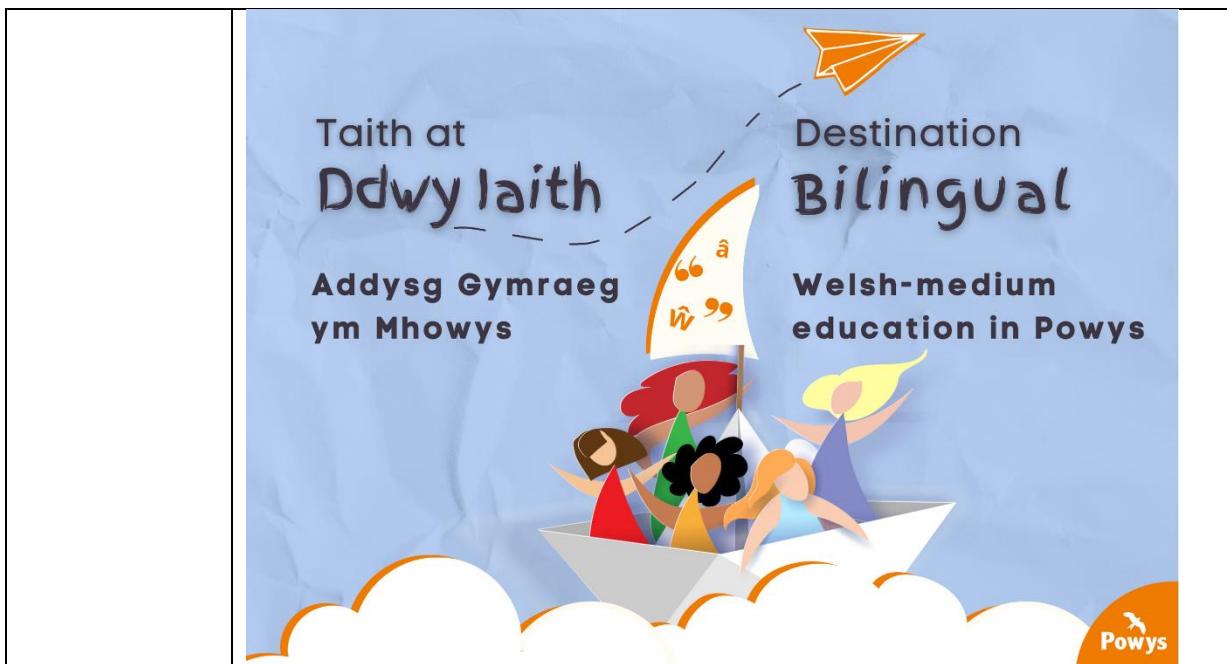
Your questions answered
Answers to common questions about Welsh Medium education

Useful information sources for parents
We have rounded up all the useful information sources in one place

Powys County Council Welsh Language Strategies
Learn about our plans to improve Welsh Language education in Powys

To complement the information on the website, the Council has also produced a leaflet, under the same title, to promote Welsh-medium education within the county, and provide information about the options available to parents.

The following image shows the leaflet's front page;



ii. Service Delivery

Further work undertaken during the 2020-21 financial year to ensure compliance with the Service Delivery Standards and to improve how services are provided through the medium of Welsh by Powys County Council is outlined below.

Service Delivery and the Active Offer - 3rd Party Provider Spot Checks

In August 2020, the Council received communication from the Welsh Language Commissioner outlining a Welsh Language Standards Investigation conducted by the Welsh Language Commissioner following a failure by another local authority to comply with the Standards with regard to services provided by a 3rd Party Contractor. A report was presented to the Council's Senior Leadership Team outlining the result of the investigation, and the requirement for 3rd Party Contractors to provide services according to the requirements of the Standards in order for the Council to ensure compliance.

At the meeting, it was agreed to conduct spot-checks on a selection of contractors providing services on behalf of Powys County Council to measure how they are able to provide the Active Offer of a service in Welsh.

3rd party contractors were selected at random from lists of contractors providing services on behalf of each service area, with particular focus on Service Areas providing a direct service to Powys customers.

To measure how contractors were able to provide the Active Offer, the spot checks focussed on 3 elements;

- i) Information on provider's websites
- ii) Services provided by telephone
- iii) Responding to email

The results identified that 60.7% of providers had information in Welsh on their websites. This increased to 76.5% when they had specific sections on their websites relating to services provided in Powys.

Only 40.7% of providers answered the telephone with a bilingual greeting, and calls could be conducted in Welsh during 46.2% of the calls. A call back in Welsh was offered during a further 23% of calls.

60.7% of emails sent in Welsh received a response within 10 working days of the email being sent. However, of the responses received, 76.5% were received in Welsh.

Following the exercise, in December 2020, the Council contacted Contractors who provide services on its behalf to report on the results of the spot checks. The communication also outlined the requirements of the Welsh Language Standards, and the requirements of the contracts with the Council, and directed them towards resources and support available to help them provide more services through the medium of Welsh.

This included information about translation services and digital translation tools, information and advice services, opportunities to develop staff Welsh language skills, and useful resources including useful phrases and vocabulary to use in the workplace.

A series of sessions on Welsh Language Awareness, Providing the Active Offer and Developing Welsh Language Skills were also provided for 3rd Party Providers in collaboration with the Powys Association of Voluntary Organisations and Learn Welsh Ceredigion, Powys and Carmarthenshire, to outline the requirements, discuss the challenges and consider ways in which providers can develop the services they are able to provide in Welsh.

Further communication was sent to 3rd Party Providers in April 2021 to remind them again of the requirements, and to notify them of the intention to conduct further spot checks in the summer of 2021.

Welsh Language Commissioner Assurance Report

As part of the Welsh language Commissioner's work for the annual assurance report, Powys County Council received a detailed report on its performance, which sets out the areas where it is performing well, and which areas need to be improved.

The report received in August 2020 stated as follows;

- Of three telephone calls made to the Council, all the automatic information was available in Welsh, and the Active Offer of a Welsh service was offered at the beginning of the 3 calls.
- Three forms were subject to the survey, with the three available fully in Welsh. The forms were available on the Council's website with a language button on the English version to reach the Welsh form
- Three press releases were subject to the survey, with the three available fully in Welsh. The press releases were available on the Council's website with a language button on the English version to reach the Welsh version
- Three examples of brochures and leaflets were subject to the survey, with the three available fully in Welsh. They were available on the Council's website with a language button on the English version
- Three examples of the Council's corporate identity were subject to the survey, with all three appearing in Welsh

- 30 of the Council's webpages were subject to the survey, with text on 29 pages available and working fully in Welsh
- Of the 15 Facebook posts included in the survey, 13 were available in Welsh, with 15 of 15 Tweets available in Welsh
- 15 posts advertised on the Council's website were surveyed, with the Welsh language mentioned in each one. The advert and job description for each role were available in Welsh, with the application form including an option to note language preference for assessment. The Welsh language was not considered essential for any of these roles.
- Two visits were made to County Hall. The receptionist greeted the visitor in Welsh at the beginning of both visits, and was able to deal with both visits in Welsh. The organisation had signs in the reception area stating that visitors were welcome to use the Welsh language. However, not all Welsh speaking reception staff were wearing badges showcasing this ability.
- Six signs were subject to the survey during visits to County Hall, with the text on each one available in Welsh, and correct in meaning and expression. The text on two signs was set so that the Welsh was likely to be read first.

Weaknesses identified in the report, along with the Council's response, are as follows;

- A reply was not received to 2 emails sent in Welsh
Email 1 - Customer Service were able to identify the email, and stated that a bilingual automatic response was sent. The email was forwarded to the relevant service area. Due to technical issues during the survey period, the service had no record of receiving the email. However, the service was reminded of the need to respond in Welsh to emails received in Welsh, to use the Council's translation unit or Microsoft Translate to understand the text within a Welsh email (if the officer didn't speak Welsh), to send any response in Welsh and to ensure that the email signature included a statement about welcoming correspondence in Welsh. The issue was also raised in a team meeting to remind the team of the requirements.
Email 2 – The Service were able to identify the email, and could see that no response was sent. The team established a system where the correspondence would be sent for translation, sent to the team leader who is a Welsh speaker, or Microsoft Translate used to understand the contents, in order to provide a response in Welsh.
- The English message was played first during 2 telephone calls
The Council's Customer Service Team have arranged for the telephone message to be re-recorded, so the Welsh greeting is played first.
- A webpage for requesting repair works included an English paragraph on the Welsh page
However, the page had since been updated, with all the text available in Welsh. The Council also outlined the process for updating and translating webpages to ensure information is published in Welsh and English at the same time.
- Two Facebook posts appeared in English only
The Council was able to identify the Facebook posts published in English only. The communications team have since issued further guidance to Council services who administer social media accounts to remind them of the requirements of the Welsh Language Standards, and outline the support available to enable them to comply. The Council's

communications team now also use Crowd Control to schedule posts, making it easier to schedule posts to published simultaneously in both languages.

Translation and Providing Information Bilingually

Powys County Council has an internal translation unit which supports the Council's services and enables them to provide information bilingually, and provides simultaneous translation in meetings, enabling people to contribute to meetings in their language of choice, and ensuring that all those taking part in the meeting are able to follow the discussion fully.

The Council's Translation Unit received 6499 requests for written translation service during the year, representing 2.96 million words, and an increase in the number of words translated during the previous year, showing that the Council continues to increase the information available bilingually for residents and visitors to the county. An automated translation request and logging process was also developed during the year (as outlined in the activities against the Work Plan above) to facilitate arranging translation work and to support the new working arrangements.

During the year, 95.9% of translation requests were returned within the targets set for completing the work. This varies from a 1 day turnaround target for urgent requests such as urgent press releases, urgent information for the website and intranet, social media posts, correspondence, adverts and committee agendas, 5 working days for less urgent requests such as general letters, posters, job descriptions and documents less than 100 words, or a longer agreed target for larger documents and strategies. This enabled publishing information bilingually to the public, employees and elected members in a timely manner.

The largest proportion of translation work was undertaken for the Schools Service (28.22%) with a significant proportion also undertaken for the Transformation and Communication Service (10.3%), Property, Planning and Public Protection Service (9%) and Workforce and Organisational Development (8.4%).

Simultaneous Translation in Meetings

Due to the Covid-19 pandemic, all Council meetings moved to be held virtually during the year. The Council used Microsoft Teams to conduct the meetings, but this posed a challenge in providing simultaneous translation and conducting the meetings bilingually.

As it is not possible to provide simultaneous translation directly through Teams, a temporary system of consecutive translation was introduced at the meetings to enable contributors to speak in their language of choice, and to enable everyone at the meeting to be fully understand the discussion.

Meanwhile, the Council's Communications and Welsh Language, Legal and Democratic, and Economy and Digital teams worked extensively over the first few months of 2020-21 to try to develop a means of providing simultaneous translation through Teams, while also holding discussions with officials within Welsh Government and Microsoft to try to resolve the situation. A number of possible methods of conducting bilingual meetings were tested, including conducting two meetings concurrently within Teams and using plug-ins to provide and access translation. However, the Council did not consider these methods to be practical or user-friendly enough to enable successful bilingual meetings to be held.

As a result, the Council procured Zoom to conduct meetings in October 2020, and has provided training and guidance to officers administering the meetings, the translators and elected members to ensure that bilingual meetings can be conducted successfully. Zoom is now being used for some

committee meetings, to enable simultaneous translation. Some technical issues with voting are also in the process of being resolved to enable Zoom to be utilized for all meetings.

Zoom has also been used by the Council for public consultation meetings, e.g. school transformation consultations, to enable those meetings to be held bilingually.

Summer Holiday Provision – Urdd Gobaith Cymru

As part of the Covid-19 response, Powys County Council made available funded childcare for all children of critical workers and vulnerable children. It also considered it vitally important to have organised activities during the summer as well.

The Council worked with Urdd Gobaith Cymru to provide summer holiday activities through the medium of Welsh in Machynlleth and Llandrindod, with sessions run every weekday from 27 July to 28 August. This included indoor and outdoor provision, and operated under the Childminding and Day Care Exceptions Order. The project was commissioned and run by Children Services, with partners in the project including the Powys Association of Voluntary Organisers (PAVO), Sports Development Team and Youth Services as well as the activity providers. An on-line booking system was developed to assist with prioritising vulnerable children for the activities and checking eligibility to meet the funding requirements, and also ensured compliance with track and trace requirements.

As well as provision for children of critical workers and vulnerable children, the sessions were also opened up for other children where there were spaces available.

The Urdd provided 2 instructors each day to provide activities at each site, with the activities including Problem Solving, Orienteering, Archery and Nature and Observation Activities.

iii. Policy Making Standards

Further work undertaken during the 2020-21 financial year to ensure compliance with the Policy Making Standards and to improve how the impact on the Welsh language is considered within Powys County Council's policies and decisions is outlined below.

Following the Welsh Language Standards Investigation conducted during 2019-20, the Council's Corporate Impact Assessment process, which incorporates the Council's process for assessing the impact on the Welsh language, was updated.

Questions on impact on the Welsh language used within consultation processes were updated to ensure the Council is able to fully consider the impact on Opportunities for individuals to use the language, and not treating the Welsh language less favourably than the English language; Opportunities to promote the Welsh language; and Welsh language impact on staff, as well as considering ways in which proposals could be modified to ensure a more positive or less negative impact on the Welsh language.

Guidance was also issued on when the Council is required to conduct an impact assessment, outlining that services, policies and proposals that have not been assessed are in breach of the Welsh Language Measure, as well as other key legislation. It also clearly states that impact assessments must be conducted before the proposal or decision is approved, as it should formulate part of the decision-making process.

The guidance outlines when impact assessments should be undertaken, which include strategic decisions, new policies and proposals, changes to policies and services, change objectives, budget decisions and decisions impacting staff, as well Integrated Business Plans.

The guidance also provides links to further information and advice, including the Welsh Language Commissioner's advice document on the Policy Making Standards.

On 21 October 2020, as part of a Seminar conducted by the Welsh Language Commissioner on the Policy Making Standards and advice paper published by the Commissioner, Powys County Council's Chief Executive gave a presentation on how the Council had responded to the Welsh Language Standards Investigation to ensure it considers the impact on the Welsh language within its decisions, and gathers the views of the public on the impact on the Welsh language to feed into the decision-making process.

The presentation outlined that the Council decided to respond positively to the Investigation to improve the process. The Council's engagement template had been revised to ensure the correct questions were asked in consultation documents and questionnaires on the impact on the Welsh language. The consultation guidance had been updated, and an internal communications campaign conducted, as well as training sessions for staff and elected members, and the results of the Investigation publicised according to the Commissioner's requirements.

The Chief Executive also took this opportunity to share information about the Council's new digitised Impact Assessment process.

The digitised Impact Assessment process was created as part of the Council's transformation agenda, to form one of the most important tools that officers and members should be using to assess and understand the impact of proposals before decisions are taken. It provides a more efficient and user-friendly method for assessing the impact of the Council's proposals and decisions under the Welsh Language Standards and other key legislation, and to ensure the best possible decisions are made for the people of Powys.

The digitised process provides enhanced robustness and introduces an automated flow and sign-off process by Heads of Service and Portfolio holders to support governance.

Digitising the Impact Assessment process will also enable the Council to interrogate data from multiple impact assessments, to look at the cumulative impact of decisions on particular geographic areas or groups within the community, to see if any group is impacted disproportionately by decisions, and will enable the Council to see if its decisions impacts positively or negatively, on the Welsh language and on the other elements considered. It will also create a central repository of impact assessments for members and staff to access (as well as public access, when appropriate).

Further information on the Digital Impact Assessment is available in the section on activities under the Work Plan, above.

iv. Operational Standards

Further work undertaken during the 2020-21 financial year to ensure compliance with the Operational Standards and to improve how internal information, resources and services are provided is outlined below.

Internal Communication and Information

Further work has been undertaken during the year to ensure that information is presented bilingually to staff through the internal communication channels.

The Chief Executive publishes a regular video blog for Council members and staff, which is produced in Welsh and English, and shared through internal communications channels. The video blog outlines key messages and information about council initiatives that the Chief Executive wishes to highlight.

E-mails from the Council's internal corporate communications account are sent either bilingually in tabular form with both languages side-by-side for shorter messages, or in two separate emails – one in Welsh and one in English – sent simultaneously if the messages are longer. The same procedure is now also followed with emails from the Council's ICT Services and Learning and Development accounts.

The Council has also issued communication to staff about the use of the Microsoft 365 Translator function to aid internal communication, enabling more conversations to be held in Welsh or bilingually within the Council particularly with more digital interaction between staff. It also enables those who don't speak Welsh to be able to understand and direct emails and messages they receive in Welsh to the correct service or officer, to facilitate providing the Active Offer. The Council also clearly stated that the Microsoft 365 Translator should not be used to provide a final translation for publication without being checked thoroughly, and that documents for external publication should continue to be sent to the Translation Unit to ensure an accurate and appropriate translation.

The Council also developed a new bilingual internal site during 2020-21 as a portal for all relevant information relating to Covid-19 and Staff Well-being, which included articles for staff, vlogs and videos about the work undertaken, links to relevant advice and documents, a regular Coronavirus Bulletin outlining the most recent information, and well-being information to help staff stay safe and promote physical and mental health and well-being.

Welsh Language Skills Development

Under the requirements of the Operational Standards, but also as part of the council's commitment to increase the number of Welsh speakers within the county, as its contribution towards the Government's target of one million Welsh speakers by 2050, the council encourages its staff to learn Welsh through a variety of options;

a) Work Welsh Welcome on-line course

The council has registered as an employer for the Work Welsh courses, and promotes opportunities to learn through these methods through news articles and a Learn Welsh section on the intranet, and through emails from the Corporate Communications account.

The Work Welsh Welcome Course is available for all Council staff free of charge.

During 2020-21, with Covid-19 movement restrictions and changes in the way in which people work, we saw a significant increase in the number of staff in the number of staff undertaking the on-line Welcome course. 51 employees completed 89 Work Welsh Welcome on-line courses during 2020-21, a significant increase from the 11 courses had previously been completed.

b) Community Welsh for Adults courses

Several staff follow Welsh community courses, either in the evening or during the working day, with the council paying their registration fees.

26 members of staff have attended community courses during this academic year, enrolling through the Council, and with the council paying their fee.

c) Work Welsh 4* course

A new Work Welsh 4* course was introduced by the National Centre for Learning Welsh during the year. The course is an on-line self-study Welsh course at entry level, which includes 60 hours of independent learning for those who have enrolled, along with tutor support via virtual revision sessions, Q&A sessions and support via email, and provided an opportunity to use the level checker before and after the course. This course was also fully funded through the Work Welsh scheme.

Powys County Council secured spaces for its staff on a course to start in December 2020, and 47 employees enrolled and are currently following the course.

d) Other Learning Methods

Although members of Council staff had enrolled on residential courses scheduled for the early part of 2020-21, these courses were cancelled due to Covid restrictions.

v. Promotion Standards

Further work undertaken during the 2020-21 financial year to ensure compliance with the Promotion Standards and connected to Powys County Council's Welsh Language Promotion Strategy to extend the use and opportunities to use the Welsh language, and increase the number of Welsh speakers in Powys is outlined below.

Promoting Welsh Culture and Events

The Council took advantage of national events and initiatives such as Welsh Music Day to raise awareness and celebrate Welsh culture. For Welsh Music Day (Dydd Miwsig Cymru) the Council created a new playlist with music by artists from Powys or who have links to Powys, to promote on social media, along with a series of videos and recordings by artists from the area representing different musical genres to generate interest and raise awareness of Welsh language music from the county, as well as provide publicity for the national campaign and celebrations.

The Council also promoted the Welsh Language Rights day, sharing resources provided by the Welsh Language Commissioner on social media, to remind residents of their rights to receive services and information provided by the Council in Welsh, and encourage them to use the Welsh language in their interaction with the Council.

Messages were also posted on social media on key dates such as St Dwynwen's Day and St David's day to promote the Welsh language and culture.

Many of Menter Brycheiniog a Maesyfed's activities to promote the Welsh language and culture in south Powys have moved on-line and to social media during the year, due to the ongoing Covid restrictions. The Menter has been providing and supporting activities for people of all ages, and for fluent Welsh speakers and Welsh learners, which have included online singing and dancing sessions for the family with Martyn Geraint, Clog dancing fitness sessions with Tudur Philips, Mountain Biking Core Skills and Bike Maintenance sessions, Lego Club, local history videos with Geraint Roberts and even sessions on teaching Welsh to the dog. A Welsh Book Club is also held regularly.

Other activities have included a Teams session with 20 children from the area to compose a poem with renowned Welsh poet Mererid Hopwood, with Powys musician Cerys Havana also part of the

session to compose music to set the words to. A project was also undertaken with Brecon Male Voice Choir, poet Twm Morys and musician Rich Vaughan to compose a new Welsh language song for the choir.

The Welsh Whisperer was also commissioned to work with primary school children from the area to compose a song about the Royal Welsh Show, to mark the date it would normally have been held in Llanelwedd. The song, entitled ‘Nôl i Faes y Sioe’ (Back to the Showground) has now been recorded by the Welsh Whisperer, and performed for the 1st time on Heno on S4C. It is now available to be streamed on Spotify.

Menter Brycheiniog a Maesyfed also provided ‘Podcast Takeover Tegwen’, a Welsh rock music podcast with discussions about Welsh music, and songs played as part of the show. The podcast was very successful, with Tegwen since having taken part on shows on Radio Cymru.

Menter Brycheiniog a Maesyfed and Menter Maldwyn also took part in the Menteriau Iaith Cymru’s Tafarn y Clo (The Lock Inn) initiative, with games, music and activities provided between 8 and 10 each Wednesday night during the summer by a different Menter Iaith each week, with people joining the sessions from all part of Wales.

Powys Education Developments

In April 2020, a ‘Strategy for Transforming Education in Powys 2020-2030’ was approved. The strategy outlines the reasons why change is needed, and sets out the Council’s vision for education in Powys, which is that “all children and young people in Powys will experience a high-quality, inspiring education to help develop knowledge, skills and attributes that will enable them to become healthy, personally fulfilled, productive, socially responsible and globally engaged citizens of 21st century Wales”. The document also sets “Welsh-medium provision that is accessible and provides a full curriculum in Welsh from Meithrin to age 19 and beyond” as one of the guiding principles for the Strategy.

The Strategy also includes 4 Strategic Aims, one of which is to ‘Improve access to Welsh-medium provision across all key stages’, with the aim of ensuring an increase in the number of children accessing Welsh-medium education. A work programme accompanies the strategy, which includes specific activities relating to Welsh-medium education, including moving schools along the language continuum, developing new provision and developing immersion opportunities.

To complement the Strategy for Transforming Education, the Council also published a vision for increasing the number of fully bilingual learners in Powys, in December 2020. The document outlines the Council’s vision for building a bilingual future for Powys and its young people, by normalising Welsh-medium/bilingual education; working with partners to ensure Welsh early years provision is available to every child; supporting newcomers to Powys and those who have initially chosen education in accessing Welsh-medium provision; ensuring a network of Welsh-medium/bilingual primary provision in every locality across the county; and developing a mutually supportive network of secondary providers able to offer a full curriculum in Welsh at all key stages.

This vision document will form the basis for the contents of a detailed Welsh in Education Strategic Plan for 2022-2032 which will become the binding document to ensure well planned provision for increasing the opportunities for a growing number of children and young people in Powys to become fully bilingual.

Under the Strategy for Transforming Education's aim to improve access to Welsh medium-education, the Council has also been consulting on proposals to develop Welsh-language provision at several schools within the county, with proposals due to be presented to the Council in 2021-22.

The Council has also developed a new section on its website, entitled 'Destination bilingual: the benefits of choosing Welsh-medium education' to promote and share information about Welsh-medium education in Powys. The webpages include information about the benefits of being bilingual; the bilingual journey from pre-birth to secondary school; testimonials and case studies from learners and parents; answers to common questions about Welsh-medium education; sources of useful information for parents; as well as links to the Council's strategies above.

To complement the information on the website, the Council has also published a leaflet, under the same title, to promote Welsh-medium education within the county, and provide information about the options available to parents.

vi. 2021-22 Work Plan

		Relevant Sections of the Welsh Language Standards	Target Date
1	To conduct quarterly meetings of the new Welsh Language Governance Group, to provide oversight of Welsh language work, consider the Council's strategies and plans from a Welsh language perspective, to recommend ways of protecting, promoting and increasing the use of the Welsh language	Policy Making Service Delivery Operational Promotion	March 2022
2	Conduct a review of the work and structure of Powys' Welsh Language Support, Challenge and Promotion group, to ensure the group has the appropriate influence, and the partners benefit from its work	Service Delivery Promotion	July 2021
3	Conduct a further round of spot checks on the ability of 3 rd Party Contractors to provide the Active Offer of a Service in Welsh	Service Delivery	August 2021
4	Conduct a quarterly Mystery Shopper Exercise within the Council's social care services to evaluate how services are complying with the requirements of the Welsh Language Standards and More Than Just Words	Service Delivery	March 2022
5	Update information about the Welsh Language and requirements under the Welsh Language (Wales) Measure 2011 on the Council's public website	Policy Making Service Delivery Operational Promotion	June 2021
6	Roll out the translation request and logging process to the whole authority, to ensure a user-friendly process to request translation work, and enabling the capture of translation data, allowing the translation team to focus on translation work	Service Delivery, Operational	July 2021

7	To increase the percentage of staff able to provide a service in Welsh, to facilitate providing the Active Offer, to 11.5% by the end of 2021/22	Operational	March 2022
8	To ensure 60+ staff per year are undertaking welsh language training courses, to develop their Welsh language skills for the workplace	Service Delivery Operational	March 2022
9	Provide quarterly training for staff on assessing the impact of policies and decisions on the Welsh language using the new digitised Corporate Impact Assessment process	Policy Making	March 2022
10	Provide a session for Elected Members on the Impact Assessment process as part of the Member Development Programme	Policy Making	December 2021
11	Conduct an internal Active Offer refresher campaign through corporate communication channels to remind staff of the requirements of the Welsh Language Standards	Service Delivery Policy Making Operational	March 2022
12	Review Welsh Language Promotion Activities across the Council against the Welsh Language Promotion Strategy and Welsh Government's Strategy to increase the number of Welsh speakers by 2050	Promotion	March 2022
13	Continue discussions with the Urdd to facilitate the National Urdd Eisteddfod's visit to Powys in 2024	Promotion	May 2024
14	Promote the benefits of Welsh-medium education and Welsh-medium provision within Powys	Promotion	March 2022

3. Number of Complaints Received

A list of the complaint received by the council regarding the Welsh Language Standards during the 2021-20 financial year is provided in Appendix 1. No Welsh Language Standards Investigations were conducted during the year.

4. The Number of Employees with Welsh language skills at the end of the year

Powys County Council records staff Welsh language skills using competency levels from 0 to 5;

Competency level	Definition
0	Very little or no knowledge of Welsh.
1	I can pronounce Welsh personal and place-names correctly, and I can give and respond to basic greetings on the telephone or in person.

2	I can communicate routine tasks requiring a simple exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.
3	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar or pertinent to everyday life (e.g. family, hobbies, work).
4	I can interact with a degree of fluency and spontaneity that makes interaction with native speakers possible. I can take an active part in discussion in familiar contexts.
5	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

Skills are recorded by self-assessment by the staff themselves, and the data is stored within the council's iTrent Human Resources site.

For new staff, who have joined the council since April 2017, the language skill level is transferred automatically from the record in their job application form. Staff who worked for the council before that date are required to access iTrent and record their language skill level directly within the system.

Employees can also update their skill levels as they learn and develop their Welsh language skills.

The latest language skills data for council staff is as follows;

Service	No Data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	More than one level recorded
Adult Services	1.8%	26.8%	44.1%	14.5%	4.8%	3.0%	4.7%	0.2%
Children's Services	6.9%	16.3%	51.3%	12.2%	5.1%	3.1%	3.6%	1.5%
Commissioning	1.4%	16.7%	40.3%	16.7%	5.6%	1.4%	5.6%	12.5%
Highways, Transport and Recycling	19.8%	27.2%	37.1%	6.2%	2.6%	2.0%	2.8%	2.4%
Housing and Community Development	32.9%	21.0%	28.0%	5.6%	3.7%	1.6%	2.8%	4.4%
Property, Planning and Public Protection	27.9%	14.4%	38.6%	9.4%	2.8%	1.6%	4.1%	1.3%
Schools Service	14.0%	6.2%	37.1%	15.7%	6.2%	6.7%	10.7%	3.4%
Corporate Legal and Democratic	33.9%	12.9%	27.4%	9.7%	3.2%	1.6%	11.3%	0.0%
Member Support	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%
Economy and Digital Services	7.1%	24.8%	44.0%	11.3%	2.8%	1.4%	5.7%	2.8%
Finance	5.3%	25.2%	45.7%	11.9%	2.6%	2.6%	5.3%	1.3%
Transformation and Communication Service	1.9%	11.1%	42.6%	16.7%	5.6%	5.6%	16.7%	0.0%
Workforce and Organisational Development	6.0%	18.1%	39.8%	15.7%	7.2%	4.8%	4.8%	3.6%

Powys County Council	16.5%	20.9%	38.8%	10.2%	4.0%	2.5%	4.5%	2.4%
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- Powys County Council now has language skills details for 83.5% of its staff. This is an increase of 8.7% on the 2020 figure (74.8%)
- 20.9% of Council staff have no Welsh language skills.
- 49% of staff can communicate routine tasks, can sustain a short social exchange, or can greet and pronounce names correctly as a minimum.
- 11% of staff have stated that they can deal with most situations likely to arise, can enter unprepared into conversations on familiar topics, or are fluent Welsh speakers.

5. The number of staff who attended specific training courses offered by you in Welsh during the year, and the percentage of all attendees who attended the Welsh version

This applies to specific courses named in the standards (i.e. recruitment and interviewing; performance management; grievance and disciplinary procedures; induction; dealing with the public; health and safety) and does not refer to Welsh language training

E-learning Courses

	Number of Staff who accessed Welsh Training	Number of Staff who accessed English Training	% of Staff who accessed Welsh Training
Adult Safeguarding Basic Awareness	0	175	0%
Child Protection and Safeguarding	7	553	1.3%
Cyber Security and GDPR	11	2590	0.4%
Effective Performance Management	0	0	-
Equality Act (2010)	4	2496	0.2%
Fraud Awareness	0	6	0%
HAVS Awareness	1	12	8.3%
Legionella Control	1	73	1.4%
Manual Handling Module A (Theory)	10	1850	0.5%
Universal Credit Level 1	0	12	0%

Violence Against Women, Domestic Abuse and Sexual Violence training, Dementia Awareness training, Manual Handling (People), Prevent course and Social Care Wales and NHS Carer Awareness training are all provided bilingually. However, these courses are provided by external providers through the NHS and Home Office e-learning portals, and reporting on these courses, including the language in which they were accessed is not currently available from the provider.

Further training is provided digitally through Netconsent, software which requires employees to read policies, complete surveys and undertake training before they can log in to their PCs. This is provided in Welsh or English automatically, depending on the language selected by each user when they first access Netconsent. User language choice data isn't stored within Netconsent software, and it is not therefore possible to report on the number and percentage of users accessing this training in Welsh.

Fewer courses were provided during 2020-21 due to the Council focussing on business critical activities, but Powys County Council does make arrangements for employees to access other training courses in Welsh when this is required. However, no requests for such training in Welsh was received in 2020-21.

6. The number of new posts and vacancies you advertised during the year that were categorised with different Welsh language skills requirements.

Under the council's Recruitment and Welsh Language Policy, which became operational on 1 April 2018, Welsh language skills are required for all posts which are advertised by the council, with the recruiting manager assessing and setting the appropriate level from 1 to 5. This is outlined in the job description and person specification for each post that is advertised.

During 2020-21, 681 posts were advertised by the council, including posts within the authority and posts within schools. The Welsh language skills required for these posts were as follows.

Welsh Language Skill Level	Number of Posts
1	603
2	29
3	5
4	3
5	41

A description of the Welsh language skill levels is available in the section on workforce language skills, in section 4 above.

Appendix 1: Welsh Language Standards Complaints and Investigations

The table below outlines the complaints received by the council regarding the Welsh Language Standards along with details of the Standards Investigations held during the 2020-21 financial year.

Complaints 2020-21

Complaint Reference	Date	Complaint Details	Welsh Language Standards Section	Response / Action
	30/9/2020	The complainant had received an automatic response in English following a school admissions application made in Welsh.	Service Delivery	The Schools Admissions system is administered by Ceredigion Council on behalf of Powys County Council. The Schools Service contacted the service provider who were able to rectify the issue, and test the system to ensure responses were sent in the correct language. The complainant was notified that the issue has now been rectified.
	1/11/2020	A further complaint was received that an automatic response was sent in English following a school admissions application made in Welsh	Service Delivery	As above
	4/11/2020	In an enquiry via Twitter about when the Council's Cabinet papers would be available for a meeting on 10 November, the complainant states that he was not able to toggle between languages on a section of the website, and that he was not able to direct message the Council's Welsh Twitter account	Service Delivery	The complainant was notified that the Cabinet papers were published at 15:20 on 4 November 2020. The Council was also able to identify the issue causing the language toggle button to be hidden. The coding has been corrected, and the language toggle button is now visible. When the complaint was received the Council's Welsh Twitter account was set up so that it would only accept direct messages from accounts we were following. This has now been changed to accept messages from anyone.
	2/3/2021	The Council received a complaint about the language requirement for a mid-day supervisor role at	Operational	The Council responded outlining that schools themselves are responsible for the recruitment of staff, with the Council providing support through advertising vacancies on its website, access to

		<p>Ysgol Carno. As a Welsh-medium school, the complainant was of the view that any post holder within such a school should be able to speak Welsh.</p>		<p>templates and support with recruitment processes. The Council does not, however, vet the adverts and job descriptions. The Council noted that it is very aware of the importance of having staff with appropriate skills within the workforce to support the Welsh language ethos within those schools, and that the school in question is very supportive of this, and that the school had been advertising for a Welsh speaker to the role since 2017, advertising regularly on the Council's website and local Papurau Bro, and through posters locally. However, the failure to recruit over 4 years shows a shortage of Welsh speakers in the area looking for such opportunities, and with other staff currently having to cover the role, the school decided to change the language requirements. The post was advertised requiring Welsh language skills at level 1, which is the ability to pronounce names correctly and give and respond to Welsh greetings as a minimum, but with the school to provide training to develop Welsh language skills within the role. The school was once again unsuccessful in its attempt to recruit, and will now continue to advertise the role as Welsh essential. The complainant was grateful for the response, and that the Council had given the matter its attention.</p>
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Correspondence from the Welsh Language Commissioner's Office to notify of complaints

Complaint Reference	Date	Complaint Details	Welsh Language Standards Section	Response / Action
CSG743	13/7/2020	The Commissioner had received a complaint regarding English text on the Welsh version of the Council's website relating to Councillors and Committees, raising suspicion of a failure to comply with the Welsh Language Standards	Service Delivery	The Council responded to confirm responsibility for the website. The Council also confirmed that the text had by then been translated, and appeared in Welsh on the website, and that the site was being reviewed to ensure all content was available in Welsh. The Commissioner indicated on 30/7/2020 that an investigation would not be undertaken as the complaint had been withdrawn.

CSG785	8/10/2020	The Commissioner had received a complaint regarding the Council's intention to close Ysgol Pennant as part of its school reorganisation plan, raising suspicion of a failure to comply with the Welsh Language Standards. The Commissioner requested confirmation of whether the Council was responsible for the decision, submit comments about the circumstances of the complaint and explain the status of the decision or intention to close the school.	Policy Making	<p>The Council responded to confirm responsibility for the issue. It also outlined that a report was presented to Cabinet on 29 September 2020 where Cabinet approved the submission of a business case to Welsh Government for a potential investment in the Llanfyllin catchment, to include opening a new Welsh-medium school to replace Ysgol Pennant and Ysgol Llanrhaeadr-ym-Mochnant. Cabinet also approved a proposal to receive a further report in December 2020 outlining the initial school reorganisation proposals required.</p> <p>The response outlined that no decision had yet been made on the issue, other than a decision by cabinet to allow the Schools Service to further consider the options, to consult fully on the proposals, and submit an outline application to Welsh Government for appropriate funding for any plans, if approved.</p> <p>An initial Impact Assessment had been conducted on the proposals, which will be developed as the proposals develop. Welsh Language Impact Assessments would also be conducted in line with the School Organisation Code and the Welsh Language Standards.</p> <p>The IA outlines the requirement and commitment to consult and engage with the school and wider community, which will include a consultation on the impact on the Welsh language.</p> <p>The Council received confirmation on 12/11/2020 that the Commissioner would not be conducting an investigation, as the Council had not yet carried out the stages of community consultation and Welsh language impact assessments, and therefore the final decision is still outstanding pending those stages.</p>
CS023	15/3/2021	The Commissioner had received a complaint regarding an advert for a part time mid-day supervisor role at Ysgol Carno, where it was stated that Welsh language skills were not essential. The Commissioner requested confirmation of whether the	Operational	<p>The Council responded outlining that schools themselves are responsible for the recruitment of staff, with the Council providing support through advertising vacancies on its website, access to templates and support with recruitment processes. The Council does not, however, vet the adverts and job descriptions.</p> <p>The response outlined that the school had been advertising the post without success since 2017, advertising regularly on the Council's website and local Papurau Bro, and through posters locally, with Welsh</p>

		<p>Council was responsible for the issue, as well as representations on the accuracy of the allegations, relevant circumstances, actions or commitments and interpretation of the relevant standards.</p>		<p>language skills deemed essential. However, the failure to recruit over 4 years shows a shortage of Welsh speakers in the area looking for such opportunities, and with other staff currently having to cover the role, the school decided to change the language requirements. The post was advertised requiring Welsh language skills at level 1, which is the ability to pronounce names correctly and give and respond to Welsh greetings as a minimum, but with the school to provide training to develop Welsh language skills within the role. The school was once again unsuccessful in its attempt to recruit, and will now continue to advertise the role as Welsh essential. The Commissioner decided not to conduct an Investigation, as school governing bodies are not subject to the Welsh Language Standards. Also, based on the information submitted and steps undertaken by the school to try and recruit a Welsh speaker, it was also stated that they would not wish to conduct an investigation under these circumstances.</p>
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