Uned laith

Annual Report

THE WELSH LANGUAGE STANDARDS

Cyngor Gwynedd

April 2024 - March 2025

CYNGOR GWYNEDD

CONTENTS

1. Foreword (3)

2. Summary (4)

3. Background (5-6)

a. Duties of the Standards

b. Accountability

c. Reporting in accordance with standard 170

4. Compliance with the Standards (7-26)

a. Developments during the year

b. General arrangements

c. Complaints

d. General Language Skills Overview

e. Training

5. Challenges in moving forward (27-28)

1 FOREWORD

Since commencing in my role as cabinet member with responsibility for the Welsh language, one of my priorities is to ensure that the residents of Gwynedd use their Welsh and that the Welsh language thrives in our communities. I am extremely proud to acknowledge that the residents of Gwynedd have an opportunity to use their Welsh across all Cyngor Gwynedd services. This report highlights the good work being achieved by staff across all of the Council's departments.

Following a successful year of implementing the Language Strategy, including completing the Menter Iaith Gwynedd externalisation project, I send my best wishes to the Menter Iaith team, who will be continuing with the work of promoting the Welsh language at grass roots level and embedding the initiative in our communities. I look forward to further collaboration to see the Welsh language continuing to thrive in our communities. The Language Strategy promotes the Welsh language within communities and amongst young people; it is pleasing to see that various departments have work in the pipeline to address the interventions required to increase the use of Welsh amongst the young people of Gwynedd.

The work taking place to hold language awareness sessions and language skills training is key and this is reflected in the data in the body of this report. With 99.1% of Council staff able to speak Welsh, and as Welsh is the internal language of the workplace, the opportunity for staff to use and practice their Welsh skills, both written and spoken, is important. It is positive to see that many staff have undertaken language training, particularly language refresher courses, to ensure that they are confident to use their Welsh and that Gwynedd residents receive quality services in their language of choice.

I look forward to the next year of operating and ensuring that promoting the Welsh language is a key part of all the Council's work, and any plans affecting the people of Gwynedd.



Councillor Llio Elenid Owen
Cabinet Member for Corporate and Legal Services and for the Welsh Language during 2024-25

2 SUMMARY

90% of Council staff meet the language designation of their post

Language awareness sessions for managers and councillors

Training such as guidance on choosing a suitable name for property, for staff

570 jobs have been advertised where Welsh language skills were essential

99.1% of Council staff have some degree of Welsh language skills

49 attending external language training

3 BACKGROUND

A) DUTIES OF THE STANDARDS

The Welsh Language (Wales) Measure 2011 establishes a legal framework that places a duty on the Council to comply with the standards in relation to the Welsh language. The individual standards explain how organisations are expected to use the language in different situations.

The duties that derive from the standards mean that the Council should not treat the Welsh language less favourably than the English language in Wales, and the Council should promote and facilitate the use of the Welsh language (making it easier for people to use it in their everyday lives).

The Language Standards are divided into five fields:

- service delivery
- policy making
- operational
- promotion
- record keeping

This Council received a compliance notice from the Welsh Language Commissioner under Section 4 of the Welsh Language (Wales) Measure 2011, on 30 September 2015.

This notice specified the precise standards the Council is required to comply with and on 30 March 2016, 147 standards came into effect, with four promotion standards coming into effect on 30 March 2017.

The Standards that the Council must comply with, along with a copy of the Council's current Language Policy, can be viewed in their entirety by going onto the Standards and Policy section of the corporate website.

B) ACCOUNTABILITY

Compliance with the Welsh Language Standards is a priority for Cyngor Gwynedd and a responsibility on all Council departments and staff. Every year, every department reports on projects which feed into the Welsh Language Strategy and the Council Plan, which is then submitted to the Council's Language Committee.

This Annual Report has been submitted to the Language Committee for approval on 23 June 2025. The Council's Language and Scrutiny Unit is responsible for the content of the report as well as ensuring that the standards are operational.

Any question about the content of the report should be referred to the Language Unit via **iaith@gwynedd.llyw.cymru**

BACKGROUND

C) REPORTING IN ACCORDANCE WITH STANDARD 170

The Council is required to create an annual review that provides information on compliance with the Welsh Language Standards. The exact requirements are listed in standard 170:

(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.

(2) The annual report must include the following information (where relevant, to the degree under which you are duty bound to comply with the standards referred to) -
(a) the number of employees that have Welsh language skills at the end of the year in question (based on the records you kept in line with standard 151);
(b) the number of staff members who attended training courses you offered in Welsh during the year (based on the records you kept in line with standard 152);
(c) if a Welsh version of a course was offered by you during the year, the percentage of the total number of staff who attended the course and attended the Welsh version (based on the records you kept in line with standard 152);
(ch) the number of new jobs and empty jobs advertised by you during the year categorised as posts that require -
i. that Welsh language skills are essential
ii. that Welsh language skills need to be learnt when appointed to the post
iii. that Welsh language skills are desirable, or
iv. that Welsh language skills are not essential (based on the records you kept in line with standard 154);
(d) the number of complaints you received during the year that related to your compliance with the operating standards with which you had a duty to comply with.

4 COMPLIANCE WITH THE STANDARDS

A) DEVELOPMENTS DURING THE YEAR

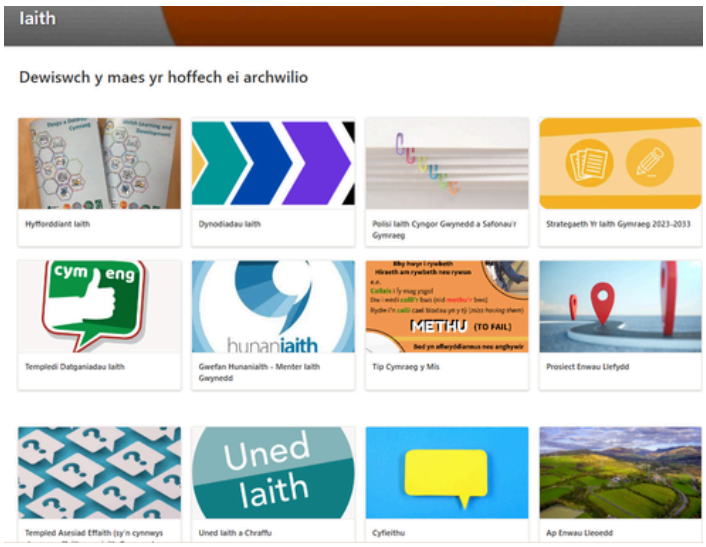
THE WELSH LANGUAGE STANDARDS

Cyngor Gwynedd comply with the Welsh Language Standards, as per usual through the Council's language policy guidance. We note enthusiasm to celebrate and promote the Welsh language clearly to all staff and the public, within the Council's internal operations department, and we report as follows:

"The Council operates internally mainly through the medium of Welsh. This means that most meetings, and internal communications, happen in Welsh. The Welsh language will always be given priority in any oral statements, information bulletins, and on posters and signs. All in-house services for staff, including work policies and the staff intranet and self-service, are provided in Welsh. All staff will be expected to use Welsh versions of computer software. All staff will be expected to use an e-mail signature that states that they are Welsh speakers or learners. Any relevant policies relating to staff rights, disciplinary and grievance processes, will highlight the rights of individuals under the requirements of the Standards. The Council will respect the right of members of staff to exercise their choice of language and will provide personal information in the language of their choice."

Raising Awareness

Awareness of the Welsh language standards was raised in various ways this year; by continuing with the monthly language policy messages in a staff newsletter; awareness sessions and updating the staff intranet.



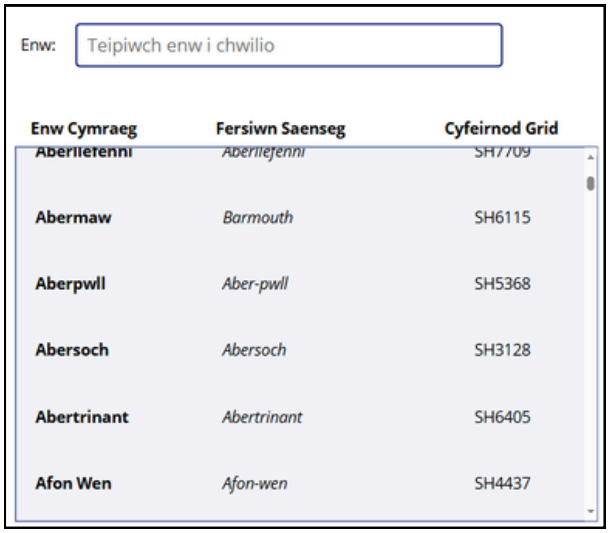
An effort was made to update the staff intranet with all relevant and current information about the language field. It is possible here to search for the Language Policy and Welsh Language Standards as a whole, but also for useful templates to aid compliance, such as language statements and impact assessment templates.

COMPLIANCE WITH THE STANDARDS

Gwynedd Language Strategy

The Gwynedd Language Strategy 2023 - 2033 is in its third year, and the 5 operational areas are still operational for the benefit of increasing the use of Welsh. A specific development occurred in the language of the community operational field, with a sustainable future creation project for the language initiative achieving its goal, as Menter Iaith Gwynedd left Cyngor Gwynedd on 31 March 2025 to establish itself as an independent entity.

The Place Names Project has also looked at opportunities to promote use of Welsh names within communities in Gwynedd. During the year, the Project Officer has conducted training such as a guide on choosing a suitable name for a property/estate road, to the language and scrutiny and building control officers of the Council. Following this, the Enwau Gwynedd App was established for the benefit of Council staff, to ensure that the correct forms are used.



Gwynedd Language Forum

With the Gwynedd Language Forum now established for two years, during this reporting year, young peoples sub-group was established with representaions from the broader forum, which has a specific goal of increasing the use of Welsh amongst young people. Three meetings were held in this period, with a decision to carry out a consultation to hear specifically from the young people about their views and use of the Welsh language. The target age in question was young people aged between 16-18, who lived or studied in Gwynedd, focusing on hearing their views in terms of studying Welsh, the value of Welsh in jobs and their confidence and frequency of using Welsh in various situations. By sharing a questionnaire and holding focus groups between January and April 2025, it became apparent that the main messages raised was the lack of awareness of the demand for Welsh speakers in jobs, courses and educational resources not available in Welsh, and the lack of use of Welsh on social media. The sub-group will collaborate on establishing and implementing interventions to undertake the challenges in question.

COMPLIANCE WITH THE STANDARDS

Language Awareness

In addition to the mandatory Language Awareness e-modules, work has been done to start reintroducing face-to-face language awareness sessions. As a part of the sessions, an introduction is given to language training opportunities within the Council, what is expected in terms of the Welsh language standards and the language policy, as well as elements of language awareness and solidity. During the reporting period, a session has been held with councillors to discuss their role to influence within their communities, and 16 councillors were in attendance. Following a request, education ancillary staff were given a presentation on the requirements of the policy and their responsibility to comply with and introduce the Welsh language in all aspects of school life for Gwynedd young people.

In addition, this year, the language advisers began to hold sessions for groups of department managers, offering guidance on compliance with the Welsh language standards and report on their projects, which contribute to the implementation of the Language Strategy. These sessions will be disseminated across the Council's departments over the next year. From the initial meetings, discussions were held on the further support that we will provide to the managers and the staff, specifically on self-assessing their compliance and creating impact assessments. Good feedback was obtained that the sessions had been very useful and had reminded managers of their responsibilities in the field. Language Advisers have started to create a good practice resource on how to create impact assessments on the Welsh Language and they intend to hold training on this for staff.

Gwynedd and Anglesey Public Services Board's Welsh Language Sub-group

Representatives from the Council continue to be members of the Gwynedd and Anglesey Public Services Board's Welsh Language Sub-group. Discussions were held within the sub-group to proceed with the project of highlighting myths around the Welsh language and respond to those positively to address the recruitment challenges. It was decided to commission a company to create resources to help recruit bilingual employees within public organisations, and we will be a part of that work.

COMPLIANCE WITH THE STANDARDS

B) GENERAL ARRANGEMENTS TO COMPLY WITH THE STANDARDS

Group of standards	Steps taken during the year in question	Steps to take in the year to come
Policy making (88 – 90)	Efforts have been made to study the impact assessments published and shared at cabinet meetings, when making decisions. Language officers have been suggesting changes to ensure that the assessments comply with the requirements. Since the system changed to be on-line documents, it is possible to adapt and add to the documents to strengthen them.	Hold training sessions that will show the good practice of impact assessments for the Welsh language and emphasise the need to assess the impact on the Welsh language when policy making. We will create a simple resource for staff to be able to refer when needed.
Policy making (94)	The work of creating a new procurement strategy was commenced.	Discussions will be held in the next months and adaptations should be made to promote the use of Welsh.
Action (98)	Cyngor Gwynedd continues to implement its language policy, and a further effort has been made to share an element of the policy every month on the Language Unit's socials to get the public to better understand the policy.	To share more reminders amongst staff, by means of training sessions, monthly newsletter, the intranet and amongst managers.
Action (132)	Hold live training sessions on language awareness, for departmental staff when the demand arises. Efforts to offer further training for service managers to act in line with the standards and how to promote the Welsh language through their daily work. A language awareness training session for councillors were held and a discussion in promoting their role within the community.	Attending every departmental management team meeting to hold a session to include language awareness, awareness of compliance with the Welsh language standards and reporting on their projects to promote the Welsh language.

COMPLIANCE WITH THE STANDARDS

C) COMPLAINTS

COMPLAINTS AND ENQUIRIES FROM THE WELSH LANGUAGE COMMISSIONER - RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS

1.CS1296 - Parking payment machine

A complaint was received that a payment machine in Bangor displayed incorrect and incomprehensible language in Welsh. It was found that a problem had arisen after updating the machine's software. Contact was made with the company responsible for the machine and the language appearing on the screen was corrected.

2.A lack of Welsh-medium training relating to staff members at polling stations.

An enquiry was received from the Welsh Language Commissioner regarding a case of a lack of Welsh-medium training for polling stations staff. They acknowledged that this did not fall under the Welsh Language Standards as providing training was the responsibility of the Returning Officer, instead of Cyngor Gwynedd. It was explained that the casual staff of polling centres received training from the Association of Electoral Administrators, which is an Electoral Commission requirement. It was reiterated that Cyngor Gwynedd had expressed their frustrations to the associations that no Welsh-medium materials were available. As a result, the Cyngor Gwynedd Electoral Service organised a series of Welsh-medium subsequent training meetings to support polling station staff. If no Welsh provision will be available in the future, the Council will consider creating training and seek to persuade other Local Authorities to collaborate on that instead of using the English-only provision.

3.A Welsh phone line for paying Council tax with a credit/debit card

An enquiry was received from the Welsh Language Commissioner as to whether the public were transferred to the Welsh phone line to pay a tax bill using a debit or credit card. It was confirmed that this happens and that the debit/credit card payment system is a bilingual system.

COMPLIANCE WITH THE STANDARDS

4.Housing Allocation Policy

The Welsh Language Commissioner's office contacted us after receiving an enquiry from members of the public who believed that the Gwynedd housing allocations policy did not include Welsh as a consideration when prioritising social housing in Gwynedd. A copy of the housing allocation policy and the impact assessment carried out in 2019 when the policy was adopted, was sought. It was concluded that the impact assessment completed was not adequate. As a result, the Council was asked to ensure that a comprehensive impact assessment would be carried out when the policy would next be reviewed or amended.

5.CS1260 – English-only message appearing on the Council's website in order to verify individuals.

A complaint was received regarding an English-only message appearing on the Cyngor Gwynedd website to verify whether an individual is a real person. It was found that the department was aware of the issue and had been seeking a solution before the complaint had been received. The issue related to a back-office computer system provided by an external company. Originally, there had been no problem with the system, however, it was then realised that the company had introduced an extra security step on the system which appeared to the user in English only. When the problem emerged, the company was contacted to express dissatisfaction and the need to obtain a swift solution to the situation.

COMPLIANCE WITH THE STANDARDS

COMPLAINTS AND ENQUIRIES -

REGARDING A SERVICE OR RELATING TO THE COUNCIL'S LANGUAGE POLICY

Department	Nature of the complaint	Explanation and actions taken
Corporate Services	Cyngor Gwynedd workforce Welsh language skills requirements	A complaint was received from a member of the public that the Council's employees must be able to speak and write fluently in Welsh and English and that this prevented him from applying for jobs. He also noted that he had a hearing disability in terms of hearing some Welsh letters and thus the Council's policy discriminated against him. He was given an explanation that every member of staff was expected to possess Welsh skills but that they were not expected to be fluent in speaking and writing for every post. It was reiterated that there were different levels of Welsh and that the fact that the Council stated that Welsh skills were "essential" did not mean the same thing as having to be fluent. It was further explained that support was available for staff to improve their Welsh skills. The complainant was not satisfied with the Council's response; therefore, he sent a complaint to the Ombudsman. The Ombudsman decided that he would not investigate the issue.
Finance	P45 - Welsh Letter	A complaint was received about receiving a Welsh P45 from Cyngor Gwynedd on behalf of the Electoral Service. It was explained to the complainant that the Council had produced and distributed P45 forms to employees who had historically been working for the electoral service. In accordance with the Council's language policy, the forms were produced through the medium of Welsh unless the individual had identified that they wished to receive any correspondence in English. It was elaborated that there was no record that the individual wished to obtain correspondence in English and therefore a Welsh version had been sent.

COMPLIANCE WITH THE STANDARDS

Department	Nature of the complaint	Explanation and actions taken
Hosuing	Dyfodol i'r Iaith - the attention given to the Welsh language in the housing allocation policy	Letters were received from Dyfodol i'r Iaith regarding issues about the Gwynedd Housing Allocation Policy and matters associated in the context of the Welsh language. It was explained that the Gwynedd Housing Allocation policy was acknowledged as one of the strongest allocation policies in Wales, with 97% of all allocations in the county, on average, going to individuals with a Gwynedd connection. A specific focus is placed on prioritising local people within the policy which contributes to promoting opportunities for those who speak Welsh. It was reiterated that the Council is eager to take every opportunity to see whether it is possible to strengthen policies and strengthen the sustainability of communities. It was elaborated that there was a proposal to discuss the issue with the Welsh Language Commissioner and to obtain independent legal advice on this.
Adults	English-only correspondence from a Council officer	A complaint was received by a member of the public that community groups received English e-mails from an officer, despite them requesting Welsh correspondence. Apologies were conveyed for this, and the officer was reminded of the need to ensure that all correspondence was in Welsh or bilingual and arrangements were put in place to ensure that this did not happen again.

COMPLIANCE WITH THE STANDARDS

COMPLAINTS AND ENQUIRIES -

RELATING TO PLACE NAMES

Nature of the complaint	Response
Various Signs Signs were 'wrong' or of a confusing nature ('Cadwch yn glir' instead of 'Cadwer yn glir', and others). Also, the fact that some brown tourist signs were inconsistent.	It was explained that there was nothing that the Council could do about the accuracy of signs erected by businesses. We vowed to raise the brown sign issue at the next Place Names Forum.
Spinneys, Gan Ogwen, Bangor A complaint that the North Wales Wildlife Trust / Natural Resources Wales used an old place name (Llyn Celanedd) and encouraging Cyngor Gwynedd to use that name and to press on NRW to do the same.	Contact was made with NWWT raising the fact that we as a Council encouraged the use of the original, Welsh names. Contact was made with the complainant, stating that we supported their stance but that we as a Council did not have the powers to demand that other organisations used a specific name.
Pont garreg-hylldrem, Croesor A complaint that the Council used this name instead of the old, original name, i.e., 'Pont Gweunydd'. Also, that the public got 'Llanfrothen' and 'Garreg' mixed up.	Pont Gweunydd placed on our Place Names Map. Explained in an e-mail that 'Llanfrothen' was the name of the broader community, which included Llanfrothen and Garreg.
Chandler's Place/Lôn Gannwyll Porthmadog A complaint from a woman who owns a property in Porthmadog. Complaining that the name Lôn Gannwyll used by the Council was wrong, and that it should only be referred to as Chandler's Place.	The Place Names Project Officer explained to her that Lôn Gannwyll was just as valid as Chandler's Place and provided an explanation of the history and origin of both names.

COMPLIANCE WITH THE STANDARDS

Nature of the complaint	Response
Cerrig yr Afon, Y Felinheli A call from a member of the public, stating that there were no Welsh-speaking staff at the Cerrig-yr-Afon care home, Y Felinheli.	It was explained that there was nothing that the Council could do when it comes to private businesses, whether large or small, and that this was a matter of frustration to us as a Unit. The complainant accepted that.
Llys y Delyn/Tŷ Mary, Y Bermo Discontent that the Llys y Delyn property had been changed to Tŷ Mary and wanted to know why the Council had allowed this to happen.	Explanation given that the Council has no powers to object to changing the name of a property, but that we strongly encourage the use of a Welsh name, with a historical, cultural or linguistic connection to the area. No response was received.
Yr Wyddfa Discontent with the decision to use the Welsh name only for the highest peak in Wales. Allegations made that we are an anti-English Council and that everyone understands English, therefore there was no need to remove the English name.	As no question was asked which required a response from the Council and as the 'complaint' was more of an angry statement, decision made to suggest to the complainant that he had sent the complaint to the wrong place and that he should forward his comments for the attention of the National Park.
Rhes Wiliam/ William Terrace Complaint from a person living in the street, adamant that Rhes Wiliam was not the correct name, and that Williams Terrace was the correct name. Adamant that the Council should only use the English version.	Explanation given that there were two formal/official names, Rhes Wiliam and William Terrace. William's Terrace only existed on Google Maps.

COMPLIANCE WITH THE STANDARDS

D) GENERAL LANGUAGE SKILLS OVERVIEW

This section contains an overview of data relating to staff language skills and the language designations of posts. In line with our Welsh Language Policy, Cyngor Gwynedd adheres to the following principles:

- The Welsh language is considered to be an essential skill for **every post** within the Council.
- The linguistic requirements of **each post** must be assessed against the language framework.
- Interviews for the posts will be conducted in Welsh.
- An assessment of the language skills of all staff must be undertaken, either on appointment, or as part of induction arrangements.

Standard 154: Report on the number of posts advertised during the year according to every "category"

Every post advertised by the Council notes language requirements as an essential skill, i.e. some element of language skills is required for every post in the Council.

Number of jobs advertised	570
Number of Welsh essential posts	570

COMPLIANCE WITH THE STANDARDS

Standard 170: Report on the number of employees that have Welsh language skills

We continue to use our new Language Skills System to collect our data, which gives us a better analysis of the skills our employees have. The information gathered by the system answers two main questions:

Question	Answer
1. Does the member of staff meet the requirements of their post?	Yes / No
2. What is the member of staff's language level for Listening and Speaking, Reading and Understanding, and Writing?	No Skills, Entry, Basic, Intermediate, Higher, Proficiency

The information for **question 1** is gathered in two ways:

- **by Line Managers**: during meetings with managers across the Council, we ask them to note whether, in their opinion, their staff meet the language requirements of their posts.
- **through staff self-assessments:** staff complete a questionnaire which, based on their responses to the questions, calculates their level for Listening and Speaking, Reading and Understanding, and Writing. Those levels are compared with the Language Specifications of the post, and on this basis it is calculated whether the member of staff meets the requirements of their post.

The information for **question 2** is gathered through staff self-assessments.

The task of collecting the assessments is ongoing, so we report only on the number of staff who have been assessed. This number will therefore increase and change as we continue with the work. As we gather more assessments, the system's ability to provide us with valuable information increases, and we can now begin to identify patterns by analysing the responses to the language self-assessment. For example, if several staff from one service are seen to be requesting language improvement courses, this can be responded to pro-actively.

All information is automatically gathered on the Language Skills System, enabling us to produce live reports at any time.

NOTE:

• **Every post** in the Council has been checked to ensure that the language designation is correct for the post and continues to be reviewed regularly.

• **Every new post** must follow a specific procedure for setting the correct language designation.

• **Every post** includes essential language requirements, i.e. a certain degree of language skills is required for every post in the Council.

• The work of gathering information about individuals (staff members) is continuous, and the figures noted will never entirely reflect the actual number of staff employed by the Council. However, it is aimed to obtain the most accurately correct picture of the workforce's skills at any time. Staff turnover, changes in jobs, restructuring and individuals who hold more than one job within the Council are all factors that affect data accuracy.

• We do not report on staff who are part of the following departments (although they are employed by the Council) - **GwE, North and Mid Wales Trunk Road Agent, North Wales Economic Ambition Board** - as they are all joint-committees and are therefore not accountable to the requirements of the Standards. We do not include school staff in our data either.

4 COMPLIANCE WITH THE STANDARDS

SKILLS REPORT:
The following information is correct at the time of writing the report and is extracted from our Staff Language Skills system.

Number of staff members (on the Council's payroll in the main departments)	4009	
Total assessments gathered (Line Manager Assessments and Self-assessments)	3687	**92%**
Number of Self-assessments gathered only (Question 2)*	3377	**84% ***

* Due to the Council's staff turnover, this percentage will never reach 100%.

Staff and Language Designations:

	2023/24		**2024/25**	
Staff who reach the Language Designations of their post	2679	92%	3340	90%
Staff who do not reach the Language Specification of their post	253	8%	353	10%

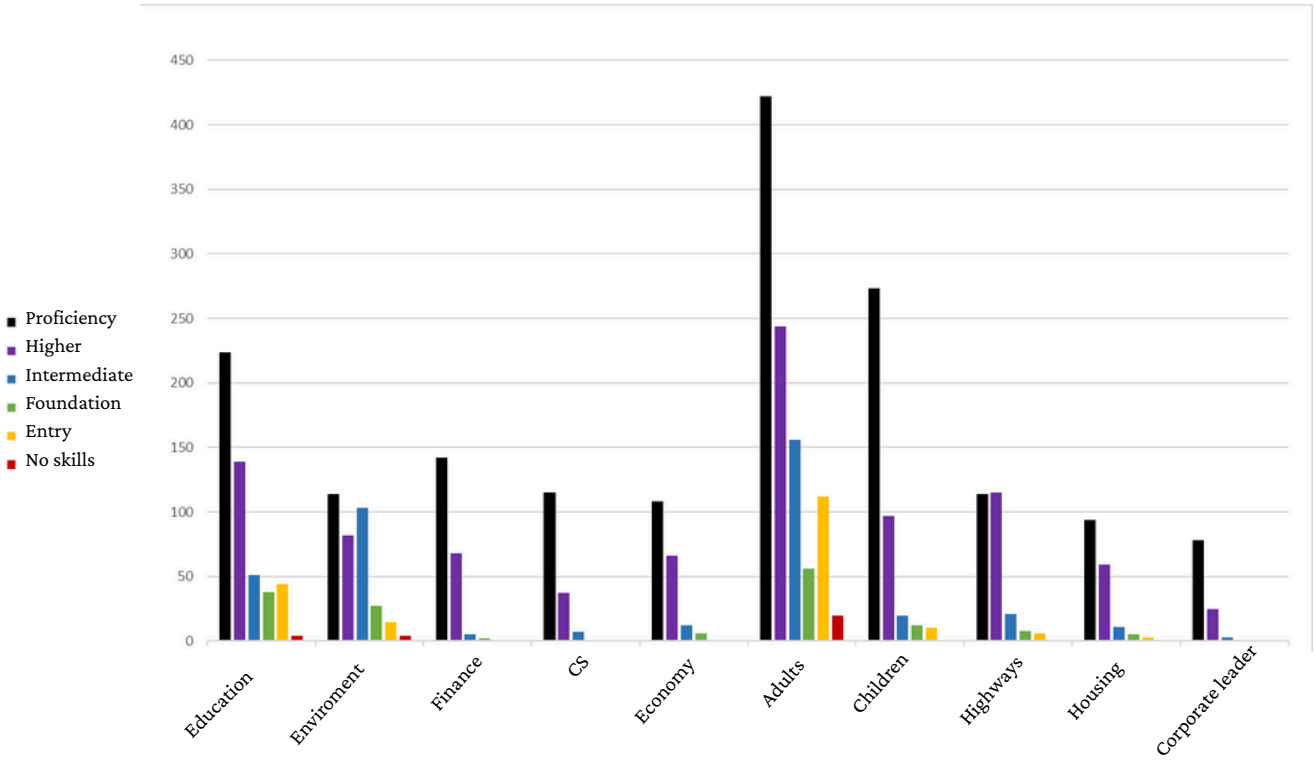
Overview of language Levels of staff:

	2023/24		**2024/25**	
Staff who possess Welsh language skills (of any kind)	3957	99%	3351	99%
Staff with no Welsh language skills at all	43	1%	29	1%

COMPLIANCE WITH THE STANDARDS

Language Levels of staff per department:
The following picture illustrates the language skills of the workforce as currently assessed. Most of the workforce possess Higher or Proficiency skills.

**For convenience, the names of the departments have been abbreviated in the graph below. Their names can be seen in full in the next table.*



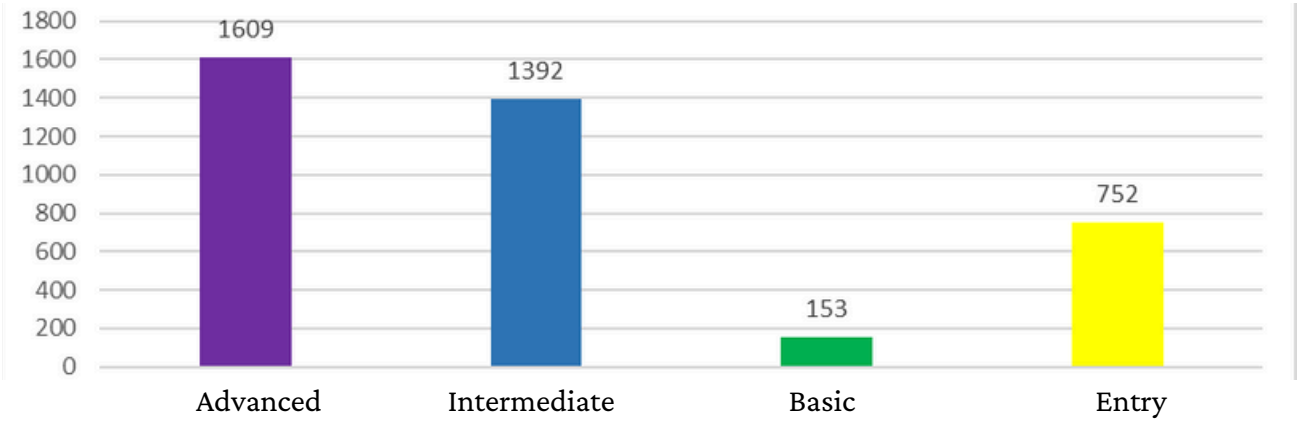
	Education (not including schools)	Environment	Finance	Corporate Services	Economy and Community	Adults, Health and Well-being	Children and Supporting Families	Highways, Engineering and YGC	Housing and Property	Corporate Leadership Team
Proficiency	224	114	142	115	108	422	273	114	94	78
Higher	139	82	68	37	66	244	97	115	59	25
Intermediate	51	103	5	7	12	156	20	21	11	3
Foundation	38	27	2	0	6	56	12	8	5	1
Entry	44	15	0	0	0	112	10	6	3	1
No skills	4	4	0	0	0	20	1	0	0	0

COMPLIANCE WITH THE STANDARDS

Language Levels of posts - number of posts across the Council that have been designated per level (excluding Gwynedd Schools):

The requirement levels of one job can vary from one skill to another, i.e. the Speaking and Listening level requirements may be higher than the Written level requirements. As a result, we count the **Speaking and Listening level as the 'main level'** for the purpose of reporting post levels as this is usually the highest level.

LANGUAGE LEVELS OF POSTS ACROSS CYNGOR GWYNEDD'S MAIN DEPARTMENTS



We can also look at this analysis on a department level, and this enables us to see the jobs where the lower levels have been identified. Several jobs in the Highways department, for example, are ones where higher skills in Welsh are not required because there is less direct and face-to-face contact with the public. We can take a sample of these posts at any time and verify the post's designation.

COMPLIANCE WITH THE STANDARDS

E) TRAINING

This section contains an overview of data relating to training within Cyngor Gwynedd. In line with our Welsh Language Policy, Cyngor Gwynedd adheres to the following principles:

- All training offered by the Council will be provided in Welsh.
- Every step will be taken to help staff participate in the Welsh-medium training.
- English-medium training will not be offered for core subjects unless absolutely necessary.

English-only training will be offered when training is required in specialist fields, and the services of specialist trainers bought in. Even then, every effort will be made when commissioning services to obtain bilingual materials, and every opportunity will be taken to attempt to influence national providers to improve Welsh medium training provision for the public sector in general.

The following information is noted for each of the Council's main departments

ALL DEPARTMENTS (except BYW'N IACH, Trunk Roads, GwE, North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit, Councillors)

-

Training that is relevant to every staff member, across every department, is known as training on an **'Organisation'** level (or Corporate Training). This training is administered and provided by the Learning and Development Service. Training that is relevant to a specific post, service or department is known as training at **'Post'** level and is administered and funded by administrators within those services and departments.

COMPLIANCE WITH THE STANDARDS

Number of individual events between **01.04.24 and 31.03.25 = 804**

Number of titles (level of Post/Organisation) between **01.04.24 and 31.03.25 = 187 (excluding councillors' titles)**

Number of events

ALL DEPARTMENTS (except BYW'N IACH, Trunk Roads, GwE, *North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit, Councillors*)

	21/22		22/23		23/24		24/25		
	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	**Total**
Welsh	293	305	175	272	154	251	165	282	**447**
English	396	71	253	50	254	47	233	21	**254**
Bilingual	91	23	169	19	114	7	116	7	**123**

Number of attendees

ALL DEPARTMENTS (except BYW'N IACH, Trunk Roads, GwE, *North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit, Councillors*)

	21/22		22/23		23/24		24/25		
	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	**Total**
Welsh	1189	903	705	926	614	1001	940	1113	**2053**
English	939	291	730	257	808	281	826	110	**936**
Bilingual	237	97	568	19	319	19	497	70	**567**

Number of Language Awareness sessions held during the year - **3**
(*Members; Corporate Services Managers; Education Support Staff)*

Number of staff who have completed the Language Awareness e-module between **01.04.24 - 31.03.25 - 392**

Total number of staff who have completed the Language Awareness e-module - **Main Council departments: 23% - 1,407 completed out of 6,218 staff members**

COMPLIANCE WITH THE STANDARDS

Standard 128 -Report on the medium of language training

58 individuals attending the Welcome Workshop in the period between 01.04.24 - 31.03.25

6 events held

4 through the medium of Welsh and face-to-face

2 **through the medium of Welsh with a Translator and face-to-face**

Training provided by the Council for the Byw'n Iach Service:

Number of individual events between 01.04.24 and 31.03.25 = **101**

Number of titles between 01.04.24 – 31.03.25 = **25**

TRAINING EVENTS	NUMBER	UNIQUE ATTENDEES
Welsh	**49**	**56**
English	**21**	**46**
Bilingual	**31**	**168**

Standard 130: Report on the opportunities to learn Welsh

Here is an overview of the provision offered to staff to learn or develop their Welsh language skills during 2024-2025:

- Community-based courses over an academic year (on-line or face-to-face weekly lessons)
- Learning Welsh North West summer courses
- Intensive courses (a week or more)
- Online self-study courses, e.g. *Entry and Foundation level Self-study and Cymraeg Gwaith taster sessions*
- Cymraeg Gwaith Courses (on-line or face-to-face)
- Specially-commissioned courses on various levels
- The Language Skills Certificate
- Cyfeillion Cymraeg in-house scheme

COMPLIANCE WITH THE STANDARDS

SOME OF THE YEAR'S HIGHLIGHTS

'Defnyddio' Cymraeg Gwaith Courses
'Defnyddio' courses have been popular amongst Council staff from the start. They are a special opportunity for staff to spend an extended period focusing on developing their language skills, specifically for the workplace. It was nice to see another five members of staff attending this year. One attended the Intermediate course, one attended the Higher course, and three attended the Speaking Refresher course. Others have also shown an interest and are awaiting suitable dates in order to register.

Commissioned courses
Language Refresher Course for Councillors (Esgair)
Councillors were given an opportunity to refresh their language skills in a series of sessions with Siân Esmor, language tutor. Six sessions were held between September and October 2024. Five attended the sessions and positive feedback was received from them:

"This is an excellent course to improve your Welsh skills and give confidence for councillors to use it - completely practical, fun, worthwhile!"

Language Skills Development Course (Cymraeg Gwaith and Learning Welsh North West)
In September, a message was sent to staff members, asking whether they were interested in a Language Refresher course. At the time, 24 noted that they were interested, and therefore, jointly with Learning Welsh North West, a series of ten 'Language Skills Development' sessions were arranged. Nine members of staff registered for the sessions and eight attended. The sessions were held from January - March 2025. The sessions were very beneficial to staff members, and the collaboration between the Welsh Language Learning and Development Officer and tutor were very valuable to review the progress of the attendees.

Cyfeillion Cymraeg (*Welsh buddy)* Scheme
Our 'Cyfeillion Cymraeg' scheme was launched in 2019 to support learners to use their new Welsh skills in the workplace and continue to develop their ability in the language outside the classroom. This is done in the company of fluent speakers across the organisation. The opportunity to have informal conversations with other members of Council staff is proving to be very valuable to learners, and many appreciate the opportunity to practice and ask questions. Hopefully, these sessions support their formal lessons and help them to boost their confidence.
By the end of March 2025, five individuals were receiving support from 5 'Buddies'. Another four had enquired about joining the Scheme and were awaiting a 'Buddy'.
We will continue with the current scheme and look for more Buddies to support learners during the next year.

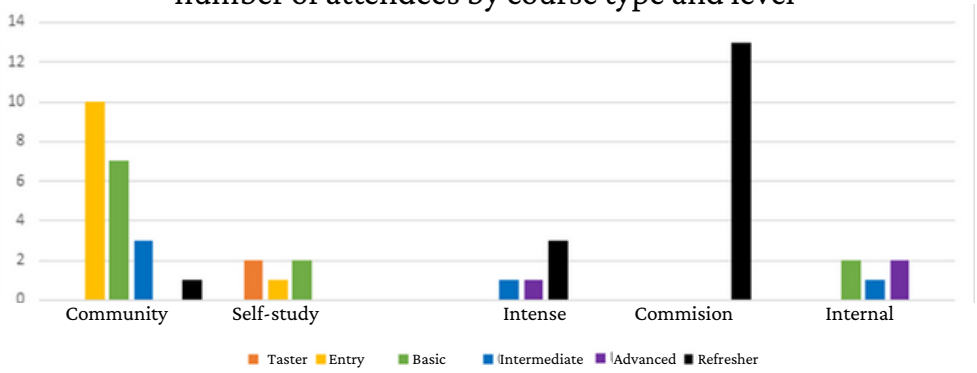
COMPLIANCE WITH THE STANDARDS

The tables below provide more information about the language training held during the year 2024-2025.

NUMBER OF PARTICIPANTS ACCORDING TO TYPE/TITLE OF COURSES

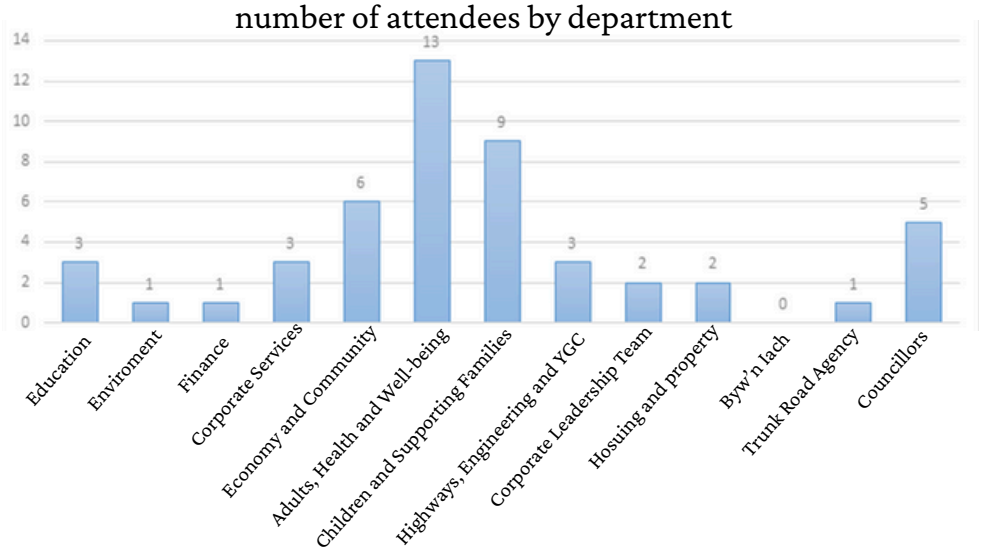
Course	Number of Individuals
Internal	
Cyfeillion Cymraeg Scheme	5
External	
Community Welsh Learning Courses	21
Intensive courses	5
Online self-study courses (Cymraeg Gwaith)	5
Various commissions	13
	49

number of attendees by course type and level



These learners are divided across the Council's departments as follows:

number of attendees by department



5 CHALLENGES IN MOVING FORWARD

Impact Assessments

Following the Welsh Language Commissioner's 'Conscientious Effort?' session in December, processes are in progress to assess Cyngor Gwynedd's arrangements when creating Welsh Language impact assessments. Equality Advisers have created an on-line version to create the impact assessment template, and this will need to be promoted further over the next year. We will proceed to create material on how to input the data and report on good practice. Training intends to be held in phases to create Welsh language impact assessments.

Awareness sessions for managers

Useful information training for managers on 'Welsh in Cyngor Gwynedd' includes reminders about the language policy and Welsh language standards; impact assessments and compliance questionnaire; training and language designations, as well as translation and proof reading. As the Council's Language Advisers and Welsh Language Learning and Development Officer have now created and established this training for managers, efforts will be made to introduce this to managers across the Council's departments, to ensure that all compliance messages reach them and then filter down to all Council staff.

Training

When reviewing training language medium, discussions will take place between the Language Unit and departments which have held English training, to identify the challenges and resolve them. The number of English-medium training events has increased substantially in this reporting period, and we will address the challenges associated with that data, to ensure that they are held in Welsh from now on. The data highlights that the majority of these are at job level, which draws attention to the fact that finding Welsh trainers for some specialist areas is sometimes challenging. The Learning and Development Service will adapt how it reports on the language medium of corporate training from now on, to avoid conducting English-medium training; a few sessions in a series will be noted as 'Welsh with a Translator' so that any learner can join.

CHALLENGES IN MOVING FORWARD

Develop Welsh skills

During the year, 'Clear Communication' training was developed, which focuses on how to write in clear, simple and comprehensible Welsh. A pilot session was held in May 2025, and subsequently, the training will be available for any member of staff to attend. This is a part of broader work in progress to look at writing in Clear Welsh across the Council.

There is also a proposal to develop short training on Welsh technology to draw the attention of staff to all resources available on-line to support them to use the Welsh language.

A discussion was held with Cymraeg Gwaith to look at the possibility of obtaining an internal language tutor for the Council. Following the conversation, a decision was made to work more closely for the time being, to coordinate and organise language training for staff and to look at the Council's needs per sector. The internal language tutor discussion can be revisited, if needed, following this.

Finding language training that is suitable for staff who follow a different working pattern to the usual '9-5' office hours, can be challenging. By working more closely with Cymraeg Gwaith, we hope to address this challenge so that every member of staff can take full advantage of the opportunity to learn or develop their Welsh skills. Jointly with Learning Welsh North West and Cymraeg Gwaith, work will commence at the start of June 2025 to provide Welsh lessons for some of the staff at three care homes in the north of the county.

As a result of the success of our in-house Cyfeillion Cymraeg scheme, there is an intention to expand the scheme by looking for more staff who would be happy to be a 'friend' to others who want the opportunity to practice or develop their Welsh skills. This is an informal scheme which gives staff who are learning Welsh an extra opportunity to be able to use their new skills in the workplace, in the hope of increasing their confidence to use more Welsh in their day-to-day work.