



*Valuing Your Views*  
*Yn Gwerthfawrogi Eich Barn*

## **Evaluation of the Impact of the Estyn Llaw Project**

**Prepared by:** Wavehill Consulting

**Prepared for:** The Welsh Language Board

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## Acknowledgements

Wavehill Consulting is very pleased to have been selected to undertake the evaluation of the Estyn Llaw project and we have very much enjoyed conducting the research. We would like to express our gratitude to the Welsh Language Board and Estyn Llaw for their help and support during this evaluation. We are also grateful to the voluntary sector representatives who took the time to meet with us for interviews and give us their views.

## 1. Executive Summary

### 1.1 Introduction

Estyn Llaw is a project whose purpose it is to 'support voluntary and community organisations in the development of bilingualism and to promote volunteering amongst Welsh speakers.' (Source: Estyn Llaw website). Since 2000, Estyn Llaw has provided a range of support to voluntary organisations which includes training in language awareness, Welsh in the workplace and recruiting bilingual volunteers, as well as individually tailored support and consultancy - for a full breakdown see section 5.2. It has also overseen the development of Welsh language partnerships in each of its 'core' local authorities (see 2.2 below).

The purpose of the evaluation was to consider the effect and impact that Estyn Llaw had on the voluntary sector through contact with its partners, its beneficiaries and, as a control group, some non-participating organisations. Wavehill was asked to:

- Gauge the impact of the Estyn Llaw project on bilingual practices amongst voluntary and community groups in mid and west Wales
- Gauge the level of bilingualism in the voluntary sector and its responsiveness to the Wales specific bilingual culture on a regional and national level

We were also asked to look at the extent to which Estyn Llaw had achieved the core following objectives:

- Raising awareness of bilingualism in the sector
- Helping to raise the capacity of the sector to provide its services bilingually
- Helping groups to develop a bilingual ethos within their organisations

This section is a summary of the method and main findings of this report. It is intended to give an overview of the key findings, conclusions and recommendations of the impact evaluation of the Estyn Llaw project.

### 1.2 Overview of Methodology

Wavehill divided our research methodology into three phases:

- Phase 1 – Project Planning and Review
- Phase 2 – Consultation with Estyn Llaw's Beneficiary and non-Beneficiary organisations
- Phase 3 – Reporting, Feedback and Dissemination

Following a strategic review of the policy context relating to the development of the Welsh language in the voluntary sector, we undertook a total of 42 in-depth semi-structured interviews with the following stakeholder groups:

- Strategic Partners of Estyn Llaw
- Beneficiary organisations of Estyn Llaw
- Non-beneficiaries of Estyn Llaw

The interviews were largely qualitative in terms of their content, but some quantitative data was also produced.

### **1.3 Overview of Key Findings, Conclusions and Recommendations**

This section outlines the main findings of the report, the evidence upon which they are based, and the recommendations made in the light of the conclusions made.

#### **1.4 Conclusion 1**

Estyn Llaw's partnership working has clearly helped to raise awareness amongst strategic partners and their stakeholders of the importance of developing the Welsh language in the voluntary sector. The partnerships have clearly provided a forum for discussion and co-ordination on the development of the language and helped put it on the agenda at strategic level.

##### **1.4.1 Evidence**

Partners felt that the local partnerships, established, co-ordinated and facilitated by Estyn Llaw had helped to put the Welsh language on the agenda amongst strategic partners in the areas covered (See 6.4).

##### **1.4.2 Recommendation**

This partnership model has been an important first step in engaging the major strategic partners and could be extended to other local authorities in order to put the Welsh language on the agenda of strategic voluntary sector bodies in other areas. It is acknowledged that this would have implications for the current staffing levels of the Estyn Llaw project, however.

#### **1.5 Conclusion 2**

Estyn Llaw has also assisted CVCs and their volunteering bureaus to publicise opportunities for both groups and volunteers. However, there is some way to go before this development work begins to bear fruit. There is also a need for agreement between partners on a means of gathering data relating to referral in order that Estyn Llaw may evaluate its impact on an ongoing basis.

##### **1.5.1 Evidence**

The partnership established and co-ordinated by Estyn Llaw has led to some joint working between the Mentrau Iaith and CVCs in order to help them access Welsh-speaking communities. Volunteer co-ordinators, in each of the local authorities covered, appreciated the contribution Estyn Llaw had made in helping them to raise awareness of volunteering opportunities, but few recorded outputs were produced (See 6.4).

##### **1.5.2 Recommendations**

In order to be in a better position to capture the outcomes that Estyn Llaw may have delivered in this area, Estyn Llaw and voluntary bureaus should agree a protocol whereby new volunteers signposted by Estyn Llaw are recorded as such by volunteering bureaus.

### **1.6 Conclusion 3**

There is evidence that Estyn Llaw's work at both partnership level and at delivery level has led to changes of practice, increased awareness of and sensitivity to bilingual issues and a greater ability and willingness to engage with Welsh-speaking communities.

#### **1.6.1 Evidence**

Partners did feel that organisations had begun to feel more confident and positive about the Welsh language, engaging Welsh-speaking clients and communities, even if the evidence at delivery level suggests that there is still some way to go to achieve tangible outputs in this area.

#### **1.6.2 Recommendations**

It may be that practical follow-up support from Estyn Llaw to organisations who are at this stage, is required, in order to begin achieving these outcomes.

### **1.7 Conclusion 4**

The organisations consulted as part of this evaluation represent a wide variety of starting points, development routes and outcomes, reflecting the diversity of the sector.

#### **1.7.1 Evidence**

As pointed out in 7.3.1-4, there is a diversity of experience in terms of bilingual challenges, capacity, will and drivers for change.

#### **1.7.2 Recommendations**

However, as pointed out in section 4.2, *O'n Gwirfodd* has provided a framework for (self-) assessment and organisational change, which can be adapted to the needs of each individual organisation. Strategically, it is worth considering the extent to which this document can form the basis of a future template for development and a framework within which Estyn Llaw can assess groups' needs and deliver appropriate packages of support and training. The advantage being that this course of action would ensure that the diversity of experiences in the sector was somehow managed, organisations' level of bilingualism gauged against an industry benchmark system and a roadmap to bilingualism with key milestones developed and adopted. It is also important to recognise the framework for assessment developed by Estyn Llaw. This document also offers possibilities for standardising the way in which organisations are assessed as well as measuring the level of bilingualism resulting from the service received.

## **1.8 Conclusion 5**

Estyn Llaw beneficiary organisations are more likely to have a Welsh language scheme than their non-beneficiary equivalents. There is also evidence to suggest that in some cases this was as a result of working with Estyn Llaw to develop a scheme.

### **1.8.1 Evidence**

Some 67% of beneficiary organisations have a Welsh-Language Scheme, compared with 42% of non-beneficiary organisations.

### **1.8.2 Recommendation**

It is worth considering whether Estyn Llaw should pursue a policy of actively promoting Welsh Language Schemes, as a follow-up milestone to the popular language awareness training. There is much potential here for effective and co-ordinated partnership working with the Welsh Language Board. Estyn Llaw could follow a policy of referring beneficiaries who have attended language awareness training to the Welsh Language Board in order that the Board may support them in developing a Scheme. Clearly, many organisations have experienced a change in attitudes and culture as a result of language awareness training (see below 1.10, 1.10.1 and 1.10.2) and have become more committed to the idea of bilingualism. Formalising this commitment through a scheme to act as the driver for organisational change would appear to be the next logical step.

## **1.9 Conclusion 6**

Past beneficiaries of Estyn Llaw were full of praise for the service, in terms of quality, usefulness, appropriateness. The Estyn Llaw team were said to be responsive, pro-active and happy to provide ongoing support where necessary.

### **1.9.1 Evidence**

Almost all beneficiaries rated these aspects of the service as good or very good (see 7.4).

## **1.10 Conclusion 7**

Estyn Llaw has been pro-active in seeking out organisations in order to work with them.

### **1.10.1 Evidence**

Estyn Llaw was responsible for making first contact with many of their own beneficiaries and their proactiveness in seeking out opportunities to work with organisations and deliver appropriate support was praised (See 7.4)

### **1.11 Conclusion 8**

Language Awareness training has been the service received by the largest number of beneficiaries. Further, the biggest success of the project has been the tangible progress made by many organisations in terms of raising their awareness of the need to address bilingualism within their organisations and changing attitudes towards the Welsh language.

#### **1.11.1 Evidence**

Almost all beneficiary organisations felt that they had made progress in this area (See 7.5.3).

#### **1.11.2 Recommendation**

Whilst there is much to commend about the extent to which Estyn Law has had an impact in changing perceptions, it is clear that much work remains to be done in building upon this change of perception. This newly cultivated goodwill forms a basis for implementing practical steps, but the evidence suggests that many organisations require additional support in putting this into practice. It is recommended that follow-up assessments be undertaken with beneficiaries of language awareness training in order to capture the extent of change and to facilitate practical steps to implementing a course of action.

### **1.12 Conclusion 9**

Some progress has been made in changing groups' attitudes towards presenting a bilingual image, with outcomes such as producing literature in Welsh as a result of Estyn Llaw's awareness raising work.

#### **1.12.1 Evidence**

Many groups stated that they had begun to translate publicity material as a result of working with Estyn Llaw (See 7.5.1).

### **1.13 Conclusion 10**

Progress in terms of developing front-line bilingual service delivery itself was not widespread.

#### **1.13.1 Evidence**

Some organisations had made the transition to delivering small amounts of their service bilingually, where they could within existing capacity, although no organisations had made the transition to full bilingual delivery. The same barriers which were beyond both the control of the organisations themselves and of Estyn Llaw were still said to exist, namely recruitment difficulties where Welsh-speaking volunteers and staff were concerned.

#### **1.13.2 Recommendations**

It is beyond the remit of this evaluation to call for a national strategy to address these issues, but a number of organisations called for a strategic approach to tackling the skills gaps within the voluntary sector and the difficulty of recruiting Welsh-speaking volunteers.

### **1.14 Conclusion 11**

Many beneficiaries reported increased confidence in dealing with bilingual clients and communities and an increased willingness to use the Welsh they had, however little. However, again this had not led to large-scale recruitment or engagement of Welsh-speaking staff or volunteers. This is clearly a national issue, however, and beyond the direct influence of Estyn Llaw (See 1.12).

#### **1.14.1 Evidence**

See 7.5.2 and 7.5.4

#### **1.14.2 Recommendation**

Whilst acknowledging the wider skills gap and problems recruiting bilingual volunteers and the progress made by Estyn Llaw in changing attitudes and levels of confidence, it is still worth recommending, as per 1.10.2, that follow-up assessments be undertaken with beneficiaries who are at this stage in their development in order to capture the extent of change and to facilitate practical steps to implementing a course of action.

### **1.15 Conclusion 12**

Cost of translation was cited as the major barrier facing organisations wishing to develop bilingualism, as was a lack of qualified bilingual practitioners and volunteers in their fields – this was especially pronounced amongst social care and counselling groups. Estyn Llaw have helped some beneficiaries to secure low-cost translation delivered by a local Menter Iaith project, but this barrier will continue to exist and exert influence outside of Estyn Llaw's control, without special arrangements for the sector.

#### **1.15.1 Evidence**

See 7.5.5 and 7.6.

### **1.16 Conclusion 13**

Estyn Llaw has clearly delivered services to more organisations in Carmarthenshire than other areas due to the long-standing relationships that exist through the well-established language partnership, the linguistic geography of the county and the funding it has received from the local authority. As such has had the largest impact in that county. However, Estyn Llaw has ensured consistency of service quality and outcome, regardless of the locations of its beneficiaries.

#### **1.16.1 Evidence**

See 6.5.1 a 7.2.1

#### **1.16.2 Recommendation**

The progress made in terms of developing links and promoting bilingual delivery in areas where partnerships are strong is clear. It is therefore recommended that the foundation work undertaken with the new partnerships continues and that these new fora are used as a means of developing future commitment and of raising awareness regarding bilingual issues in the voluntary sector in Powys and Pembrokeshire.

## 2. Introduction and Brief

### 2.1 Introduction

Estyn Llaw is a project whose purpose it is to 'support voluntary and community organisations in the development of bilingualism and to promote volunteering amongst Welsh speakers.' (Source: Estyn Llaw website).

The project provides training, advice and practical support to voluntary organisations wishing to develop their capacity in the Welsh language. The service has been running since 2000 and employs 1.6 full-time equivalent staff. Estyn Llaw is delivered by Cwmni Iaith and is funded predominantly by the Welsh Language Board, although it has also drawn in additional funding from a number of local authorities and direct revenue from its training activities.

The Estyn Llaw project was developed in response to a need in the voluntary sector for support in developing the language, identified by the Welsh Language Board. The Welsh Language Act 1993 placed a statutory duty on public sector bodies to treat the Welsh and English languages equally and to formalise this commitment through Welsh Language Schemes or Policies. However, the voluntary sector is not obliged to conform to this act. Yet, a great number of voluntary organisations have themselves in recent years developed Welsh language schemes often under terms of service level agreements with statutory organisations, or in other cases simply to be inclusive, diverse and offer good quality customer care.

In spite of widespread goodwill towards the Welsh language in many parts of the sector, it was felt that many organisations lacked the necessary knowledge, resources (both human and financial) and drive to develop the Welsh language within their organisations.

Since 2000, Estyn Llaw has provided a range of support to voluntary organisations which includes training in language awareness, Welsh in the workplace and recruiting bilingual volunteers, as well as individually tailored support and consultancy - for a full breakdown see section 5.2. It has also overseen the development of Welsh language partnerships in each of its 'core' local authorities (see 2.2 below).

### 2.2 Geographical Area

Estyn Llaw's brief is to cover the counties of west and mid Wales, namely Carmarthenshire, Ceredigion, Pembrokeshire and Powys. Nevertheless, whilst the service has concentrated on these areas, it has also worked with organisations from all over Wales.

The four local authority areas are each culturally and linguistically distinctive and as such each poses a distinct challenge for the service.

**Carmarthenshire** is the most populous of the counties and has the highest number of people who are able to speak, read or write Welsh at 88,946, representing some 53.1% of its total population aged 3 and above. The county has a populous industrial southern strip, comprising the town of Llanelli, its largest settlement, where a lower proportion of the population (45.3%) have one or more of the above skills. Percentages of Welsh-speakers tend to be higher in the northern and north-western part of the county. (Source, ONS, Census 2001).

Some 54.1% of the inhabitants above the age of 3 in the local authority and electoral constituency of **Ceredigion** are able to speak, read or write Welsh. Its largest town, Aberystwyth, has a lower proportion of Welsh-speakers, due in no small part to its large student population, while the towns of Llandysul in the south of the county and Tregaron in the north east have higher proportions of people with the above skills (both above 70%). (Source, ONS, Census 2001).

The local authority of **Pembrokeshire**, has a proportion of 23.9% of its population above the age of 3 who are able to speak, read or write Welsh (Source, ONS, Census 2001). However, the distribution of people with one or more of these skills in Welsh varies between the south of the county, with higher concentrations in the north of county above the traditional 'landsker line', a traditional boundary between anglicised south Pembrokeshire and Welsh-speaking north.

**Powys** is the largest local authority in Wales, in terms of land area, but is also the most sparsely populated. Some 24% of the county's population are able to speak, read or write Welsh. Yet, considerably, higher concentrations exist in the western extremity of the county. For example, in Machynlleth some 59% of the population aged 3 and above possess one or more skills in the Welsh language. (Source: ONS, Census 2001).

### **2.3 The Brief**

The purpose of the evaluation was to consider the effect and impact that Estyn Llaw had on the voluntary sector through contact with its partners, its beneficiaries and, as a control group, some non-participating organisations. Wavehill was asked to:

- Gauge the impact of the Estyn Llaw project on bilingual practices amongst voluntary and community groups in mid and west Wales
- Gauge the level of bilingualism in the voluntary sector and its responsiveness to the Wales specific bilingual culture on a regional and national level

We were also asked to look at the extent to which Estyn Llaw had achieved the core following objectives:

- Raising awareness of bilingualism in the sector
- Helping to raise the capacity of the sector to provide its services bilingually
- Helping groups to develop a bilingual ethos within their organisations

The evaluation brief specifically stated that Wavehill's remit did not include analysis of management or organisational aspects of the project's delivery, or its performance against outputs, or spend. As such this report contains no data relating to outputs, spend, cost per outputs, but concentrate solely on outcome and impact assessment.

### **2.4 Definition of 'Welsh Language Scheme'**

This report uses the definition found in *O'n Gwirfodd – As good as our Word* (2005) to define what is considered to be a 'Welsh Language Scheme'.

*'A language scheme is a working document which notes which services are available in Welsh, how these services will be delivered and when they will be available to the public.'*

## 3. Methodology

### 3.1 Introduction

Wavehill structured the methodology for the evaluation into three distinct phases:

- Phase 1 – Project Planning and Review
- Phase 2 – Consultation with Estyn Llaw's Beneficiary and non-Beneficiary organisations
- Phase 3 – Reporting, Feedback and Dissemination

The specific activities which took place within these phases are detailed below.

### 3.2 Phase 1 – Project Planning and Strategic Review

During this phase Wavehill met with the Steering group to agree a project timetable which included the following data broken down on a week-by week basis

- The task to be undertaken
- The research objective of the task
- The output from the task
- The consultant responsible for the task
- The start and end dates of the task

#### 3.2.1 Strategic Review

Wavehill undertook a review of the strategic context surrounding bilingualism in the voluntary sector in Wales. The aim of this review, which forms section 4 of this report, was to provide a contextual background to the findings of the report and to give an overview of the strategic context within which Estyn Llaw is delivering its services.

#### 3.2.2 Questionnaire design

Wavehill produced two topic guides for use during the interviews with Estyn Llaw's stakeholders. A summary of the content of each of these is detailed below and both questionnaires are appended to this report. The first draft of these questionnaires was presented at the second steering group meeting and changes were made in the light of comments and amendments agreed at that meeting.

#### 3.2.3 Evaluation Framework

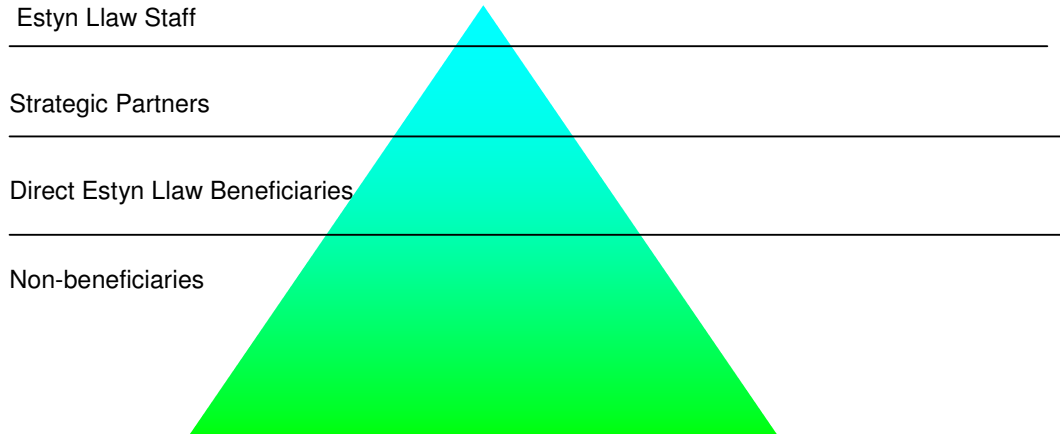
Working with the Steering Group, Wavehill produced an evaluation framework, which served three purposes:

- To provide an overview of stakeholder groups involved
- To relate directly the objectives and evaluation themes in the original brief to the questionnaires developed.
- To provide an overview of the means of capturing and analysing the data collected.

The framework appears below:

### Stakeholders

This is a graphic representation of the stakeholders consulted as part of the evaluation. The wider the pyramid is, the larger the group of stakeholders.



### Analysis Table

This table shows the themes that were specified in the original brief, tender and others subsequently agreed at Steering Group meetings and how they relate directly to the questionnaires developed and the stakeholder groups consulted.

Theme or objective	Stakeholder Group	Data collection Method	Analysis Method	Output
Provision map	Estyn Llaw Staff	Scoping Script Q.4	Overview of provision	Analysis and overview of provision
Strengths and Weaknesses of Delivery	Estyn Llaw Staff Beneficiaries	Scoping Script Q5 Organisation Script Q18 & 19, 20, 21, 22	Qualitative and quantitative	Qualitative and quantitative analysis
Areas for Developing the Service	Staff Estyn Llaw Beneficiaries and non-Beneficiaries	Scoping Script Q9 Organisation Script Q24	Qualitative	Qualitative Analysis
Starting point or baseline of beneficiary organisations	Beneficiaries	Organisation Script Q 14, 15.	Qualitative	Qualitative Analysis
Type of group or organisation	Beneficiaries and non-Beneficiaries	Organisation Script 1, 2, 4	Qualitative and quantitative	Qualitative and quantitative analysis
Experience of Estyn Llaw service	Beneficiaries	Scoping Script Q5 Organisation Script Q18 & 19, 20, 21, 22	Qualitative and quantitative	Qualitative and quantitative analysis

Theme or objective	Stakeholder Group	Data collection Method	Analysis Method	Output
Reasons for working with Estyn Llaw	Beneficiaries	Organisation Script Q15	Qualitative	Qualitative analysis
Impact of the Estyn Llaw service	Beneficiaries	Organisation Script Q20, 21 (i-vii), 22	Qualitative	Qualitative analysis
Impact of Estyn Llaw's work on the group or organisation's ability to recruit bilingual staff and volunteers	Beneficiaries	Organisation Script Q21 (v).	Qualitative	Qualitative analysis
Impact of Estyn Llaw's work on the group or organisation's ability to develop bilingualism	Beneficiaries	Organisation Script Q20, 21 (I; iii).	Qualitative	Qualitative analysis
Impact of Estyn Llaw's work on the group or organisation's ability to be more responsive to bilingual clients, customers or communities.	Beneficiaries	Organisation Script Q20, 21 (iv)	Qualitative	Qualitative analysis
Impact of Estyn Llaw's work on the group or organisation's ability to develop	Beneficiaries	Organisation Script Q20, 22.	Qualitative	Qualitative analysis
Other impacts	Beneficiaries	Organisation Script Q21 (vii).	Qualitative	Qualitative analysis
Impact of Estyn Llaw's work on the group or organisation's awareness of bilingualism and bilingual culture	Beneficiaries	Organisation Script Q21 (iii)	Qualitative	Qualitative analysis
Barriers that may exist within the organisation to seeking support from Estyn Llaw	Beneficiaries and non-Beneficiaries	Organisation Script Q23	Qualitative	Qualitative analysis
Needs analysis for future training and support	Beneficiaries and non-Beneficiaries	Organisation Script Q24	Qualitative	Qualitative analysis

### **3.2.4 Face to Face Semi-structured Scoping Interviews with Estyn Llaw Staff**

Wavehill conducted a series of face-to-face scoping interviews with Estyn Llaw's management and the frontline staff at Estyn Llaw. These interviews were not used to gather data to directly inform our impact analysis, but were conducted in order to gain a clear and comprehensive picture of:

- The project's management structure and delivery mechanisms
- Its key objectives and outputs
- Any systems in place for capturing the impact of services
- Operational challenges facing delivery staff in engaging voluntary groups and providing advice, consultancy and support
- Progress against objectives and perceived impact of delivery
- Areas in which the service can be developed

### **3.3 Phase 2 – Consultation with Estyn Llaw's Partners, Beneficiary and non-Beneficiary organisations**

Wavehill undertook some 42 in-depth, semi-structured interviews with voluntary organisations, mainly in mid- and south-west Wales, but also in other parts of Wales. This is considered a sufficient sample in a largely qualitative study, where the emphasis was on gaining data relating to outcomes, attitudes and organisational practice. The sample of interviewees was agreed with the Steering Group and selected according to the following factors:

- Geographical area – in terms of catchment and location
- Size and type of voluntary group
- Field of activity – Estyn Llaw has concentrated on groups from the health, social care and family services field. Therefore these field are well-represented in the sample.
- Groups and organisations who are not traditionally associated with the Welsh language.
- For beneficiaries, we considered the type of support they had received from Estyn Llaw.

These interviews were used to collect quantitative and qualitative data relating to:

- The quality, appropriateness and usefulness of the advice, training and support offered by Estyn Llaw.
- The impact of the support received in terms of building capacity within the organisation
  - to deliver bilingual services
  - raise the ability of existing volunteers and staff to use Welsh,
  - to recruit bilingual volunteers and staff,
  - develop a bilingual corporate identity
  - to be more accessible to the community
- Any added value to the organisation as result of the support received
- The Perceived impact of bilingualism on their service users, community or community of interest

Our contact centre made initial contact with the organisations' nominated representatives in Welsh or English according to their preference on first contact and offered them the opportunity to participate in the interview in wither language. Most interviews were undertaken face-to face, but where this was not feasible, on the part of the interviewee, interviews were conducted over the phone (See Appendix 1 for the full questionnaires).

### **3.4 Phase 3 – Reporting, Feedback and Dissemination**

The final stage was that of writing, editing and presenting the report, and feeding back to the Welsh Language Board, Estyn Llaw and to those consulted as part of the evaluation.

#### **3.4.1 Quality Assurance**

All of Wavehill's reports are read and appraised by one of our partners prior to presentation of the first draft to the client. This ensures that all our reports are:

- Clear
- Readable
- Thorough
- Comprehensive

#### **3.4.2 Triangulation Meeting**

Wavehill presented the first draft of the report at a triangulation meeting, where the initial findings were discussed and final conclusions and recommendations agreed with the Steering Group. This process ensures that the final report is

- Based on sound evidence
- Comprehensive and clear
- Balanced, fair and agreed by all parties
- It also ensures that the report contains conclusions and recommendations that are realistic and actionable.

#### **3.4.3 Feedback to Stakeholders**

Following an evaluation, Wavehill's policy is to produce a user-friendly feedback document which informs all stakeholders and consultees of the main findings of the evaluation and the key actions outlined in the report. These feedback documents are always developed in partnership with the evaluation Steering Group.

## 4. Strategic Review

### 4.1 Introduction

This section is a review of some of the major policy and strategy documents and recent events which have influenced the development of the Welsh language in the voluntary sector. Its purpose is to provide a contextual background to the findings of the report and to give an overview of the strategic context within which Estyn Llaw is delivering its services.

### 4.2 The Voluntary Sector in Wales

In recent years the voluntary sector in Wales has experienced a period of unprecedented growth and has begun to achieve formal recognition of its importance as both a service provider and a driver for community development and regeneration.

In 1998 The Welsh Assembly Government made an initial commitment to working with and developing the sector in Wales through the *Voluntary Sector Scheme*:

'The National Assembly is committed to recognising, valuing and promoting the voluntary sector as it builds true partnerships with the Sector.' - *National Assembly for Wales Voluntary Sector Scheme* (1998).

Since then a wide-ranging Review of the Scheme in 2002 and, crucially, a move towards longer-term funding cycles for the voluntary sector, has strengthened this ethos of partnership between WAG and the sector.

The voluntary sector has also been hugely successful in securing funding from a variety of sources, most notably:

- The statutory sector, through securing Service Level Agreements and delivering on behalf statutory bodies such as local authorities, NHS Trusts, Local Health Boards, ASPBs and the Welsh Assembly Government itself.
- Non-governmental sources such as The Big Lottery, subsequently the New Opportunities Fund and the Rowntree Foundation have made significant contributions to the development of smaller voluntary organisations in Wales.
- The voluntary sector has also been a large beneficiary of European Structural Funds under the Objective 1 and 2 programmes. Voluntary bodies in Wales have attracted funding to build their capacity and to deliver innovative services relating to community regeneration and economic development.

Following this growth, it was estimated that in 2005 some 30,000 people were employed by the voluntary sector in Wales, which represents a growth of over 50% in ten years, as the table below demonstrates:

Year	1995	1997	2000	2005
<b>Estimated number of paid staff in the voluntary Sector in Wales</b>	12,000	13,000	22,900	30,000

*Source: Voluntary Sector Skills Wales (WCVA, 2005). Sources of data: 1995 – The UK Voluntary Sector Statistical Almanac (NCVO, 1998); 1997 – Voluntary Organisations in Wales: results from a WCVA-funded Survey (Health Promotion Wales, 1997); 2000 – Labour Force Returns (LFS, 2000); 2005 - Voluntary Sector Skills Wales (WCVA, 2005).*

### 4.3 Bilingualism and the Voluntary Sector in Wales

This growth has increasingly strengthened and stimulated the professionalism with which the sector conducts its business. As many voluntary organisations have moved towards becoming third-party providers of services on behalf of public bodies, so they have been required to produce Welsh language schemes in order to ensure that the bilingual standards, to which their commissioning bodies adhere, are upheld.

In addition, there are other drivers which have prompted the sector at large to develop bilingual services and to recruit bilingual volunteers. The evidence gathered as part of this evaluation has shown that many voluntary organisations wish to develop their bilingual capacity for a variety of reasons, including:

- A wish amongst all groups to be accessible to all sections of its community and to engage with all groups
- A recognition that bilingualism is closely related to many of the values which underpin the voluntary sector, such as equal opportunities, non-discriminatory practices, diversity and responsive customer care.

Yet, there are wider contextual reasons why many voluntary organisations are unable to drive this process alone. *Futureskills* (2003) includes a breakdown of the main challenges facing voluntary organisations:

- Lack of core funding
- Funding attached to projects
- Difficulty recruiting staff and volunteers

In addition, the *Voluntary Sector Skills Wales* (WCVA, 2005) noted that half of voluntary organisations who employ staff reported facing recruitment difficulties. In addition, the *WCVA Panel Survey for 2005* (WCVA, 2005) showed that smaller organisations suffer a disproportionately higher turnover of staff compared to larger ones.

Further, *Futureskills* (2003) found that:

- Some 17% of organisations polled in Wales noted that a lack of Welsh language skills in the voluntary sector labour market was one of the reasons it could not fill vacancies
- 26% of organisations cited a lack of Welsh language skills amongst candidates applying for work in their organisation as a reason why candidates were insufficiently skilled
- 18% of organisations felt that Welsh language skills were amongst the generic skills gaps with their organisations

The WCVA Panel survey for 2005, found the skills gap to be greater, however. In an analysis based on training needs analyses, almost 70% of staff and over 50% of organisations suffered a skills gap in the Welsh language. It also revealed that larger organisations were more likely to deliver training in the Welsh language to its staff and volunteers than smaller organisations.

Indeed, the data gathered during this evaluation demonstrates that the following barriers exist to developing bilingualism in the sector:

- A lack of knowledge of how to go about developing the Welsh language in their organisation
- A lack of time – many voluntary organisations are on the front line of service delivery, many with little time or staff resources to devote to the process
- Difficulty in accessing Welsh-speaking volunteers
- A lack of resources to dedicate to translation or developing the skills of their staff or volunteers
- Or, in some cases, some voluntary organisations are simply unaware of the desirability of developing bilingualism from a customer care and community engagement point of view. (See section 7 for a full analysis of these themes).

An important recent development, however, is a clear sign that policymakers and strategic partners within the voluntary sector are responding to the challenges facing the Welsh language in the sector. The recent publication of *O'n Gwirfodd – As Good As our Words* (Welsh Language Board and WCVA, 2006) has gone some way to providing organisations with a practical framework for developing the Welsh language in their organisation through a series of practical steps. The document, which is a revision of an earlier version published in 1999, by now offers a process map for organisations which is broken down into the following milestones:

1. **Awareness raising** – developing the organisation's awareness and support for the principle of building its bilingual capacity.
2. **Reviewing current policy and Practice** – undertaking a process of honest self-evaluation and setting a baseline level from which to develop, and setting future objectives.
3. **Planning a scheme** – how to develop appropriate measures that meet the objectives identified in Phase 2.
4. **A Language Profile of staff and volunteers** – how to conduct a skills audit of bilingualism within your organisation
5. **Setting a timetable** – setting appropriate targets within achievable timescales
6. **Launching the Scheme** – how to launch the scheme, inform stakeholders of the scheme's existence and embed new operational practices amongst staff and volunteers

*O'n Gwirfodd – As Good As our Words* may prove to be an important milestone in the strategic development of the Welsh language in the sector by providing a framework for organisations to build capacity. It is possible that it may also provide the foundation for an accredited or recognised organisational quality-mark – something which is called for by several stakeholders consulted during this evaluation. However, it is also clear from the data referred to above and in the body of this evaluation that other barriers remain relating to funding, time and the available pool of Welsh-speaking staff and volunteers that call for a further co-ordinated and strategic approach at a national level.

## 5. Overview of Delivery Model

### 5.1 Introduction

The purpose of this section is to provide an overview of Estyn Llaw's services and activities. It is not intended to be an exhaustive list of activities and outputs over the project's life. Rather it is intended as a picture of the project's activities at the point of engagement with its beneficiaries and partners.

### 5.2 Partnership Working

At a partnership level Estyn Llaw has concentrated its efforts on establishing, co-ordinating and facilitating Welsh Language partnership forums at county level. Forums have now been established in Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

The partnerships focus on promoting the Welsh language in the voluntary sector through engaging with the key voluntary sector agencies in each county. In Carmarthenshire and Ceredigion, each forum has representation from:

- Estyn Llaw
- The local CVC
- The local Menter Iaith
- The Local Authority

The fora in Powys and Pembrokeshire are more recent developments and do not at present comprise representation from the local authorities.

Some activities have arisen from the partnerships, such as events to promote volunteering amongst bilingual people, stands at local fairs and farmers' markets and using the forums' members to engage and mobilise an audience for training events. There is evidence that the partnerships are succeeding in putting the Welsh language on the voluntary sector agenda in each county (See Section 6 for a full analysis).

### 5.3 Training

Estyn Llaw delivers a wide range of training courses, each of which has responded to an identified need within the sector. The attendees are often engaged and mobilised by Estyn Llaw's strategic partners. However, Estyn Llaw has also been commissioned on an organisational basis to provide bespoke training courses. Below is a list of the areas covered by the training offered by Estyn Llaw:

- Training in Language awareness
- Training in Recruiting Bilingual Volunteers
- Training in Language and Care
- Training in Developing Bilingualism
- Dealing with the media bilingually
- Chairing bilingual meetings
- Working with Welsh-language communities
- Developing a bilingual Website
- Conducting a Welsh Language Skills audit

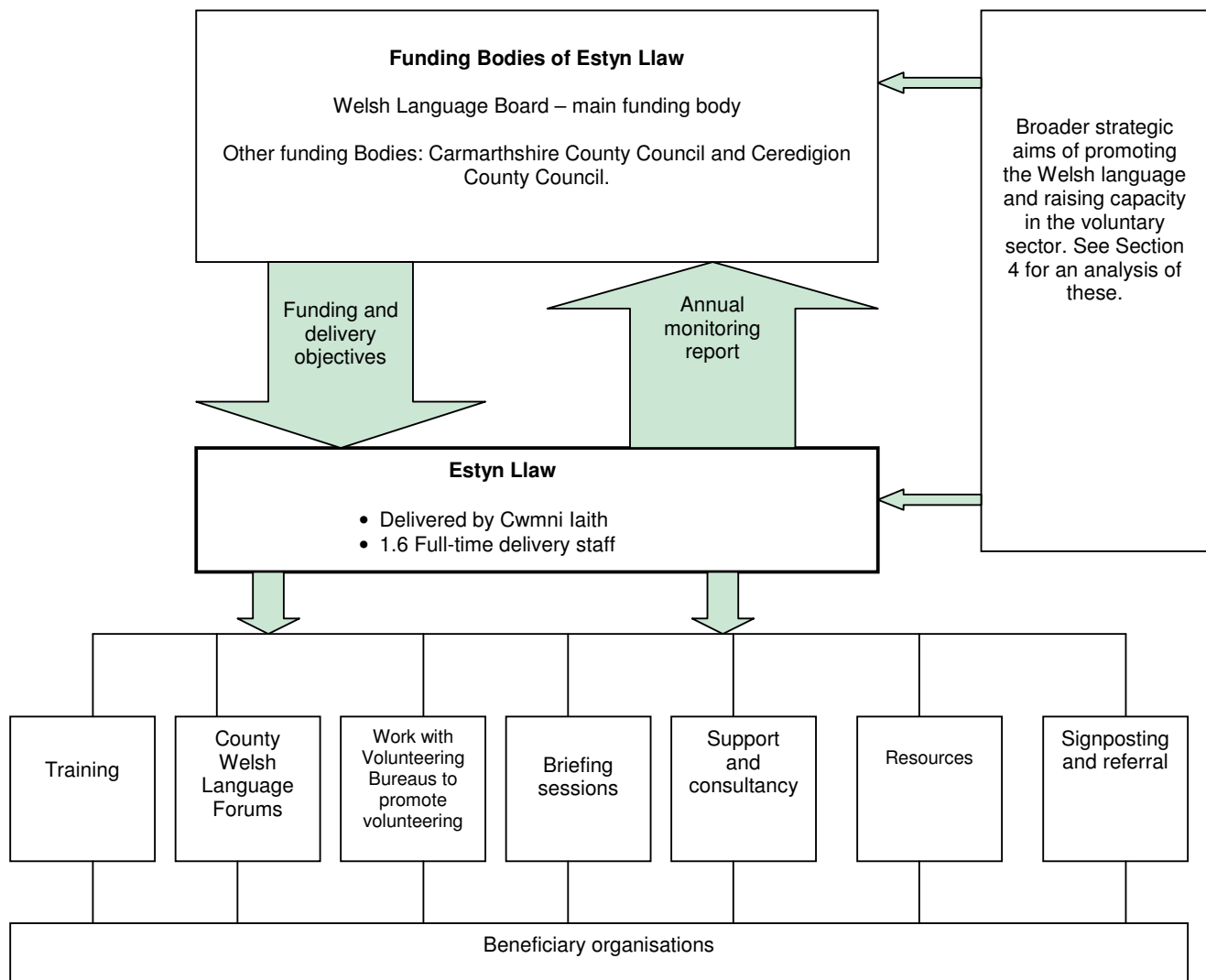
## 5.4 Support and Consultancy

Estyn Llaw has also provided hands-on support to organisations looking to develop the Welsh language. They have worked with groups to develop Welsh language schemes and policies, have given advice on engaging with bilingual volunteers, community and organisational profiling and corporate identity. Below is a list of some of the areas this support has covered.

- Bilingual volunteering
- Support to develop a Welsh Language Scheme
- Bilingual Design and Corporate Identity
- Working with Translators
- Organising bilingual events
- IT and the Welsh language
- Communities First – community profiling
- Bilingualism in the Workplace
- Specific briefing Sessions

## 5.5 Organisational Structure and Delivery Model

Below is a diagrammatic representation of the project's structure and delivery model.



## 6. Analysis of Partnership Working

### 6.1 Introduction

This section is analysis of the impact of the partnership work that has been undertaken by Estyn Llaw. It is intended to give a picture of the effect of partnership working at point of delivery and engagement with the sector. It is not an analysis of the partnership working arrangements themselves or the relationships between strategic partners, but intended to gauge the impact of the work that has been undertaken.

### 6.2 Stakeholder Groups

This analysis is based on consultation with Estyn Llaw's partner organisations with whom Estyn Llaw has delivered services, as distinct from beneficiaries for whom it has delivered a service. This section then is based on an analysis of the key themes relating to partnership as they arose in interviews with these bodies. Whilst we have assured the confidence of individuals who spoke to us, the identity of Estyn Llaw's strategic partners are a matter of public record. In each of their 'core' counties Estyn Llaw has established a local Welsh language forum. In Carmarthenshire and Ceredigion, each forum has representation from:

- Estyn Llaw
- The local CVC
- The local Menter Iaith
- The Local Authority

The fora in Powys and Pembrokeshire are more recent developments and do not at present comprise representation from the local authorities.

### 6.3 Challenges amongst Strategic Partners

Each of the strategic partners interviewed was asked to comment on the challenges that faced themselves and Estyn Llaw as strategic partners.

The main challenges and some supporting comments are tabulated below:

Theme	Comments
The need, in the first instance, <b>to raise awareness</b> amongst voluntary organisations in each county of the importance of bilingualism.	<i>"Yr her oedd i godi ymwybyddiaeth am bwysicrwydd y Gymraeg ymhlith grwpiau yn yr ardal [The challenge was to raise awareness about the importance of the Welsh language amongst groups in the area]."</i> – Strategic partner representative.
Other strategic partners entered into partnership with Estyn Llaw in order to <b>engage groups and communities</b> that had been outside its traditional reach	<i>"We were trying to promote ourselves in the north of the county. We try to meet the diversity agenda and Welsh is a part of that of course."</i> – Strategic partner representative
Another partner had received more direct help from Estyn Llaw in helping it to develop bilingualism internally. This was seen by several partners as important in that strategic and umbrella bodies, such as CVCs, are in a position <b>to set an example to the sector at large:</b>	<i>"We are the point of contact for clients and groups and it was important that we were able to use as much Welsh as we could. Even if we can do everything, an acknowledgement of the language is better than staying ignorant about it."</i> – Strategic partner representative;  <i>"It was about being inclusive, of covering the Welsh-speaking communities in our area and leading by example."</i> – Strategic partner representative.

Theme	Comments
<p>Other partners pointed towards a <b>cultural division in the voluntary sector</b> between groups and communities with a traditionally Welsh-speaking identity, and groups and charities that were either branches of UK-wide groups based in Wales, or groups run by people who had moved to Wales. It was felt by several consultees that something should be done to attempt to close this gap as a matter of priority.</p>	<p><i>"Mae 'na wahaniaeth mawr diwylliannol rhwng y grwpiau tradoddiadol Cymraeg fel y capeli, Merched y Wawr ac ati, a, fel, mudiadau Prydeinig. A does 'na ddim llawer o ymwybyddiaeth o'u gilydd neu gydweithio. [There's a big cultural difference between the traditional Welsh-speaking groups such as the chapels and Merched Wawr and so on and the British organisations. And there isn't a lot of mutual awareness nor working together." – Strategic Partner representative</i></p>
<p>Similarly, the point was made that often <b>Welsh-speaking communities were more likely to volunteer informally and receive informal voluntary services</b> within close-knit communities, rather than join a voluntary organisation, which led to challenges in fostering bilingualism in the sector.</p>	<p><i>"Ychydig iawn o wirfoddolwyr sy'n Gymry Cymraeg - mae gwirfoddoli yn rhywbeth anffurfiol I Gymry ac mae 'na falcher sydd y eu stopio nhw iwsio gwasanaethau. Mae rhaid wneud rhywbeth am hyn [Very few volunteers are Welsh-speakers – volunteering is something informal for them. And there is a also a pride which stops them using services. Something needs to be done about this]." - Strategic partner representative.</i></p> <p><i>"Mae hefyd gwahaniaeth rhwng y gwirfoddoli anffurfiol sy'n cymryd lle yng ngefn gwlad – ti'n gwybod, mae 'na rhwydweithiau cymdeithasol cryf yma lle mae pobl yn gwirfoddoli heb fod e'n rhywbeth ffurfiol, ti'n gwybod. Wedyn mae'r diwylliant o wirfoddoli yn swyddogol. Mae llawer o'r bobl sy'n gwirfoddoli gyda grwpiau swyddogol wedi symud mewn i'r ardal ac efallai oherwydd bod y rhwydweithiau anffurfiol dim yn bodoli iddyn nhw, mae nhw' fwy . . . tebygol o ymaelodi a grwpiau. Mae hwnna'n achosi dau sialens – denu siaradwyr Cymraeg i'r sector a chodi ymwybyddiaeth am y Gymraeg mewn sector lle nad oes 'na lawer o Gymry. [There is also a difference between volunteering informally which happens in rural areas – you know, there are strong social networks where people volunteer without it being something formal, you know. Then there is the culture of volunteering officially. Lots of people that volunteer with groups have moved to the area and perhaps because the informal networks don't already exist for them, they are more . . . likely to join a voluntary group. This all causes two challenges – attracting Welsh-speakers into the sector and raising awareness of Welsh in a sector where there are not many Welsh-speakers]." - Strategic partner representative.</i></p>

## 6.4 Strengths and Successes

This section is an analysis of the strengths and successes highlighted by partners of the partnership working initiated by and involving Estyn Llaw.

Theme	Comments
<p>The main strength and success cited was the local Welsh language partnerships <b>had helped to put the language on the voluntary sector's agenda</b> at a strategic level in each county.</p>	<p><i>"Mae Estyn Llaw wedi helpu rhoi'r Gymraeg ar yr agenda yn lleol [Estyn Llaw have helped to put Welsh on the agenda locally, certainly]."</i> - Strategic partner representative</p> <p><i>"Mae e wedi darparu ffocws i ni i ddod at ein gilydd i drafod materion Cymraeg. Doedd 'na ddim fforwm penodol i wneud hynny o blaen, oherwydd, yn eironig iawn, bod y Gymraeg I fod yn ystyriaeth crai sy'n torri ar draws materion eraill i'r rhan fwy' o bartneriaid. [It's provided us with a focus to come together and discuss Welsh-language issues. There was no specific forum to do that before, ironically, because the Welsh language is supposed to be a core consideration that cuts across other issues, for many partners]."</i> - Strategic partner representative</p>
<p>In terms of outputs of the partnerships, the point was made by many that they had helped <b>to raise awareness</b> of the importance of developing bilingualism in the voluntary sector.</p>	<p><i>"Mae e wedi atgyfnerthu'r neges bod y Gymraeg yn bwysig, a pam mae'n bwysig o safbwynt ein cwsmeriaid [It's strengthened the message that Welsh is important and why it's important from the perspective of our customers]."</i> - Strategic partner representative</p> <p><i>"Mae e wedi codi ymwybyddiaeth yn y grwp ar lawr gwlad ynglyn a beth dylai fod yn digwydd [It's raised awareness at grass roots level about what should be happening]."</i> - Strategic partner representative</p> <p><i>"Definitely at a development level in getting people to understand and be more confident about facing bilingual issues."</i> – Strategic Partner</p>
<p>Other pointed out that the partnerships had led to some signposting of groups to Estyn Llaw which in turn had delivered <b>outcomes for some beneficiaries</b>.</p>	<p><i>"Mae e wedi helpu ni i wneud cysylltiadau ac i gyfeirio grwpiau atynt. [It's helped jus to make links and signpost groups to them]."</i> – Strategic Partner</p> <p><i>"Mae e wedi arwain at rhai grwpiau yn darparu yn ddywieithog yn sicr. Dw I wedi gweld y newid yna. [It has led to some groups delivering bilingually. I've seen that change.]"</i> - Strategic Partner</p>

Theme	Comments
<p>Finally, there was general agreement that the partnerships had enabled some partners, such as CVCs and their members, <b>to access and become more accessible to Welsh-speaking communities</b> that had previously been out of their reach, through working with partners who were able to access that community (such as the Mentrau Iaith).</p>	<p><i>"With their help, we put on an event in June to raise awareness of volunteering opportunities for Welsh-speakers. It helped us engage with communities where we've had no reach before."</i> – Strategic Partner</p> <p><i>"Mae e wedi helpu ein aelodau I gyrraedd pobl Cymraeg eu hiaith [It's helped our members to access Welsh-speakers]."</i> – Strategic Partner</p> <p><i>"Yn bendant mae'r gwaith wedi creu ymwybyddiaeth am, wel, pam dyle grwpiau fod yn agored [Certainly, the work has created an awareness about why groups should be more open]."</i> – Strategic Partner</p>

## 6.5 Areas for Development and Improvement

This section is an analysis of the areas for development and improvement highlighted by partners of the partnership working initiated by and involving Estyn Llaw.

Theme	Comments
<p>In spite of there being a recognition of the increased awareness of bilingual issues in the sector, some partners questioned whether the partnerships with volunteering bureaux were succeeding in their aim <b>to attract Welsh-speaking volunteers</b> and the work with the partnerships necessarily <b>helping the recruitment of bilingual staff</b>. This was, however, seen as an indication of how difficult the situation was, not a judgement on Estyn Llaw's work.</p> <p>Several stakeholders noted that there was a <b>skills gap in term of qualified bilingual voluntary sector practitioners</b>.</p> <p>Other called for a <b>more strategic approach</b> to solve recruitment difficulties, incorporating national and regional bodies.</p>	<p><i>"Roedd y seminar ar gyfer recriwtio gwirfoddolwyr Cymraeg yn ddefnyddiol i godi ymwybyddiaeth ond roedd e ddim yn llwyddiant o ran canlyniadau. Ond nid berniadaeth o'u gwaith nhw yw hyn, rhaid dweud, jyst yn dangos pa mor anodd yw'r sefyllfa [The seminar for recruiting Welsh-speaking volunteers was very useful to raise awareness but it wasn't a success in terms of results. But this is not a criticism of their work, I must say, it just shows how difficult the situation is]."</i> – Strategic Partner</p> <p><i>"I'm not sure - we've had no volunteering opportunities registered specifying Welsh-speakers, but that doesn't mean recruitment is not happening at community level."</i> – Strategic Partner</p> <p><i>"Mae angen strategaeth er mwyn recriwtio gwirfoddolwyr a gweithwyr dywieithog yn y sector [There is a need for strategy for recruiting bilingual volunteers and workers in the sector]."</i> – Strategic Partner</p> <p><i>"We're more aware of this now, but it's not happening yet. There is a shortage of appropriately qualified people who are bilingual."</i> – Strategic Partner</p>

Theme	Comments
<p>Another interesting point to note is the <b>lack of a formal mechanisms between partners</b> (such as CVCs, Mentrau Iaith and Estyn Llaw) to agree partnership objectives, for signposting to Estyn Llaw and gauging the impact of Estyn Llaw's work in recruiting and signposting volunteers.</p>	<p><i>"Does 'na ddim system yn bodoli ar hyn o bryd sy'n gwneud yn siwr bod gwirfoddolwyr sy'n dod atom ni sy' wedi cael eu cyfeiro gan Estyn Llaw yn cael eu nodi fel beneficiaries Estyn Llaw [There is no system in existence at the moment that ensures that volunteers who come to us, who've been signposted by Estyn Llaw are noted as Estyn Llaw beneficiaries]." -- Strategic Partner</i></p> <p><i>"I'm not sure - we've had no volunteering opportunities registered specifying Welsh-speakers, but that doesn't mean recruitment is not happening at community level." -- Strategic Partner</i></p> <p><i>"Mae eisiau terms of reference ar y partnership a dweud y gwir. Ni gyd yn gwybod beth yw'r amcanion, ond byddai rhywbeth ffurfiol yn gwneud yn siwr bod pawb yn gwybod beth yw'r cyfrifoldebau [the partnership needs terms of reference to be honest. We all know what the aims are, but something formal would ensure that we all know what the responsibilities are]." -- Strategic Partner</i></p> <p><i>"Mae'n od. Mae yna wahanol lefelau o ymwybyddiaeth ymhlith ein staff – mae rhai yn cyfeirio pobl at Estyn Llaw, ac mae rhai sy'n fwy debygol o gyfeirio at y Menter Iaith lleol. Mae eisiau egluro pwy sy'n gyfrifol am beth ac at pwy dylai pobl fynd am gyngor ar wahanol bethe [It's odd. There are differing levels of awareness amongst our staff – some will signpost to Estyn Llaw, but others are more likely to signpost to the local Menter Iaith. There needs to be some clarification of whom is responsible for what and at whom people should go for advice on different things]." -- Strategic Partner</i></p>

### 6.5.1 Geographical Differences

It is worth noting that each of the county partnerships were at different stages of development and, as such the extent of the specific impact in each one had been different, even if the themes identified above were equally valid across areas.

Estyn Llaw has had the most success in developing the partnership in **Carmarthenshire**, and has had some notable success in **Ceredigion**. This is due to three principal reasons:

- Carmarthenshire and Ceredigion are the longest running of the partnerships and relationships have therefore had a greater chance to develop

- Both authorities have committed funding to Estyn Llaw and as such the service is duty-bound to concentrate some of its efforts in these areas.
- Both authorities have large naturally bilingual areas and as such, the awareness of the need for bilingual service delivery has been traditionally greater.

In Carmarthenshire especially, the project enjoys a particularly productive relationship with the local CVC who in turn is active in promoting the service in the county and engaging and sign posting groups to Estyn Llaw. It is also worth pointing out that Carmarthenshire accounts for the largest proportion of Estyn Llaw's beneficiary organisations (See 7.2 for a full breakdown).

The partnerships were at an embryonic stage in **Powys** and **Pembrokeshire**, but local partners had responded positively to Estyn Llaw's work. Much of the work that Estyn Llaw had undertaken in these areas was foundational and was concerned with:

- Engagement of the areas' strategic partners
- Raising awareness of the need to develop a strategic approach to bilingualism in the sector
- Raising awareness amongst voluntary groups through events and promotion
- Helping CVCs to raise their own bilingual capacity

## 6.6 Conclusions

The following is an analysis of the key conclusions arising from the evidence presented above on the impact of Estyn Llaw's partnership working.

### Conclusion

Estyn Llaw's partnership working has clearly helped to raise awareness amongst strategic partners and their stakeholders of the importance of developing the Welsh language in the voluntary sector. The partnerships have clearly provided a forum for discussion and co-ordination on the development of the language and helped put it on the agenda at a strategic level.

### Conclusion

Estyn Llaw has also assisted CVCs and their volunteering bureaux to publicise opportunities for both groups and volunteers. However, there is some way to go before this development work begins to bear fruit. There is also a need for agreement between partners on a system for gathering data relating to referral in order that Estyn Llaw may evaluate its impact on an ongoing basis.

### Conclusion

There is evidence that Estyn Llaw's work at both the partnership level and at the delivery level has led to tangible outcomes for some beneficiaries, such as changes of practice, increased awareness of and sensitivity to bilingual issues and a greater ability and willingness to engage with Welsh-speaking communities.

### Conclusion

Each of the county partnerships are at different stages of development and, as such the extent of the specific impact in each one has been different. Estyn Llaw has had the most success in developing the partnership in the areas where they have been established longer: namely, Carmarthenshire and Ceredigion. However, the more recent foundation work undertaken in Powys and Pembrokeshire has been worthwhile and was praised by partners.

## 7. Analysis of Beneficiary Impact and non-Beneficiary Attitudes

### 7.1 Introduction

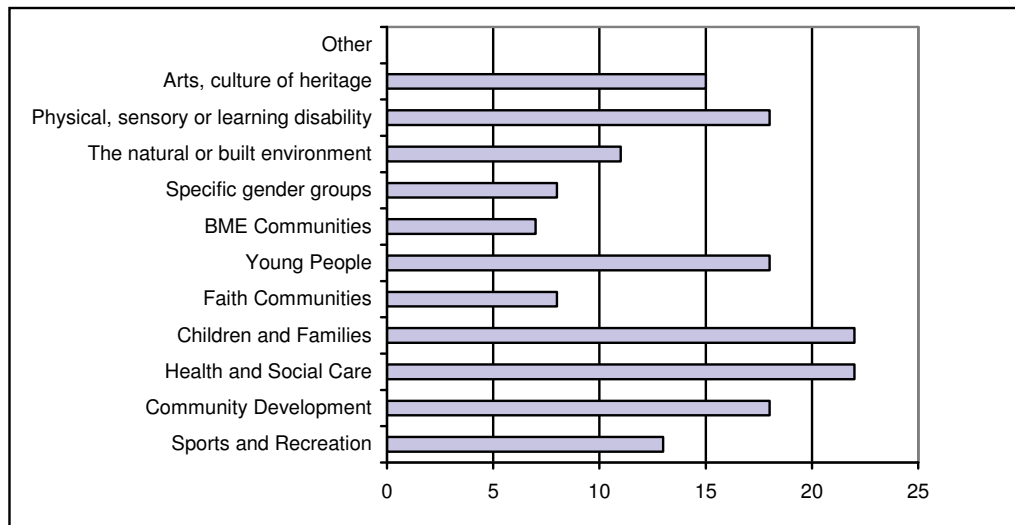
This section is an analysis of the impact of Estyn Llaw’s services and activities at direct beneficiaries, as well as some analysis of attitudes towards bilingualism, skills, gaps, operational challenges and training needs of both beneficiaries and non-beneficiaries.

### 7.2 Sample

It is based on 42 in-depth interviews which were undertaken between August and September 2006. A sample of beneficiary organisations were contacted from lists supplied to Wavehill by Estyn Llaw and the non-beneficiaries were selected from complete lists of voluntary organisations supplied to Wavehill by CVCs. Both beneficiary and non-beneficiaries were randomly sampled within a given set of criteria, agreed by the Steering Group. The Group asked that we contact a mixture of organisations from all over Wales, but concentrated the sample in the four counties of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. We were asked to interview a balanced sample of organisations working locally, regionally, nationally, all over the UK and internationally. And, we were also asked to include a significant proportion of organisations providing services in the fields of health, social care and family support services, given that these are areas which have been prioritised by Estyn Llaw. Finally, we were asked to make contact with groups not traditionally associated with the Welsh language.

As the graph below demonstrates, we achieved a balanced sample of organisations, with social care, health, children and families and physical, learning and sensory disabilities all well-represented.

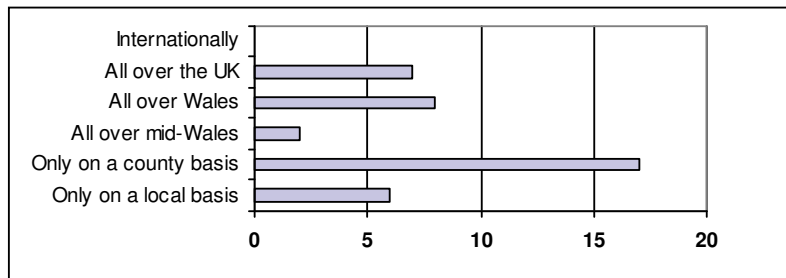
#### Which is the main field in which your organisation works? (42)



(Source: Wavehill’s interviews 2006) (Note: more than one box was ticked for several interviewees who conformed to more than one category).

Similarly, the table below also shows a fairly balanced split between organisations working at various geographical levels.

**Does your organisation work: (40)**



(Source: Wavehill's interviews 2006)

**Other:**

- "Families"
- "Criminal Justice"
- "People with manic depression and similar illnesses"
- "Domestic abuse"
- "All things which concern elderly people"
- "Regeneration, through our links with the Pencader and District regeneration group"
- "Bereavement"
- "Datblygu economiadd."
- "Pobl hyn"
- "Communities First."
- "Housing"

**7.2.1 Geographical Location**

Although, it is not necessarily an indicator of geographical coverage, the groups consulted were located in the following local authorities.

County	Number of consulted organisations based in that county	Number of organisation based in that county in initial sample of beneficiaries supplied by Estyn Llaw
Carmarthenshire	17	15
Ceredigion	8	8
Pembrokeshire	3	4
Powys	4	2
Other	7	13

A first glance it may seem that disproportionate number of organisations based in Carmarthenshire were interviewed, but when viewed alongside the Estyn Llaw beneficiary sample, it is broadly in line with the breakdown of services delivered by Estyn Llaw.

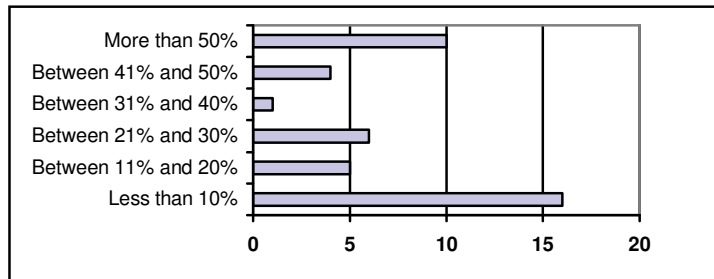
It is worth pointing out that there are valid reasons why Estyn Llaw has concentrated its efforts in Carmarthenshire. The county has the longest-running language partnership, which was instigated and established by Estyn Law. As such, the partnership has well-developed relationships which has led to larger scale referral, engagement and take-up amongst organisations in the county. The local authority has also part-funded Estyn Llaw and the local CVC has been pro-active in promoting the service.

However, it is important to say that Estyn Llaw has ensured consistency in terms of quality of delivery and outcome with organisations throughout Wales, even if more organisations have been reached in Carmarthenshire, proportionately speaking. There is no evidence to suggest that the level and quality of service offered in one county is different to any other. However, the well-developed partnerships that exist in Carmarthenshire and Ceredigion, coupled with the naturally bilingual nature of both counties, has led to more organisations being reached in both counties (See 6.5.1 for an analysis of partnership working and geography).

### 7.3 Baseline Position

Organisations were also asked a series of questions intended to gauge their current position in terms of bilingualism. The graph below shows that the largest group is organisations where less than 10% of staff or volunteers are able to communicate in Welsh, although it is worth noting a high incidence of groups with over 50% of bilingual staff or volunteers.

**OVERALL: Roughly, what proportion of your staff or volunteers (working in Wales) are able to communicate in Welsh? (42)**



(Source: Wavehill's interviews 2006)

In terms of specific areas of capacity, the organisations consulted can be divided into 4 groups:

### 7.3.1

Theme	Comments
<p>The first group are organisations who are able to deliver all aspects of their delivery in Welsh. These organisations were almost all well-established organisations in Carmarthenshire, Ceredigion or north Pembrokeshire, who received core funding, such as CVCs and Mentrau Iaith.</p>	<p><i>"Everything is conducted bilingually, from our meetings, to trip bookings, to administration etc the only thing that is not bilingual is the minutes from meetings as the person who writes them is not comfortable writing them in Welsh-we try to accommodate everyone's preferences."</i></p> <p><i>"I'd say fairly strong; we are able to offer all our services bilingually ad it is definitely a priority."</i></p> <p><i>"It's a predominantly Welsh-speaking area, so our staff are Welsh-speaking and most meetings are bilingual."</i></p> <p><i>"Rydym ni yn gallu cynnig popeth - cyfieithu ar y pryd, cofnodion, staff gweinyddol. Popeth We offer everything – simultaneous translation, minutes, administrative staff. Everything]."</i></p> <p><i>"We can conduct most of our business bilingually, for example the Pencader Regeneration group publish a magazine every month to which we contribute and all our articles are bilingual."</i></p> <p><i>"Yn gwbl dwyieithog - fel mater o bolisi [Completely bilingual, as a mater of policy."</i></p>

7.3.2

Theme	Comments
<p>The second, and largest, group comprises those organisations who are <b>able to deliver some of their service bilingually, but unable to guarantee total coverage</b>. These groups were a mixture of well-established larger organisations such as national bodies or social care providers and housing associations, as well as some smaller grass-roots community organisations. Many were actively engaged in developing bilingualism in their organisations.</p>	<p><i>"2 of our staff speak Welsh with the children, we answer the phone bilingually. We do not have any fluent Welsh speakers but we do have a few service users who are Welsh 1st language."</i></p> <p><i>"Every aspect of service is bilingual but not in every area of Wales, all of our staff are spread across Wales and based in different areas. So we can arrange for bilingual support but if someone calls up the victim support line they will not necessarily get a Welsh speaking person on the other end of the line."</i></p> <p><i>"Fair: not good or bad. We have a certain number of bereavement councillors and support workers who are bilingual so we try to match them with the people who are first language Welsh"</i></p> <p><i>"Of volunteers, a third of them speak Welsh so we try to match the people who ask for Welsh services to the Welsh speaking volunteers."</i></p> <p><i>"Some bits are very good. The formal structures are very good - we have a bilingual help line, all our publications are bilingual, we have simultaneous translation for big events, forms. The distribution of Welsh-speakers in delivery is not possible everywhere however. some parts are strong, some are weak."</i></p> <p><i>"We can deliver certain aspects of our service bilingually, however, we have an unusual set-up as we have professional artists to come in to work with the various groups so these change regularly; some of these artists are bilingual but these are only a small percentage, its a very mixed picture. It is a priority of ours and we are striving to be more bilingual. But we do find that finding bilingual staff and artists is a hurdle that we face"</i></p> <p><i>"We can offer a bilingual service for some parts of our support programme, but we don't have the capacity to deliver everything bilingually at the moment."</i></p> <p><i>"Well, most of our staff have been on courses and are still learning Welsh, but when working with the younger children we can get away with it. However, we cannot all fully converse with the parents in fluent Welsh."</i></p> <p><i>"25% of our service is delivered bilingually; that is the children's activities and parent's support. The administration is all done by myself so that is all in English as my Welsh is not good enough for admin. We are in the process of arranging a basic language course in Welsh, but all the staff definitely need further training and support in Welsh."</i></p>

7.3.3

Theme	Comments
<p>Thirdly are those groups who <b>provide their literature bilingually</b>, but have not yet successfully made the transition to delivering services or holding meetings bilingually.</p>	<p><i>"All of our information and material that we give to the public and agencies is bilingual and we also go into schools to raise awareness and that we do with another agency and they have a person who is bilingual and can support us in doing that bilingually"</i></p> <p><i>"All our resources are bilingual so if someone does request a service in Welsh we do aspire to provide that in Welsh to our best capability"</i></p> <p><i>"It's getting better. We've just launched a Welsh Language scheme. We do try - all our literature is bilingual and we have a database of clients and organisations and their language preference. We can't cover all our delivery in Welsh at the moment though."</i></p> <p><i>"Very limited; our leaflets are bilingual and our website is almost fully bilingual-we are still developing that. If someone calls up and specifically asks for someone to speak to in Welsh we can arrange for a Welsh speaker to call them and provide support. In North Ceredigion our meetings are bilingual, but the monthly newsletter that sent out is only in English"</i></p> <p><i>"We're not really well-placed to be honest. There is a difference between producing policy documents where you can buy in translation and delivering all support services in Welsh."</i></p> <p><i>"At the minute, all our literature is bilingual, but that's about all we can guarantee. I'd say our ability is low: some of the office staff can speak or understand Welsh, but not much of the assessment process or support service can be guaranteed through Welsh."</i></p>

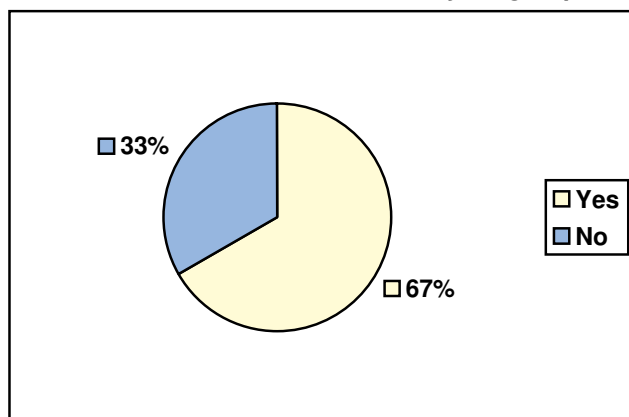
### 7.3.4

Theme	Comments
<p>The final category is made up of a small number of groups who acknowledged that their <b>bilingual capacity was very limited</b>, if it existed at all.</p>	<p><i>"It's limited at the moment to be honest. We need to build it up as we're working in mid- and north-Wales more. We have some Welsh-speaking members and we try to get them to use the language and engage others."</i></p> <p><i>"It's very difficult - the costs associated with translation. Getting bilingual staff is an issue."</i></p> <p><i>"To be honest all of our meetings are conducted in English so I am not fully sure to be honest. I know that it is only a very small amount of leaders speak Welsh."</i></p> <p><i>"Very poorly, we are based in Pembrokeshire and it is predominantly an English speaking county. We do not hear much Welsh here."</i></p> <p><i>"We find it very difficult, despite our best efforts. It is especially hard to recruit staff who are bilingual and qualified to do the job."</i></p> <p><i>"Well our meetings are all held in English but we often find that people will talk among themselves in Welsh and that is no problem."</i></p>

### 7.3.5 Welsh Language Schemes

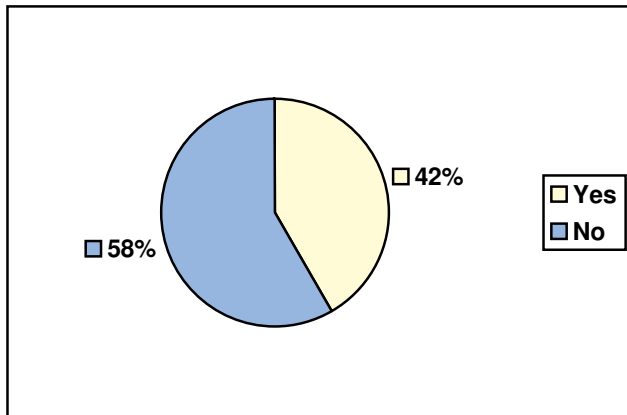
Some 60% of the organisations polled stated that they currently had a Welsh language scheme. However, when beneficiaries of Estyn Llaw are compared to non-beneficiaries, it emerges that Estyn Llaw beneficiaries are more likely to have a Welsh language scheme.

#### ESTYN LLAW BENEFICIARIES: Does your group have a Welsh language scheme? (30)



(Source: Wavehill's interviews 2006)

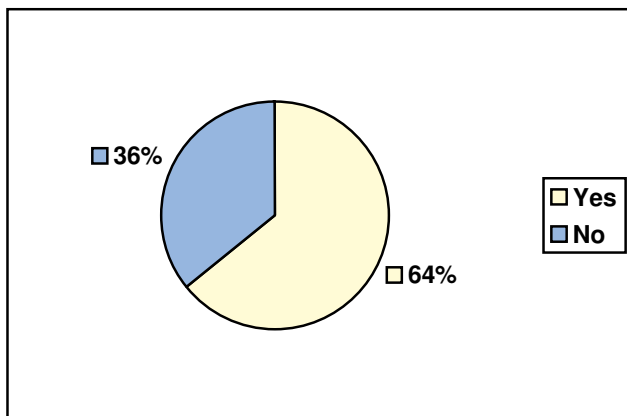
**ESTYN LLAW NON-BENEFICIARIES: Does your group have a Welsh language scheme? (12)**



*(Source: Wavehill's interviews 2006)*

Further, some 42% felt that Welsh language schemes were or would be an advantage to their organisations.

**Do you feel that having such a scheme is, or would be, an advantage? (42)**



*(Source: Wavehill's interviews 2006)*

When asked to explain their answer, there were a variety of viewpoints:

Theme	Comments
<p>Many felt that a Welsh language scheme was a way of <b>formalising a commitment</b> to the language, by ensuring that staff and volunteers were made aware of their responsibilities and guaranteeing a certain level of service.</p>	<p><i>"Hyd yn oed os nad yw pobl yn cymmffurfio gyda pppeth sydd ynnddo, mae'n 'na l atgoffa pobl. Mae'n codi ymwybyddiaeth hefyd [Even if we don't conform to everything that's in it, it's there top remind people. And it raises awareness."</i></p> <p><i>"It gives us procedures to follow and we try hard to observe it - we follow the procedure for dealing with calls and letters in Welsh and it's made us more aware of why it's important to be bilingual where we can be."</i></p> <p><i>"I'm glad it's there, even if it's not always observed to the letter, people know they have a responsibility."</i></p> <p><i>"We're working on one at the moment. It will help us formalise the things we're trying to do at the moment."</i></p> <p><i>"Bydde polisi yn sicrhau ansawdd a chynhwysedd. [A policy would ensure quality and inclusivity]."</i></p>

Theme	Comments
<p>Other felt that a Welsh Language Scheme was a <b>starting point</b> but needed to be embedded, implemented and developed in order to be effective.</p>	<p><i>"It's not fully implemented and is very much the starting point for development. But is currently looks like a mountain to climb and we need to break it down into achievable goals."</i></p> <p><i>"On the whole, yes, it another tool to help people remember what is and isn't required. It's system with guidance and people know what is expected. But the policy doesn't deal with the fuzzy detail of delivery on a day-to-day basis. I mean, it can't cover all eventualities can it?"</i></p> <p><i>"The policy is a bit out of date and needs to be smartened up, but it is useful."</i></p> <p><i>"I only think the plan would be an advantage though if it is a realistic one which takes account of our capacity. It is our aim to provide equal opportunities and to give people the choice to access our service in their first language would be giving them an equal opportunity."</i></p>

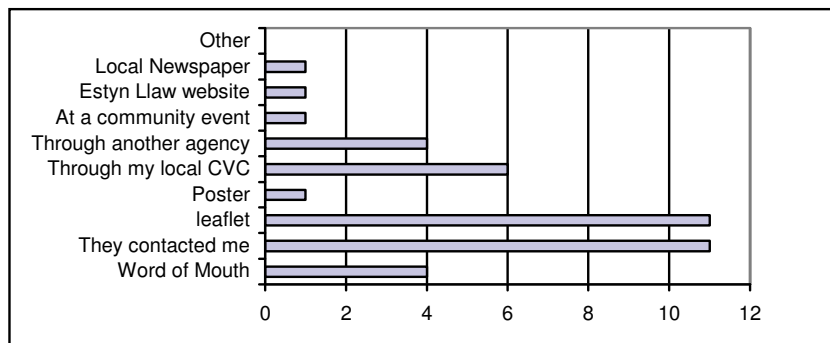
Theme	Comments
<p>Some, however, were <b>not convinced</b> of the usefulness of such a scheme.</p>	<p><i>"As mentioned we have already got people who are bilingual, even so we do not have many people who request support in Welsh and if we did have a plan I do not think it would influence the way we would do anything."</i></p> <p><i>"We have adopted the policy and we provide all written material bilingually-however, it is very costly. For example, we spent £2500-£3000 on bilingual booklets recently, but most of the elderly people still read the English version as the Welsh is too difficult-its the correct or 'book' Welsh and not the Welsh they speak in their community-therefore our costs are doubled by the need for Welsh material but it is not then used to its full by the clients."</i></p> <p><i>"We just do not have the demand for Welsh or bilingual services/groups, we did get the beaver scout handbook translated but the take-up on the Welsh version was minute and given the cost of it outweighs the benefit. If the groups are in English it is also more useful to have the material in English."</i></p>

#### 7.4 User Experiences of the Estyn Llaw Service

We asked representatives from organisations who had received support, training or advice from Estyn Llaw series of comments on their experience of the service they received.

Firstly, organisations who had heard of Estyn Llaw (whether beneficiaries of the service or not), were asked how they had come to hear of Estyn Llaw. Interestingly, a high proportion of organisations had been contacted by Estyn Llaw in the first instance, suggesting that the service has been pro-active in engaging the sector.

##### How did you come to hear about Estyn Llaw and its activities? (42)



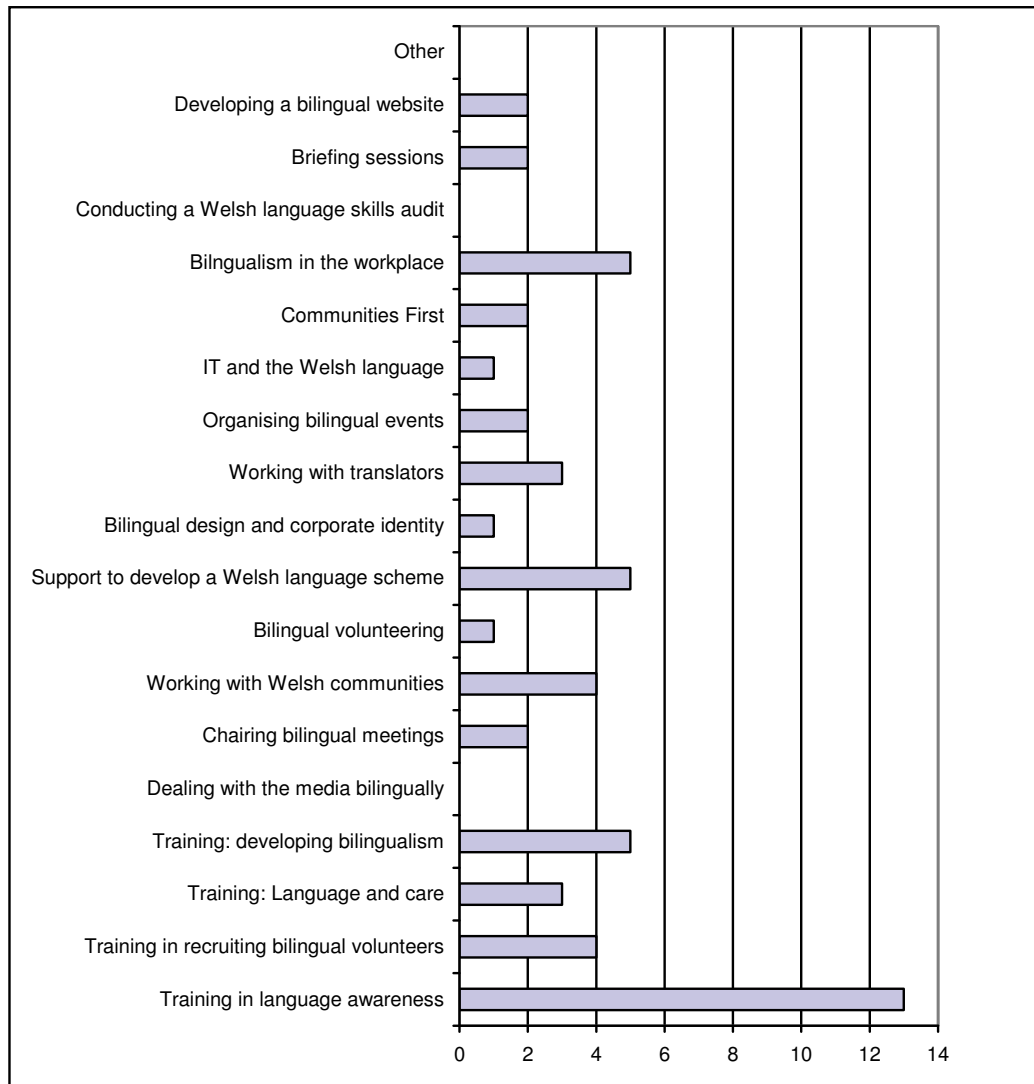
(Source: Wavehill's interviews 2006)

**Other:**

- "The Eisteddfod 2004"
- "Trwy Cwmni Iaith." X 2
- "Through the local Welsh language partnership."
- "We contacted them."

In terms of the support and training that beneficiaries had received, the largest group were those that had received language awareness training

**What sort of support or training did you receive from Estyn Llaw? (Tick any that apply)  
(30)**



(Source: Wavehill's interviews 2006)

**Other:**

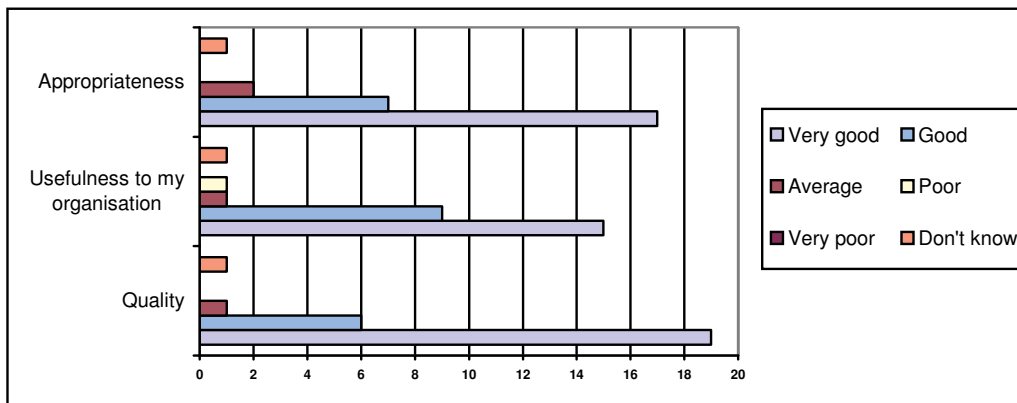
- "The officer that we met with talked me through our bilingual needs and she then went on to write us a report on developing our bilingual capabilities and that went to the Trustees and from there we developed our bilingual policy"
- "A visit and general chat and assessment of our needs."
- "Cydweithio ar y fforwm iaith sirol. [Joint working on the county Welsh language forum]." X 3
- "Cymmorth wrth i ni llunio pecyn gwybodaeth [Support while we developed an information pack]."
- "Sut i wneud proffeil cymunedol [How to undertake a community profile]."

We also asked beneficiaries to rate the following aspects of the service they had received:

- Appropriateness
- Usefulness
- Quality

As the graph below demonstrates, almost all organisations rated they support they received as 'Very good' or 'Good'.

**How would you rate the following aspects of the support or training you received:**



(Source: Wavehill's interviews 2006)

When asked to comment further a variety of positive responses were given:

Theme	Comments
<p>Many beneficiaries praised Estyn Llaw's</p> <ul style="list-style-type: none"> <li>• Responsiveness</li> <li>• Willingness to provide ongoing support</li> <li>• Willingness to be pro-active</li> <li>• Provision of high quality advice, based on facts and evidence</li> <li>• Experience base</li> <li>• Reliability</li> <li>• Professionalism</li> </ul>	<p><i>"Dim ond codi'r ffon sydd eisiau I gael cymmorth. [We only needed to pick up the phone" to get advice]."</i></p> <p><i>"When we've asked for support, they have always come through. They are willing to adapt and easy to work with. And what they've done for us is appropriate to where we are as an organisation at the moment." It's important that they are able to carry on as a hand-holding body, to help us implement what we have learned, especially as small organisation without the expertise.</i></p> <p><i>"It was well-delivered. They were pro-active beforehand about what we wanted and what would fit and work for us."</i></p> <p><i>"Roedd y cymmorth ac adborth gawsom ni gan Estyn Llaw yn seiledig ar ffeithiau a thystiolaeth bob tro. Felly, roedd yn gymaint haws I mi fynd at fy rheolwraig I ddweud 'Wel dylwn ni ysytyried diwigio'r ddogfen yn sgil y wybodaeth 'ma. [The support and feedback we received from them was always based on facts and evidence. It was, therefore, so much easier to go to my manager and say 'Well, we should consider revising this document in the light of this information]."</i></p> <p><i>"Roedd y profiad addas gyda nhw. Darparon nhw'r hyffoddiant o fewn amser a phris ac roedd ansawdd y deunydd yn uchel [they had the appropriate experience. They provided the training on time, within budget and the quality of the resources was high]."</i></p> <p><i>"They were very supportive, professional and we got down to basics."</i></p> <p><i>"We've been able to contact them again and again. They've given us practical help and advice. They are open, responsive, approachable and, well, great really. Working with them has given me confidence to ask basic questions about bilingualism I wouldn't have dared ask before and set small realisable goals."</i></p>

A small number of past beneficiaries did, however, raise some relatively minor criticisms:

Theme	Comments
<p>The criticisms related to:</p> <ul style="list-style-type: none"> <li>• Having a tutor with direct and recent experience of service delivery for specific sectors</li> <li>• Having more interactive training sessions</li> <li>• Some parts of training being unclear and long</li> <li>• A long time to respond to an organisation's Welsh Language scheme.</li> </ul>	<p><i>"Byddai fe wedi bod yn well tasai fe wedi cael ei darparu gan rhywun oedd a phrofiad yn y sector penodol o dan sylw. [It would have been useful if the person delivering had had experience in the particular sector being addressed]."</i></p> <p><i>"It was well-organised, but the feedback from our organisation was that it could have been a bit more interactive."</i></p> <p><i>"It wasn't completely clear at all times though."</i></p> <p><i>"Just that we are still waiting to hear back from Estyn Llaw on our policy that we sent them a while ago; that's the only negative remark really, it has had to take a back seat now"</i></p> <p><i>"The historical stuff was interesting but a bit long."</i></p>

## 7.5 User outcomes and Impacts

We asked past beneficiaries of the Estyn Llaw service a series of qualitative questions to gauge the impact that the service had on their organisation in the following areas:

- Presenting a bilingual image
- Bilingual Delivery of Service
- Raising awareness of bilingualism and Welsh language issues
- Responsiveness to client and customer needs
- Recruiting staff and bilingual volunteers
- Developing the skills base of its existing staff and volunteers

### 7.5.1 Presenting a bilingual image

Some organisations had been inspired to begin producing bilingual materials as a result of having worked with Estyn Llaw or attended one of their courses.

Theme	Comments
<p>Some groups felt that they were now more sensitive about perceptions of their organisations in Wales and felt that bilingualism was a good way <b>to challenge the perception of them as 'English' organisations in Wales.</b></p> <p>Other groups had began producing <b>bilingual literature</b> as a result of Estyn Llaw's work.</p>	<p><i>"All our literature is now bilingual; which we would not have been thought about before. We now have a page on the Dyfed-Powys website which is all bilingual"</i></p> <p><i>"We're much more aware now of not being seen as an English organisation operating in Wales. We want to be part of the community and one of the ways we can prove that is by being bilingual."</i></p> <p><i>"We are seen as an English organisation, but have started to deliver bilingually where we can and are trying to challenge that perception."</i></p> <p><i>"It's raised our profile locally too."</i></p> <p><i>"Yes, as a result of our efforts to help our bilingual image we worked with the local schools and helped out with concerts etc in Welsh"</i></p> <p><i>"Only the information/written materials which are bilingual and the school visits we do in conjunction with another agency who speak Welsh"</i></p> <p><i>"We have along way to go before we are perceived as a bilingual organisation, but we know what we need to do and that is the foundation."</i></p>

### 7.5.2 Delivering Bilingually

A small number of organisations were able to point to real, tangible outcomes in terms of having improved their capacity to deliver as a result of Estyn Llaw. Whilst many felt that they were more aware of why it was important following their experiences with Estyn Llaw, they were still experiencing difficulties in putting these principles into effective operational practice. Yet, this is, in probability due to the low baseline from which many Estyn Llaw beneficiary organisations, and indeed, the voluntary sector generally, have started along with the fact that language awareness training has been Estyn Llaw's most popular activity.

Theme	Comments
<p>Some felt that their <b>capacity to deliver bilingually had improved</b> through:</p> <ul style="list-style-type: none"> <li>• Reminding staff and organisations of their responsibilities</li> <li>• Raising confidence in staff about using the Welsh that they do have.</li> <li>• Staff taking ownership of the Welsh language scheme and trying to ensure a Welsh language service within existing resources</li> </ul>	<p><i>"Better delivery of bilingual services, awareness of bilingual issues and a responsibility to the community and the people that use the centre to offer a bilingual service."</i></p> <p><i>"The Estyn Llaw team reminded them what was in the Welsh Language policy and made them more confident about using what Welsh they have. Some were a bit nervous about bilingual issues beforehand and that leads to people ignoring them. Estyn Llaw gave us a safe space to discuss it - for people to ask the basic questions and look at their own assumptions."</i></p> <p><i>"We have a bit more confidence and knowledge about Welsh culture and we try to value the language through making the effort to speak in Welsh, even if we make mistakes, which is better and more respected than not making an effort at all to recognise the language"</i></p> <p><i>"Thanks to increased numbers of bilingual volunteers we can provide a more bilingual service to the community"</i></p> <p><i>"People are now more aware of why it's important. People in the organisation, whether they speak Welsh or not, are now taking responsibility for bilingualism and ensuring our clients and partners get a bilingual service where we can provide it."</i></p> <p><i>"I know that when we have our Welsh language policy, it will be very limited due to my language constraints but we will endeavour to provide as much as our capacity will allow us to in Welsh"</i></p> <p><i>"Gwnaethon ni ddiwigio'r ddogfen ar sail y wybodaeth. Gwnaeth e gryfhau y rhesymau dros darparu yn ddwyieithog. [We revised the document on the basis of the information. It strengthened the reasons for delivering bilingually]."</i></p>

Most respondents, however, felt that whilst they were more aware of the need to deliver bilingually and in many cases had formalised a commitment to doing so, many barriers to doing so still remained.

Theme	Comments
<p>Whilst it is clear that many groups were more aware of why delivering was important, many still faced the same <b>barriers</b> to doing so, namely:</p> <ul style="list-style-type: none"> <li>• Starting from a low base of Welsh-existing speakers</li> <li>• Lack of resources to employ additional staff</li> <li>• Lack of qualified bilingual practitioners available in the sector</li> </ul>	<p><i>"We're certainly more aware of why it's important to deliver services bilingually, but it's down to resources. We are starting from a low base. We now know what we need to do, but we lack the resources to do it really."</i></p> <p><i>"Not really. It would be very difficult to do that in the current recruitment climate."</i></p> <p><i>"I'm not sure if that is any further forward than before"</i></p> <p><i>"It has not"</i></p> <p><i>"Not had much of a difference."</i></p>

### 7.5.3 Raising Awareness

The data gathered demonstrates that awareness-raising has been the biggest area of development and success for the project. This has led to some positive outcomes in terms of changing attitudes towards the language and even to a change of culture in some organisations.

Theme	Comments
<p>Most organisations interviewed felt that the work undertaken with Estyn Llaw had led to their levels of <b>awareness of bilingual issues to improving markedly</b>.</p> <ul style="list-style-type: none"> <li>• Some pointed to a <b>more positive attitude</b> towards the language from volunteers, trustees and staff.</li> <li>• Others felt that on the basis of the training or support they had gained the confidence and evidence base to <b>make the case for the language and engender ownership of the language</b> in their organisations.</li> </ul>	<p><i>"For us, it has raised our awareness. They've encouraged us to change our culture and endorsed the work we have done."</i></p> <p><i>"Attitudes have changed for the better certainly - people now expect documents to be bilingual and know why it's important."</i></p> <p><i>"Definitely-the staff are more aware and we make a conscious effort to make all posters and displays bilingual, and the Welsh version always comes first."</i></p> <p><i>"Ie, roedde'n dda I weld ffeithiau am y Gymraeg a defnydd yr iaith o'm malen I. Ces I'r ffeithiau I frwydro dros yr iaith! [Yes, it was good to see the facts about the Welsh language and its use in front of me. I had the facts to fight the language's corner!]"</i></p> <p><i>"It has raised awareness in the agencies we work with, in the schools that we visit and I am constantly aware of the need for bilingual materials and thinking about how it can be done"</i></p> <p><i>"We're now working on a Welsh-language policy and making our London office realise how important this is."</i></p> <p><i>"The referral secretary and I have a better awareness of the requirements and issues of bilingualism"</i></p> <p><i>"Yes definitely-especially among the board of trustees who needed bringing up to speed with things"</i></p> <p><i>"It's got people on board with our Welsh Language Scheme - people support the aims. Without the training, it would be another document on the shelf. The training put the document into context."</i></p> <p><i>"The basics of the language were covered and the history bit was interesting. The important thing was that the message came across that little goes a long way."</i></p> <p><i>"The impact on staff was noticeable. It's been two years since the course and people still refer to it. And it re-enforced what I'd been banging on about for ages!"</i></p>

#### 7.5.4 Being responsive to Clients, Customers and the Community

Some of those consulted felt that the work Estyn Llaw had undertaken with them had allowed them to become more responsive to their clients, customers and their communities.

Theme	Comments
Beneficiaries reported having <b>more confidence to engage with Welsh-speaking communities and clients.</b>	<p><i>"It's given us more confidence in going out to Welsh-speaking communities and using our Welsh-speaking members and building up the local communities confidence to link up."</i></p> <p><i>"People are now more aware of why it's important. People in the organisation, whether they speak Welsh or not, are now taking responsibility for bilingualism and ensuring our clients and partners get a bilingual service where we can provide it."</i></p> <p><i>"Yes, through the fact that the staff are now aware of the needs of the community"</i></p> <p><i>"Yes-we are now seeking to address."</i></p> <p><i>"Yes, this is important - people are aware of why this important now."</i></p> <p><i>"Yes, as a result of our efforts to help our bilingual image we worked with the local schools and helped out with concerts etc in Welsh"</i></p>

#### 7.5.5 Recruiting Bilingual Staff and Volunteers

Again, only a few examples were cited of organisations having recruited Welsh-speaking volunteers or staff as a result of Estyn Llaw's services, but many had attempted to engage with Welsh-speaking communities as a result.

Theme	Comments
<p>Some progress had been made by <b>a small number of organisations in addressing the issue of recruiting Welsh-speakers</b>, whilst others were now actively pursuing a policy to achieve this.</p> <p>Others had resolved to make better use of the Welsh-speakers they had as a result of the work undertaken by Estyn Llaw.</p>	<p><i>"We do have more bilingual volunteers now than 5yrs ago but don't know if that's direct result of our support from Estyn Llaw."</i></p> <p><i>"Well we do have more bilingual volunteers now than when I started 5 years ago."</i></p> <p><i>"It's given us more confidence in going out to Welsh-speaking communities and using our Welsh-speaking members and building up the local communities confidence to link up."</i></p> <p><i>"We've seen the need to have Welsh-speakers represented on our Board."</i></p> <p><i>"Not as such, but it has enabled us to use the Welsh-speakers we have to greater effect - getting them involved in boards and steering group."</i></p> <p><i>"It hasn't as such; we have sent out bilingual adverts now but it has not helped to find more bilingual staff as yet"</i></p> <p><i>"When people apply for jobs here not, Welsh-language skills are the first thing we look for."</i></p>

Most organisations, still felt that the same barriers existed, namely a lack of qualified bilingual practitioners in the sectors in which they worked or a shortage of bilingual volunteers.

Theme	Comments
<p>For many organisations especially those involved in social and counselling, <b>recruitment of appropriately qualified bilingual workers was seen as a huge challenge.</b></p>	<p><i>"For us, the caring role is the most important thing. Language is important, but it is secondary to the care itself."</i></p> <p><i>"We're more aware of this now, but it's not happening yet. There is a shortage of appropriately qualified people who are bilingual."</i></p> <p><i>" . . . recruitment as mentioned earlier and developing our bilingualism. In the community the majority of people who use the centre are first language speaking, but we have found that often Welsh speakers or first language Welsh speakers often have their own support networks and mechanisms,."</i></p> <p><i>"Recruiting carers and volunteers is a major issue for us."</i></p> <p><i>"Recruiting qualified staff in our sector, i.e. childcare who are also bilingual-we can not get people with the both attributes"</i></p> <p><i>"The challenge may be when recruiting from a relatively small area like Ceredigion, getting someone who is bilingual and has a background knowledge in this sector."</i></p> <p><i>"We find it very difficult, despite our best efforts. It is especially hard to recruit staff who are bilingual and qualified to do the job."</i></p> <p><i>"We have carers whose first language is Welsh and it would be good if we could offer them support in their language. But recruiting staff is such a problem, generally. Recruiting bilingual staff is harder again."</i></p> <p><i>"It is difficult to get people to become leaders or volunteer, and especially to get people that are comfortable writing in Welsh."</i></p>

### 7.5.6 Developing the bilingual skills base within organisations

A number of organisations pointed towards initiatives to raise the bilingual skills of staff following contact with Estyn Llaw.

Theme	Comments
<p>Some organisations had actively sought to offer <b>Welsh language courses for learners</b> as a result of their experiences of Estyn Llaw, while others felt that the service had <b>helped to strengthen indirectly the case for those within their organisations to learn the language.</b></p>	<p><i>"We put on staff classes, which were well-received, but there wasn't enough time for people to commit long-term."</i></p> <p><i>"As a result of the work with Estyn Llaw our HR people were going to commission Welsh in the workplace to roll out across the organisation. I don't where that is at the moment, but the intention is there."</i></p> <p><i>"Dyw e ddim wedi gwneud hwn yn uniongyrchol, ond mae e wedi codi'r awydd ymhlith rhai gwirfoddolwyr i ddysgu Cymraeg [It hasn't done that directly, but it has inspired some volunteers to learn Welsh]."</i></p> <p><i>"One member of staff has taken it on and is almost fluent by now. Not as a direct result of Estyn Llaw, but the work they have done has strengthened our ethos and helped us spread the message that it is important."</i></p> <p><i>"We're looking into providing Welsh lessons in-house now. It's on the agenda for next year."</i></p> <p><i>"Yes, the course helped develop mine and my colleagues as a knock on effect."</i></p> <p><i>"We have raised the awareness of the trustees that there is a need for bilingualism in the organisation and we are hoping to organise courses for staff to learn Welsh"</i></p> <p><i>" . . . we are hoping to arrange some confidence building classes for myself and the staff in basic Welsh"</i></p>

### 7.6 Barriers and Challenges

Interviewees were asked whether their organisations faced any barriers to developing bilingualism through contacting Estyn Llaw. The barriers surrounding recruitment of bilingual staff and volunteers are already noted above (see 7.5.2 and 7.5.4).

Amongst the other barriers cited by organisations was time to attend training and cost of translation and delivering bilingually.

Theme	Comments
<p>The <b>cost of translating materials</b> was seen as the biggest barrier. Most organisations supported the principle of providing bilingual materials, but some groups, especially smaller groups, felt the cost often outweighed the benefit if take-up of Welsh leaflets and publicity was low.</p> <p>Others felt that the cost of sending staff on courses was prohibitive, in terms of losing them to attend.</p>	<p><i>"Arian a blaenoriaethu yw'r broblem. Does dim arian I gael I sicrhau darpariaeth trwy'r Gymraeg, felly dyw e ddim ar yr agenda I rhai grwpiau [Money and priorities are the problem. There is no money to ensure delivery through Welsh, so it isn't on the agenda for some groups]."</i></p> <p><i>"It's very difficult - the costs associated with translation"</i></p> <p><i>all material from them is bilingual etc but for us as a branch who has to find its own funding, having everything bilingual as translated or published costs money and that is sometimes very limited"</i></p> <p><i>"We have adopted the policy and we provide all written material bilingually-however, it is very costly. For example, we spent £2500-£3000 on bilingual booklets recently, but most of the elderly people still read the English version as the Welsh is too difficult-its the correct or 'book' Welsh and not the Welsh they speak in their community-therefore our costs are doubled by the need for Welsh material but it is not then used to its full by the clients"</i></p> <p><i>"We just do not have the demand for Welsh or bilingual services/groups, we did get the beaver scout handbook translated but the take-up on the Welsh version was minute and given the cost of it outweighs the benefit. If the groups are in English it is also more useful to have the material in English"</i></p> <p><i>"The other problem is the cost of translation, which is often not then fully utilised or cost effective"</i></p> <p><i>"Translation is something we do have difficulty with and when we do find someone to translate it it often costs us extremely highly-we would appreciate an organisation that can provide us with translation services for a better rate"</i></p> <p><i>"Time and funding might stop us implementing everything we've learned."</i></p> <p><i>"Time and funding, especially for our front-line workers."</i></p> <p><i>"Mae angen help ychwanegol yn y sector, lle mae'r Gymraeg yn y cwestiwn achos bod arian yn brin. Er bod nhw eisiau bod yn ddwyieithog, dyw e ddim yn flaenoriaeth oherwydd bod arain am gyfieithu ac yn y blaen yn dod allan o'u nawdd crai [Additional help is needed in the sector where Welsh is concerned because money is scarce. Although they want to be bilingual, it is not a priority because money for translation and so on comes out of core funding]."</i></p>

Theme	Comments
<p>Some felt that the <b>perceived lack of demand</b> for Welsh language services and information would prevent them or other groups from developing the Welsh language in their organisations.</p>	<p><i>"Dyw rhai grwpiau jyst dim yn gweld y Gymraeg yn bwysig - dim ymhlith eu blaneoriaethau."</i></p> <p><i>"Y her mwyaf yw'r perception sy' mas 'na bod yr iaith dim yn berthnasol I rhai gymunedau."</i></p> <p><i>"We are doing our best, but we don't seem to have a lot of bilingual service users. We deal mainly with people who have moved into the area."</i></p>
<p><b>Time was another major issue</b> amongst groups, especially when faced with front-line delivery situations.</p>	<p><i>"Mae amser yn brin iawn yn y sector [Time is in short supply in the sector]."</i></p> <p><i>"Staffing - we don't have the capacity to lose a day for training."</i></p> <p><i>"Time and funding might stop us implementing everything we've learned."</i></p> <p><i>"Time and funding, especially for our front-line workers."</i></p> <p><i>"Time! There is always too much to do in such limited time, that when dealing with volunteers especially you have to draw a line somewhere."</i></p>
<p>Another barrier cited was <b>reaching the right people within an organisation</b> who possessed the time influence and positive attitude to drive the development of the Welsh language.</p>	<p><i>"Cael y person iawn I fynd ar y cwrs yw'r broblem. Mae eisiau dylanwadu ar uwchrheolwyr sy' ddim yn meddwl bod y Gymraeg yn bwysig - ac mae'n nhw'n llai tebygol o fynd oherwydd amser ac weithiau achos agweddau negyddol [Getting the right person to go on the course is the problem. It is senior managers who don't think that Welsh is important that need to be influenced - and they are less likely to go on courses because of time and sometimes because of negative attitudes]."</i></p> <p><i>"Hmm, it hasn't really had an effect as such. My role doesn't give me the opportunity to practice or disseminate what I learned."</i></p> <p><i>"Ydy Estyn Llaw yn cyrraedd y pobl cywir? Y rhai sydd a'r dylanwad i newid pethe ac I adeiladu capacity o fewn eu cymunedau a grwpiau [Are Estyn Llaw reaching the right people? Theones who have the influence to change things and to build capacity within their communités and groups?]"</i></p>

Other barriers cited included:

- A lack of confidence in dealing with bilingualism and approaching a Welsh-language organisations: "People might think that they have to speak to Estyn Llaw in Welsh - people's lack of confidence in dealing with bilingualism is the biggest barrier."
- A lack of knowledge of Estyn Llaw's existence: "People not knowing about it is the biggest barrier in my view."

## 7.7 Future Suggestions for Services

We asked all consultees, both beneficiaries and non-beneficiaries to comment on what sort of services they would like to see offered by Estyn Llaw in the future that would develop their organisations' bilingual capacity.

Theme	Comments
<p>Some organisations wanted specific courses to be delivered, such as:</p> <ul style="list-style-type: none"> <li>• An intermediate stage language awareness course</li> <li>• Training on specific aspects of language awareness with particular client groups</li> <li>• Training on recruiting Welsh-speaking volunteers</li> </ul>	<p><i>"Bydde rhyw fath o 'Ymwybyddiaeth Iaith Plus, fel petai, yn ddefnyddiol - hyfforddiant penodol am ddyletswyddau, cyfrifoldebau ac sut I wedithredu. A fel 'tester sessions Cymraeg' [A Language Awareness Plus Course as it were, would be useful – specific training about duties, responsibilities and how to implement. And welsh lnguage taster courses]."</i></p> <p><i>"Hyfforddiant am faterion dwyieithog sy'n berthyn I bobl hyn [Training about bilingual issues amongst older people]."</i></p> <p><i>"Hyfforddiant mewn meysydd arbennigol fel iechyd a lles ond o safbwynt rhywun sy'n darparu'r gwasanaethau [Training in specialist areas such and health and well-being, but from the perspective of somebody that delivers services]."</i></p> <p><i>"Sut I recriwtio staff a gwirfoddolwr Cymraeg [How to recruit Welsh-speaking volunteers]."</i></p> <p><i>"I helpu ni I gael gwirfoddolowyr Cymraeg [To help us recruit Welsh-speaking volunteers]"</i></p>
<p>Others called for an ongoing support service to enable them implement Welsh language schemes and policies, to include:</p> <ul style="list-style-type: none"> <li>• Monitoring and review</li> <li>• Ongoing practical support in implementation</li> <li>• Periodic briefing and updating sessions</li> </ul>	<p><i>"Bydde gwasanaeth adolygu a monitro cylluniau a pholisiau Cymraeg yn ddefnuddiol [A monitoring and reviewing service for Welsh language plans and policies would be useful."</i></p> <p><i>"Hands-on practical support would be useful - we need to move from being aware of the importance of bilingualism to implementing practical measures that will develop our capacity."</i></p> <p><i>"Implementation support for Welsh-language plans and policies."</i></p> <p><i>"Periodical awareness building sessions would be useful - keeping us up to date in developments. And helping us to implement our Welsh language policy."</i></p>

Theme	Comments
<p>Others felt that more Welsh language courses and taster sessions were needed with specific relevance to the voluntary sector.</p>	<p><i>"Basic Welsh for volunteers would be useful. Many have basic Welsh or would like to, but no confidence to use it."</i></p> <p><i>"It would be nice if there was an intensive Welsh course that could be delivered in the workplace, or a course that was nearby that I could go to in my lunch hour each day"</i></p> <p><i>"It would be nice if Welsh courses could be held in the Centre itself that the staff, parents and children can benefit from it"</i></p> <p><i>"Mwy o gwrsiau ymwybyddiaeth iaith yn ogystal a sesiynnau blasu. Mae eisiau agor llygiad pobl yn yr ardal o hyd. Megis dechrau mae'r gwaith! More language awareness courses ad taster sessions. The work ahs only just started!]"</i></p> <p><i>"Welsh taster sessions would be useful for our clients."</i></p>

### 7.8 Analysis of distinct themes relating to organisations working in the Health and Social Care fields

Wavehill was asked to isolate the data relating to organisations working in the Health and Social Care fields to determine whether there were any specific issues facing these organisations. To avoid repetition, we have only included themes in this section with a particular relevance for these organisations. Where the qualitative data relating to this group of organisations is in line with that of the whole sample, it has not been considered separately.

Theme	Comments
<p>One clear finding to emerge from this analysis is that beneficiary organisations working in this field have a <b>greater awareness</b> of the importance of delivering bilingually from the perspective of <b>inclusivity equal opportunities, diversity and customer care.</b></p>	<p><i>"A large proportion of people we help are Welsh speaking so it allows them to better express themselves if the volunteer is a Welsh speaker"</i></p> <p><i>"Although the majority of the families that we help are English speaking, we do have some that are Welsh speaking and it would be nice if we could offer a more comprehensive service in Welsh and so that they can express themselves better in Welsh"</i></p> <p><i>"It would and does allow Welsh speakers to feel welcomed by the organisation"</i></p> <p><i>"We are an inclusive organisation and want to offer a more inclusive service by being bilingual."</i></p> <p><i>"We work in Welsh-speaking communities with first-language speakers. When discussing sensitive issues, people want to be addressed in their language of choice."</i></p> <p><i>"Equality is the main thrust of what we do and without being bilingual we're not being fully accessible."</i></p>
<p>When asked about the effect on their organisations, many organisations felt that this <b>greater awareness had stemmed from the work undertaken with Estyn Llaw.</b></p>	<p><i>"It broadened our understanding of bilingual issues certainly."</i></p> <p><i>"It raised awareness about things like the number of Welsh-speakers in south Wales. People didn't realise that there were so many."</i></p> <p><i>"It raised our awareness of why it's important: its part of the equal opportunities agenda which we support and it's important that people are comfortable speaking in their mother tongue."</i></p> <p><i>We're certainly more aware of why it's important to deliver services bilingually. . ."</i></p>
<p>The data also revealed that the difficulty in <b>recruiting bilingual workers and volunteers was particularly acute in this sector.</b></p>	<p><i>"Mae angen strategaeth er mwyn recriwtio gwirfoddolwyr a gweithwyr dywieithog i'r sector [There is a need for a strategy to recruit bilingual volunteers and workers into the voluntary sector]."</i></p> <p><i>"We're more aware of this now, but it's not happening yet. There is a shortage of appropriately qualified people who are bilingual."</i></p> <p><i>"It is difficult to get people to become leaders or volunteer, and especially to get people that are comfortable writing in Welsh."</i></p> <p><i>"Not really. It would be very difficult to do that [recruit bilingual staff] in the current recruitment climate."</i></p>

## 7.9 Analysis of distinct themes relating to organisations working with Young People

Wavehill was asked to isolate the data relating to organisations working with Young People to determine whether there were any specific issues facing these organisations. As above, to avoid repetition, we have only included themes in this section with a particular relevance for these organisations. Where the qualitative data relating to this group of organisations is in line with that of the whole sample, it has not been considered separately.

Theme	Comments
<p>Again, there was a general awareness of how delivering services bilingually was in keeping with the ethos of voluntary sector, as far as <b>inclusivity equal opportunities, diversity and customer care</b> were concerned.</p>	<p><i>"Oherwydd ethos y sector. Ni'n darparu gwasanaethu I bobl sydd o dan anfantais ac mae cyfathrebu gyda nhw yn eu hiaith gyntaf yn hanfodol [Because of the ethos of the sector. We deliver services to people who are disadvantaged and communicating with them in their first language is essential]."</i></p> <p><i>"Some kids that come here are first language Welsh so our staff do need to communicate in Welsh with them."</i></p> <p><i>"Working in Carmarthenshire, it's such as Welsh-speaking area. We have carers whose first language is Welsh and it would be good if we could offer them support in their language."</i></p> <p><i>"Mainly because we work with children ages 0-4 who feed into primary school which is bilingual so we can give them a head start here and for the reason that we should be able to offer a bilingual service as a better quality service."</i></p>
<p>Again, many organisations pointed to <b>Estyn Llaw's working in helping them to raise awareness</b> amongst their staff and volunteers of the importance of Welsh.</p>	<p><i>"For us, it has raised our awareness. They've encouraged us to change our culture and endorsed the work we have done."</i></p> <p><i>"Attitudes have changed for the better certainly - people now expect documents to be bilingual and know why it's important."</i></p> <p><i>"We realised it was important beforehand, but working with parents in Welsh-speaking has raised awareness about us in these areas."</i></p> <p><i>"People are now more aware of why it's important. People in the organisation, whether they speak Welsh or not, are now taking responsibility for bilingualism and ensuring our clients and partners get a bilingual service where we can provide it."</i></p>

Theme	Comments
<p>Similarly to the Health and Social Care analysis above, <b>the lack of bilingual volunteers or qualified bilingual staff</b> was seen as the major barrier to progress.</p>	<p><i>"Mae prinder ofnadwyr o staff a gwirfoddolowyr dywieithog yn enwedig ym mesuydd gwasanaethau plant, henoed a gofal. Mae hyn yn achosi problemau o ran dewis a chydaddoldeb [There is a terrible shortage of bilingual staff and volunteers in the fields of children's services, older people's services and care. This causes problems for choice and equality]."</i></p> <p><i>"We find it very difficult, despite our best efforts. It is especially hard to recruit staff who are bilingual and qualified to do the job."</i></p> <p><i>"It was extremely difficult to recruit staff that were bilingual or Welsh first language. I mean recruiting in our sector is difficult anyway as we often find it hard to recruit people with the relevant skills, so recruiting people who speak Welsh is a problem. We do know that other agencies have said the same, it is a big issue as its difficult to recruit staff full stop."</i></p> <p><i>" . . . we have sent out bilingual adverts now but it has not helped to find more bilingual staff as yet"</i></p> <p><i>"Our major challenge is recruiting Welsh speaking staff"</i></p>

## 7.10 Conclusions

This section is a summary of the key conclusions drawn from the data and analysis presented above.

### Conclusion

The organisations consulted as part of this evaluation represent a wide variety of starting points, development routes and outcomes, reflecting the diversity of the sector and the varying degrees of bilingual maturity.

### Conclusion

Estyn Llaw beneficiary organisations are more likely to have a Welsh language scheme than their non-beneficiary equivalents, and as such, we may say, are therefore more likely to be more mature in terms of bilingual development. There is also evidence to suggest that in some cases this was as a result of working with Estyn Llaw to develop a scheme.

### Conclusion

Past beneficiaries of Estyn Llaw were full of praise for the service, in terms of quality, usefulness, appropriateness. The Estyn Llaw team was said to be responsive, pro-active and happy to provide ongoing support where necessary.

### **Conclusion**

Estyn Llaw has been pro-active in seeking out organisations in order to work with them.

### **Conclusion**

Language Awareness training has been the service received by the largest number of beneficiaries. Further, the biggest success of the project has been the tangible progress made by many organisations in terms of raising their awareness of the need to address bilingualism within their organisations and changing attitudes towards the Welsh language. Almost all beneficiary organisations felt that they had made progress in this area.

### **Conclusion**

Some progress has been made in changing groups' attitudes towards presenting a bilingual image, with outcomes for being delivered for several beneficiaries in this area who had begun producing literature in Welsh as a result of Estyn Llaw's awareness raising work.

### **Conclusion**

Progress in terms of developing service delivery itself was not widespread. Some organisations had made the transition to delivering small amounts of their service bilingually, where they could within existing capacity, although no organisations had made the transition to full bilingual delivery. The same barriers which were beyond both the control of the organisations themselves and of Estyn Llaw were still said to exist, namely recruitment difficulties where Welsh-speaking volunteers and staff were concerned.

### **Conclusion**

Many beneficiaries reported increased confidence in dealing with bilingual clients and communities and an increased willingness to use the Welsh they had, however little. However, again this had not led to large-scale recruitment or engagement of Welsh-speaking staff or volunteers (See Conclusion 10).

### **Conclusion**

Cost of translation was cited as the major barrier facing organisations wishing to develop bilingualism, as was a lack of qualified bilingual practitioners and volunteers in their fields – this was especially pronounced amongst social care and counselling groups.

### **Conclusion**

Estyn Llaw has clearly delivered services to more organisations in Carmarthenshire than other areas, due to the long-standing relationships that exist through the well-established language partnership, the linguistic geography of the county and the funding it has received from the local authority. As such has had the largest impact in that county. However, Estyn Llaw has ensured consistency of service quality and outcome, regardless of the locations of its beneficiaries.

## 8. Conclusions and Recommendations

### 8.1 Introduction

This section is a final analysis of the key conclusions reached in the preceding sections, along with supporting evidence and recommendations where these are deemed appropriate and actionable.

### 8.2 Conclusion 1

Estyn Llaw's partnership working has clearly helped to raise awareness amongst strategic partners and their stakeholders of the importance of developing the Welsh language in the voluntary sector. The partnerships have clearly provided a forum for discussion and co-ordination on the development of the language and helped put it on the agenda at strategic level.

#### 8.2.1 Evidence

Partners felt that the local partnerships, established, co-ordinated and facilitated by Estyn Llaw had helped to put the Welsh language on the agenda amongst strategic partners in the areas covered (See 6.4).

#### 8.2.2 Recommendation

This partnership model has been an important first step in engaging the major strategic partners and could be extended to other local authorities in order to put the Welsh language on the agenda of strategic voluntary sector bodies in other areas. It is acknowledged that this would have implications for the current staffing levels of the Estyn Llaw project, however.

### 8.3 Conclusion 2

Estyn Llaw has also assisted CVCs and their volunteering bureaus to publicise opportunities for both groups and volunteers. However, there is some way to go before this development work begins to bear fruit. There is also a need for agreement between partners on a means of gathering data relating to referral in order that Estyn Llaw may evaluate its impact on an ongoing basis.

#### 8.3.1 Evidence

The partnership established and co-ordinated by Estyn Llaw has led to some joint working between the Mentrau Iaith and CVCs in order to help them access Welsh-speaking communities. Volunteer co-ordinators, in each of the local authorities covered, appreciated the contribution Estyn Llaw had made in helping them to raise awareness of volunteering opportunities, but few recorded outputs were produced (See 6.4).

#### 8.3.2 Recommendations

In order to be in a better position to capture the outcomes that Estyn Llaw may have delivered in this area, Estyn Llaw and voluntary bureaus should agree a protocol whereby new volunteers signposted by Estyn Llaw are recorded as such by volunteering bureaus.

#### **8.4 Conclusion 3**

There is evidence that Estyn Llaw's work at both partnership level and at delivery level has led to changes of practice, increased awareness of and sensitivity to bilingual issues and a greater ability and willingness to engage with Welsh-speaking communities.

##### **8.4.1 Evidence**

Partners did feel that organisations had begun to feel more confident and positive about the Welsh language, engaging Welsh-speaking clients and communities, even if the evidence at delivery level suggests that there is still some way to go to achieve tangible outputs in this area.

##### **8.4.2 Recommendations**

It may be that practical follow-up support from Estyn Llaw to organisations who are at this stage, is required, in order to begin achieving these outcomes.

#### **8.5 Conclusion 4**

The organisations consulted as part of this evaluation represent a wide variety of starting points, development routes and outcomes, reflecting the diversity of the sector.

##### **8.5.1 Evidence**

As pointed out in 7.3.1-4, there is a diversity of experience in terms of bilingual challenges, capacity, will and drivers for change.

##### **8.5.2 Recommendations**

However, as pointed out in section 4.2, *O'n Gwirfodd* has provided a framework for (self-) assessment and organisational change, which can be adapted to the needs of each individual organisation. Strategically, it is worth considering the extent to which this document can form the basis of a future template for development and a framework within which Estyn Llaw can assess groups' needs and deliver appropriate packages of support and training. The advantage being that this course of action would ensure that the diversity of experiences in the sector was somehow managed, organisations' level of bilingualism gauged against an industry benchmark system and a roadmap to bilingualism with key milestones developed and adopted. It is also important to recognise the framework for assessment developed by Estyn Llaw. This document also offers possibilities for standardising the way in which organisations are assessed as well as measuring the level of bilingualism resulting from the service received.

## **8.6 Conclusion 5**

Estyn Llaw beneficiary organisations are more likely to have a Welsh language scheme than their non-beneficiary equivalents. There is also evidence to suggest that in some cases this was as a result of working with Estyn Llaw to develop a scheme.

### **8.6.1 Evidence**

Some 67% of beneficiary organisations have a Welsh-Language Scheme, compared with 42% of non-beneficiary organisations.

### **8.6.2 Recommendation**

It is worth considering whether Estyn Llaw should pursue a policy of actively promoting Welsh Language Schemes, as a follow-up milestone to the popular language awareness training. There is much potential here for effective and co-ordinated partnership working with the Welsh Language Board. Estyn Llaw could follow a policy of referring beneficiaries who have attended language awareness training to the Welsh Language Board in order that the Board may support them in developing a Scheme. Clearly, many organisations have experienced a change in attitudes and culture as a result of language awareness training (see below 8.9, 8.9.1 and 8.9.2) and have become more committed to the idea of bilingualism. Formalising this commitment through a scheme to act as the driver for organisational change would appear to be the next logical step.

## **8.7 Conclusion 6**

Past beneficiaries of Estyn Llaw were full of praise for the service, in terms of quality, usefulness, appropriateness. The Estyn Llaw team were said to be responsive, pro-active and happy to provide ongoing support where necessary.

### **8.7.1 Evidence**

Almost all beneficiaries rated these aspects of the service as good or very good (see 7.4).

## **8.8 Conclusion 7**

Estyn Llaw has been pro-active in seeking out organisations in order to work with them.

### **8.8.1 Evidence**

Estyn Llaw was responsible for making first contact with many of their own beneficiaries and their proactiveness in seeking out opportunities to work with organisations and deliver appropriate support was praised (See 7.4)

## **8.9 Conclusion 8**

Language Awareness training has been the service received by the largest number of beneficiaries. Further, the biggest success of the project has been the tangible progress made by many organisations in terms of raising their awareness of the need to address bilingualism within their organisations and changing attitudes towards the Welsh language.

### **8.9.1 Evidence**

Almost all beneficiary organisations felt that they had made progress in this area (See 7.5.3).

### **8.9.2 Recommendation**

Whilst there is much to commend about the extent to which Estyn Law has had an impact in changing perceptions, it is clear that much work remains to be done in building upon this change of perception. This newly cultivated goodwill forms a basis for implementing practical steps, but the evidence suggests that many organisations require additional support in putting this into practice. It is recommended that follow-up assessments be undertaken with beneficiaries of language awareness training in order to capture the extent of change and to facilitate practical steps to implementing a course of action.

## **8.10 Conclusion 9**

Some progress has been made in changing groups' attitudes towards presenting a bilingual image, with outcomes such as producing literature in Welsh as a result of Estyn Llaw's awareness raising work.

### **8.10.1 Evidence**

Many groups stated that they had begun to translate publicity material as a result of working with Estyn Llaw (See 7.5.1).

## **8.11 Conclusion 10**

Progress in terms of developing front-line bilingual service delivery itself was not widespread.

### **8.11.1 Evidence**

Some organisations had made the transition to delivering small amounts of their service bilingually, where they could within existing capacity, although no organisations had made the transition to full bilingual delivery. The same barriers which were beyond both the control of the organisations themselves and of Estyn Llaw were still said to exist, namely recruitment difficulties where Welsh-speaking volunteers and staff were concerned.

### **8.11.2 Recommendations**

It is beyond the remit of this evaluation to call for a national strategy to address these issues, but a number of organisations called for a strategic approach to tackling the skills gaps within the voluntary sector and the difficulty of recruiting Welsh-speaking volunteers.

## **8.12 Conclusion 11**

Many beneficiaries reported increased confidence in dealing with bilingual clients and communities and an increased willingness to use the Welsh they had, however little. However, again this had not led to large-scale recruitment or engagement of Welsh-speaking staff or volunteers. This is clearly a national issue, however, and beyond the direct influence of Estyn Llaw (See Conclusion 8.11).

### **8.12.1 Evidence**

See 7.5.2 and 7.5.4

### **8.12.2 Recommendation**

Whilst acknowledging the wider skills gap and problems recruiting bilingual volunteers and the progress made by Estyn Llaw in changing attitudes and levels of confidence, it is still worth recommending, as per 8.9.2, that follow-up assessments be undertaken with beneficiaries who are at this stage in their development in order to capture the extent of change and to facilitate practical steps to implementing a course of action.

## **8.13 Conclusion 12**

Cost of translation was cited as the major barrier facing organisations wishing to develop bilingualism, as was a lack of qualified bilingual practitioners and volunteers in their fields – this was especially pronounced amongst social care and counselling groups. Estyn Llaw have helped some beneficiaries to secure low-cost translation delivered by a local Menter Iaiith project, but this barrier will continue to exist and exert influence outside of Estyn Llaw's control, without special arrangements for the sector.

### **8.13.1 Evidence**

See 7.5.5 and 7.6.

### **8.14 Conclusion 13**

Estyn Llaw has clearly delivered services to more organisations in Carmarthenshire than other areas due to the long-standing relationships that exist through the well-established language partnership, the linguistic geography of the county and the funding it has received from the local authority. As such has had the largest impact in that county. However, Estyn Llaw has ensured consistency of service quality and outcome, regardless of the locations of its beneficiaries.

#### **8.14.1 Evidence**

See 6.5.1 a 7.2.1

#### **8.14.2 Recommendation**

The progress made in terms of developing links and promoting bilingual delivery in areas where partnerships are strong is clear. It is therefore recommended that the foundation work undertaken with the new partnerships continues and that these new fora are used as a means of developing future commitment and of raising awareness regarding bilingual issues in the voluntary sector in Powys and Pembrokeshire.