Uned laith

CYNGOR GWYNEDD'S WELSH STANDARDS ANNUAL REVIEW

APRIL 2023 TO 31 MARCH 2024

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

CYNGOR GWYNEDD

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1 FOREWORD

Councillor Menna Trenholme

Cyngor Gwynedd Cabinet Member for Corporate Support (with resposibility for the Welsh language during 2023-24)

I am very proud of the work that has been achieved within the Council to ensure that Gwynedd residents are able to use all of our services through the medium of Welsh. We can take pride in this report which bears witness to the good work that is being done across all Council departments.
The new Language Strategy was adopted during 2023, and it underlines the Council's diligence and commitment to increase opportunities for all residents in Gwynedd to see and use the Welsh language in different contexts. By working on raising status and increasing people's use of the language in all parts of their lives, we will also hopefully increase the motivation for others to learn the language.

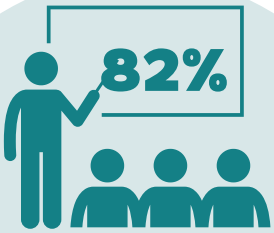
The strategy focuses on seeking to increase young people's use of the language in coming years, by showing them the value of the language as a skill for the labour market and try to increase the informal opportunities for them to use the Welsh language in their daily lives. It also addresses how we can have a positive influence on the way in which residents use the Welsh language in the various ways that technology is part of their lives. I look forward to seeing the further development of the strategy's work programme, which will concentrate on plans or projects on areas where the Council has the power and influence to take action.

It is pleasing to note that the vast majority of Council staff are able to speak Welsh, and a large number have fluent Welsh language skills, which means that the use of Welsh as the daily language of work continues to be a natural practice, and we are able to guarantee a Welsh language service proactively and by default.

The Council has a number of other plans in the pipeline that will prioritise community prosperity and the prosperity of the language in the future, I am therefore pleased that Cyngor Gwynedd is continuing to lead the way, looking beyond bilingual provision, by prioritising the needs of residents and the commitment to operate in the interest of the Welsh language.

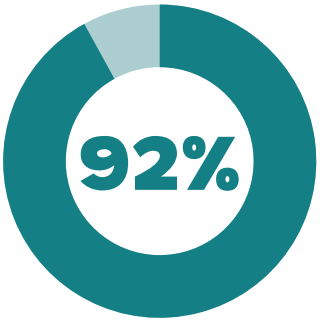
2 SUMMARY

98.9% of Council staff have some degree of Welsh language skills



82% of the training events were held in Welsh with simultaneous translation available.

850 posts have been advertised during the year where Welsh language skills were essential



92% of Council staff meet the language designation of their post

A new Language Strategy was published for 2023-2033 with a vision of increasing use of the Welsh language across Gwynedd.

3 BACKGROUND

THE 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 Welsh 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 shaping
- 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 visiting the Standards and Policy section of the corporate website:

THE WELSH LANGUAGE STANDARDS AND LANGUAGE POLICY WEBPAGE

Reporting in accordance with the requirements of 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, for each financial year, which reports on the way you have complied with the policy making standards with which you had a duty to comply during that year.*

(2) *The annual report must include the following information (where relevant, to the extent that you have a duty to comply with the standards referred to) -*

(a) number of employees who have Welsh language skills at the end of the year in question (based on the records you kept in accordance with Standard 151);

(b) number of staff members who attended training courses offered in Welsh during the year (based on the records you kept in accordance 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 who attended the Welsh version (based on the records kept in accordance with standard 152);

(ch)) the number of new posts and vacant posts 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 kept in accordance 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.

4 COMPLIANCE WITH THE STANDARDS

a) DEVELOPMENTS DURING THE YEAR

The Council's Language Policy is its main method of acting in accordance with the Language Standards and ensuring Welsh-medium services for the people of Gwynedd.

Over the last year, efforts have been made to remind staff of the latest policy which was adopted in 2022 by communicating via various methods including providing information in the staff weekly newsletter, updating the language awareness e-module course, sending e-mails and updating information on the staff intranet. Consequently, there is better awareness of the language policy. Indeed, the fact that every department reports annually to the Cyngor Gwynedd Language Committee on the implementation of the language policy and their contribution to realising the language strategy has also helped along with the expectation for every department to complete a departmental self-assessment on compliance with the language policy and standards. Matters arising from the self-assessments have been addressed and suitable support has been offered such as a refresher session on the Welsh language standards and language policy for managers within the education ancillary services.

During the autumn term, a new Welsh language strategy was adopted, namely, 'Gwynedd Welsh Language Strategy 2023-2033', a follow up to the previous strategy, 'Welsh Language Promotion Plan for Gwynedd 2018-23'. The new 10-year strategy reflects the Council's commitment to promoting the language across the county and to meet the requirements set out in the Welsh Language Standards.

The strategy's main vision is to increase use of the Welsh language, focusing plans or projects on areas where the Council has the power and influence to take action. Note that the Council is eager to see 100% of Gwynedd's children being given the opportunity to speak Welsh and to use the language regularly. There are 5 general areas of implementation, namely, Language of the Early Years, Language of Learning, Language of Work and Service, Language of the Community and Research and Technology.

The Welsh language was also addressed in the Council's principal strategic plan, namely 'The Council Plan 2023 - 2028' with a Welsh Gwynedd noted as one of the seven priority areas that staff are expected to implement. In it, there are three projects that cover the Welsh language namely modernising and extending the immersion provision to teach Welsh to children, promoting the use of the Welsh language by Gwynedd residents and reviewing the Gwynedd Education Language Policy.

The vast majority of Council staff are able to speak Welsh, and a large number have fluent Welsh language skills, which means that the use of Welsh as the daily language of work is now natural practice, and we can proactively and by default provide a Welsh language service. The need to consider the Welsh Language, and the Council's role in maintaining opportunities to use Welsh in our communities, is also a natural practice, and no decisions are taken on changing services or developing strategic plans without the Welsh language and developing opportunities to use the Welsh language being a core part of those plans. The Council continues to lead and goes beyond

the requirements of the Standards by setting language requirements when recruiting and also by holding all of its public meetings in Welsh, by default.

To tackle the challenge of increasing the use of the Welsh language among Gwynedd residents and to collaborate with partners and key stakeholders, the work of the Gwynedd Language Forum was coordinated and supported. There are now representatives from 25 partners across the County who convene regularly to discuss and plan opportunities for people to use the Welsh language across the county. Due to this collaboration, it was decided to create a young people sub-group that will convene next year to collaborate on a new project.

It is pleasing to note that the Council's language advisers are members of various boards in order to feed into regional and national promotional activities. We have a representative on the World Heritage Site Strategic Board and its Benefitting Sub-group, and the hope is that collaboration between partners will develop to gather data of how the Welsh language is benefitting from the status and what impact the Welsh language is having on the success of partners that are part of the status.

The More than Just Words in-house forum continues under the leadership of the Statutory Director of Social Services and supervises the work of the Adults and Children's departments in the context of the More than Just Words framework. Officers from the Language and Scrutiny Unit attend the forum to ensure that the requirements of the Standards are also highlighted and implemented alongside the requirements of More than Just Words.

Challenges have been highlighted in relation to the standards including the need to ensure clear guidelines for care homes etc. on the use of the Welsh language on social media and the need to find a solution for multi-disciplinary teams to ensure that meeting the language needs of individuals along with the language needs of non-Welsh speaking employees from other organisations does not cause an additional workload for our professionals. Officers from these departments act on these issues as they arise.

Over the last year, there has been focus on seeking a better picture of the language skills of the workforce and to consider how the language use of service users can be recorded effectively in order to facilitate implementing the active offer. The group has also considered methods of promoting Welsh language services that are available by looking at the possibility of including language badges on employees' uniforms and planning short videos to convey what the active offer entails for employees on the ground.

The Council's language advisers are also members of the Welsh Language Sub-group which is part of the Gwynedd and Môn Public Services Board structure. Over the last year we addressed the challenges of recruiting bilingual workers who speak Welsh to public bodies across north Wales on behalf of the three public services boards in the north. Recommendations on good practice will be published next year. This is a good example of sharing resources and collaborating on a regional level.

We continued to assist Bangor University with research that looks at people's attitudes towards using Welsh medium services. A questionnaire was issued in February and the closing date was the end of April 2024. We hope that this research will improve our understanding of how we can influence decisions and encourage more people to use the Welsh medium services (especially the digital/on-line ones) that are provided by the Council.

b) **GENERAL ARRANGEMENTS TO COMPLY WITH THE STANDARDS**

Cyngor Gwynedd takes advantage of every opportunity to promote and encourage the use of the Welsh language across Council departments. Over the past year, the following have received particular attention by adhering to specific steps to strengthen compliance with the standards.

Group of standards	Actions taken	Action required
Promotion - 145, 146 Operational - 98	Create the **Gwynedd Language Strategy 2023-33** which shows how we are going to promote the Welsh language and facilitate its use across the County.	There are meetings in place with the heads of departments across the Council to combine departmental work to create a work programme to implement the Language Strategy. When complete, the strategy and its content will need to be promoted.
Policy shaping - 88, 89, 90, 91, 92, 93	Assist officers as they include language questions in **Consultations**.	Create a simple document to reiterate the purpose of the language questions in consultations and provide clear guidance of the questions to include.
Operational standards - 98 Policy standards - 165	Promote the steps of Cyngor Gwynedd's **language policy** by including brief messages in **'Gair Wythnosol'** for Council staff and updating the language awareness e-module.	Develop a new way of promoting the content of the language policy among Cyngor Gwynedd staff and residents, including the Language Unit's internal communication and social media.
Service delivery - 56, 58, 60 Operational - 121, 122, 124, 126	Work continues to review the **technology systems** to use the Welsh language and ensure that we comply with the requirements of the standards.	Further work will ensure consistency in using the correct Welsh designs and references across the Council to comply with the standards.

C) COMPLAINTS

Standard 170: Report on language complaints

In accordance with the Council's accountability and internal reporting arrangements, any complaints or enquiries about services received in relation to the Standards or the Council's Language Policy between April 2023 and March 2024 are recorded by the Language and Scrutiny Unit and reported to the Council's Language Committee as a part of this report.

The following complaints and enquiries were received.

Complaints regarding Compliance with the Language Standards (Welsh Language Commissioner)

1. CS1126 - Council placed an English-only advert in the 'Sibrydion' booklet (February 2023)

The Commissioner received a complaint that the Council had placed an English-only advert in the 'Sibrydion' booklet that was distributed in the complainants' area. It was explained that the Council had paid to advertise in the magazine, but not an advert for a box with the Council's contact details and logo on the upper right-hand side of one page. The Council had no control over the information that was included on the remainder of the page. The response was accepted and the Commissioner did not proceed to investigate this matter.

2. Rhandir Mwyn estate sign, Caernarfon (March 2024)

The Commissioner received an enquiry regarding the sign for a new housing estate in Caernarfon, Rhandir Mwyn, which included the wording 'Nos' on it and it was asked whether the Council had contacted the owner of the site to rectify the situation. Although Cyngor Gwynedd was not responsible for the sign it was explained that the Council had already contacted the owner of the estate, a local housing association, to draw their attention to the error in the sign and was notified that the sign would be replaced by them in due course. The response was accepted and the Commissioner did not proceed to investigate this matter.

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

	Department	Information about the enquiry / complaint	Explanation and actions taken
	Complaints		
1.	**Corporate Support**	A complaint that the advert for the post of Head of Ysgol Llanllyfni was advertised in English only on a social website.	It was reported that the advert had been shared in error by a staff member. By now, steps have been taken to ensure that all staff members are aware of the Language Policy and the expectation that posts in the Council's schools are advertised in Welsh only.
2.	**Corporate Support**	A complaint was received that the Council's recruitment policy was unfair by stipulating the need to be fluent in Welsh for every post. The individual had a hearing impairment which meant that the person could not understand or learn Welsh well. As he was under the impression that the language requirements for posts meant that there was a need to be fluent, he felt that he could not apply for a post with the Council. He had been turned away from the Council's recycling centre when he tried to submit a CV as he could not speak Welsh. He therefore felt that the policy discriminated against him and that he should receive compensation.	An apology was sent to the complainant for the response he received at the recycling centre, and the policy was explained in terms of setting language requirements for posts. One of the posts in question by the complainant (LGV driver post) was looked at and it was confirmed that the language requirements were Basic/Entry level for that post. The Equality Advisor was also part of the response to this complaint as the complainant claimed there was discrimination on the grounds of disability. The complainant was not satisfied with the Council's response and therefore lodged a complaint with the ombudsman. The ombudsman decided not to investigate.
3.	**Environment**	A member of the public enquired whether the Council's language policy applied to banners displayed by organisations/businesses on private land. They also asked if the planning service could intervene.	It was reported that the Council has no legal power to force businesses or organisations to display Welsh or bilingual banners/signage. There are some powers within the planning process therefore a request could be made for bilingual signs if a planning application is submitted. It was explained that the

			Council takes advantage of suitable opportunities to promote the use of the Welsh language by businesses and seeks to demonstrate to them the value of using the Welsh language.
4.	**Environment**	A complaint about the use of English names in a street closure notice (traffic notices and orders) in the Press, which is contrary to the Council's Language Policy.	An explanation was provided that the Council has to seek to ensure that documents involving changes to the roads network must be explicitly clear, comprehensible and comprehensive to road users and therefore street names are used in Welsh and English in traffic notices and orders.
5.	**Highways, Engineering and YGC**	A complaint was received about English-only road signs which were erected in Llanllyfni and on the road to Penygroes warning residents that the road would close on 19 July.	An apology was issued that some English-only signs had been erected in the area and bilingual signs were immediately erected. It was also explained that a different type of bilingual sign had already been erected by the Council to notify the public that work was to commence in the area.
6.	**Finance**	A complaint was received that an individual had received an English-only SSP1 from the payroll service.	The circumstances were investigated and it was established that a misunderstanding between officers within the unit had led to sending out an English-only form. An apology was made and arrangements were put in place to ensure that both Welsh and English copies of the form are sent out in future.
7.	**Finance**	A complaint was received that an individual received documents in Welsh only from the Pensions Service.	It was explained that when the individual joined the pension fund that it was not a requirement to note an individual's language of choice when receiving the service, however, this changed in light of introducing the Welsh Language Standards under Section 44 of the Welsh Language Measure (Wales) 2011. . It was elaborated that the Council must act in accordance with Standard 5 which notes 'If you don’t know whether a person wishes to receive correspondence from you in Welsh, when you

			correspond with that person you must provide a Welsh language version of the correspondence.' As no chosen language had been recorded for the individual, correspondence was sent to him in Welsh. It was reiterated that the Welsh Language Measure ensured the individual's right to receive Welsh language services. It was noted there is no provision under the Measure that provides the same protection and rights to English services. It was added that the individual's chosen language would be recorded and that an English copy of the letter would be sent to him.
8.	**Economy and Community**	A member complained about English-only documentation at a meeting in Pwllheli.	External consultants were commissioned to prepare a proposed plan for the Glandon and Pwllheli harbour area and a public Drop-in Session was arranged to offer an update on the work for local residents and businesses. In error, the details shown on the plans were not translated in full. The department gave assurances that it would check that commissioned companies or consultants provided bilingual documents in future.
9.	**Economy and Community**	A phone-call was received from a member of the public who wished to complain about the Neuadd Dwyfor website as it appeared in English first, and that he had received a confirmation e-mail in English-only when booking tickets.	It was explained that the Neuadd Dwyfor website was available in both languages but that the Council has no control over which language the public sees first. It appears that search engines such as Google are increasingly showing and referring to the English versions of websites, even when the individual searches in Welsh or when an organisation tries to set Welsh as the default option, which is what the Council does.

10.	**Economy and Community**	A complaint was received from a member of the public regarding the language conditions that are imposed on Business Grants.	It was reported that Cyngor Gwynedd expects businesses receiving grant support to commit to comply with different conditions including some relating to the Welsh language and others such as paying a living wage. It was explained that the Welsh language conditions reflect the core values and the commitment of the Council towards ensuring that the language continues and thrives in our communities. It was also reiterated that they reflect the Council's language policy and the statutory duty to comply with the Welsh Language Standards.
11.	**Economy and Community**	A complaint was received that Cyngor Gwynedd officers responded in Welsh to questions asked at a meeting, rather than responding in the language used to ask the question, namely English.	It was explained that officers follow the Council's Welsh language policy and therefore speak Welsh at public meetings. It was reiterated that simultaneous translation was available to those who do not understand Welsh.
12.	**Housing and Property**	A complaint was received by a Member regarding a letter one of their electors had received in English-only from the Housing and Property Department.	It was reported that the department usually sent letters for the Disabled Facilities Grant in Welsh and English, in separate forms, due to the complex nature of the contents of the letter. In this case, unfortunately, the lack of staffing within the service led to an administrative error. An apology was issued and a Welsh language version was sent out directly. Staff were reminded of the need for all staff to adhere to the Language Policy and Welsh Language Standards at all times.

	Enquiries		
13.	**Corporate Support**	An enquiry was received from a member of the public as to whether the Council could do something about the English names being used for rock-faces on OS maps.	It was reported that a firm commitment has been made to protect Welsh place-names by establishing the Protection of Place-names Project. Although Cyngor Gwynedd does not have responsibility or statutory powers over the maps of other bodies or organisations such as the OS, it was noted that it has sought to influence others to seek to change things in terms of updating maps and using Welsh names.
14.	**Corporate Support**	A phone-call was received from a member of the public asking why the Council uses one 'c' rather than two in the name Cricieth.	It was explained that some names had several forms and several different spellings and that the Council was trying to rationalise the names used internally and externally. It was explained that this was the recommended spelling by the Welsh Language Commissioner on its list of place-names.
15.	**Highways, Engineering and YGC / Corporate Support**	A request was made by a member of the public to change her address to spell Cricieth with one 'c' rather than doubling the 'c' on all Council systems that included her address.	It was explained that the Council has a number of different information technology systems which store information about addresses and that they cannot all be amended at the same time. It was reiterated that work is ongoing to seek to rationalise place-names used by staff and that the Council uses the name Cricieth with one 'c'. This is also the spelling included on the Welsh Language Commissioner's list of place-names. However, it was emphasised that the Council respects others' rights to use ‘cc’ if they so wished.

CH) 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:

- *Welsh is considered to be an essential skill for all posts within the Council.*
- *The linguistic requirements of each post must be assessed against the language framework.*
- *Job interviews 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.*

To coincide with the purpose of this report, the data will report on the staff of the main Council departments only, and it does not include staff from GwE, the Trunk Road Agent, Byw'n Iach, North Wales Economic Ambition Board or Gwynedd schools' staff, as they do not operate under the standards. 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 accurate 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.

The language skills system gathers and stores information about the language designations of posts and staff's language skills. This means that we can see how many staff members have the language skills that correspond to the designation of the post and generate live reports, to track progress and changes across departments.

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

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

That Welsh language skills are **essential** = (*this number does not include re-advertising*)	**850**
That Welsh language skills need to be learnt when appointed to the post =	0
That Welsh language skills are desirable =	0
That Welsh language skills are not necessary =	0

Standard 151: Report on the number of staff members who possess Welsh language skills

It is seen here that 98.9% of Council staff have Welsh language skills which is a 0.5% reduction since last year.

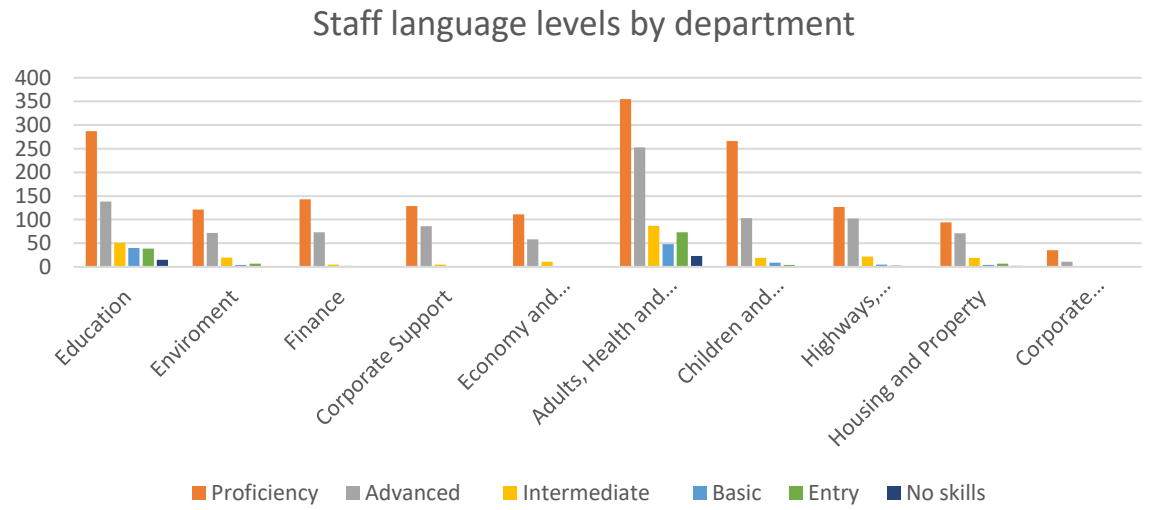
	2022-23		2023-24	
Number of staff members (who are assessed on the language skills system)	**3886**		**4000**	
Staff who possess Welsh language skills (of any kind)	2726	99.4%	3957	98.9%
Staff with no Welsh language skills at all	15	0.6%	43	1.1%

However, by looking back further, we see that the percentage has dropped over the last 6 years from 6% to 1.1%, in 2018/2019.

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Staff with no Welsh language skills	6% (234)	0.1% (4)	0.3% (7)	0.9% (26)	0.6% (15)	1.1% (43)

Language Levels of staff per department:

The following graph and table show the staff language level for each department.



	Education	Enviroement	Finance	Corporate Support	Economy and Community	Adults, Health and Well-being	Children and supporting families	Highways, Engineering and YGC	Housing and Property	Corperate Management Team
Proficiency	287	121	143	129	111	355	266	127	94	35
Advanced	138	72	73	86	58	253	103	102	71	11
Intermediate	51	20	5	5	11	87	19	22	19	1
Basic	40	4	2	1	1	48	9	5	4	0
Entry	39	7	0	1	0	73	4	3	7	0
No skills	15	0	0	0	1	23	1	1	2	0

Language Designations

Every quarter, the management team of every department in the Council receives a report from the Learning and Development Service noting the latest picture regarding the number of staff who reach the language designations of their post and their language skills. Following this, a meeting of the Language Designations Forum is held with representatives from all departments to discuss the findings of the reports and how to improve the process of collecting assessments and targeting training.

The Language Skills Self-assessment Questionnaire is on the Council's Staff Self-service portal, and the Forum has identified access problems for staff who have no e-mail accounts meaning that they are not able to complete the self-assessment. The situation has been acknowledged in a digital plan that will secure an official e-mail address for every member of staff in due course.

In the meantime, through Forum discussions, a pilot was held of a simple assessment to be completed by managers and individuals jointly with the Council's Highways Department - which campaigned for a 3-month period to ensure that every member of staff was assessed. The Department's response level increased from 58% to 96% and identified 13 members of staff who did not reach the Language Designations of their posts. Of these, 4 are already following a Welsh language skills training course and others have, or are about to have a 1:1 consultation with a Welsh Learning and Development Officer to support them to reach the Language designations.

Number of staff who reach the language designation of their post.

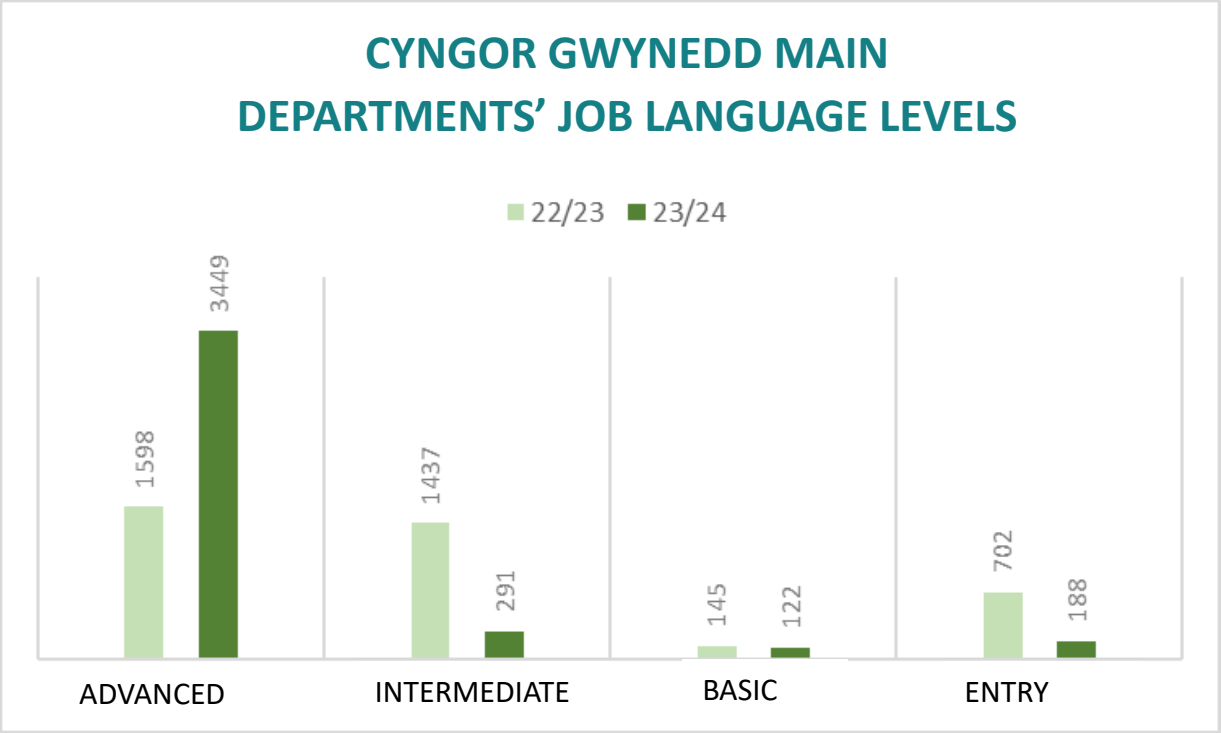
We see here that 92% of staff meet the language designation for their post which is an increase of 1% since the previous year.

	2022-23		**2023-24**	
Staff who reach the Language Designation of their post	2679	91%	2962	92%
Staff who do not reach the Language Designation of their post	253	9%	275	8%

Assessing and Setting the Language Levels of Posts - number of posts across the Council that have been designated per level:

Although Welsh is an essential skill for every post within Cyngor Gwynedd, there are various language designations within these posts with the exact designation depending on the nature of the post and contact with the public.

The following table highlights the language designations that have been set for current posts across the Council, calculating the speaking and listening level as the 'primary level', usually the highest level, as language level varies between either skill within a single post. See 2022/23 data next to 2023/24 data.



The highest level set for any post's language designation is Advanced, but it is possible for the individual's language skills to be assessed on a Proficiency level. This means that a large number of staff possess language skills that are more advanced than the need identified for their post. For this table, the Advanced and Proficiency levels have been categorised together.

By comparing this year's data with the same data from 2022/23, note there is a significant reduction in the number of posts that have been noted to have an Entry language level with a reduction of 73%. The number of posts designated to be of an Advanced and Proficient level have doubled over the year with 85% of posts stipulating that language designation. A table that shows very positive development within a year.

D) 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 training through the medium of Welsh
- Training through the medium of English 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.

Standard 152: Report on the number of staff members who have attended training courses.

General Training

Although the Learning and Development Service provides training to other departments within the Council, the data below reports on the training provided to central departments that are subject to the requirements of the Standards.

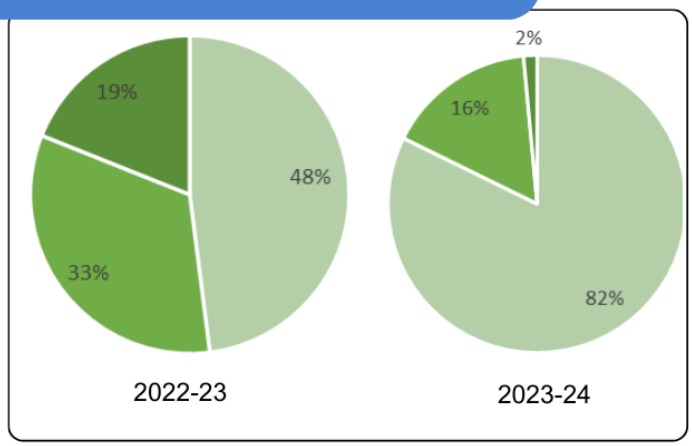
It can be seen that the number of training courses held through the medium of English and bilingually have reduced significantly compared to last year.

Number of individual events between 01.04.23 and 31.03.24 - **262**
Number of titles (level of Post/Organisation) between 01.04.23 and 31.03.24 - **44**

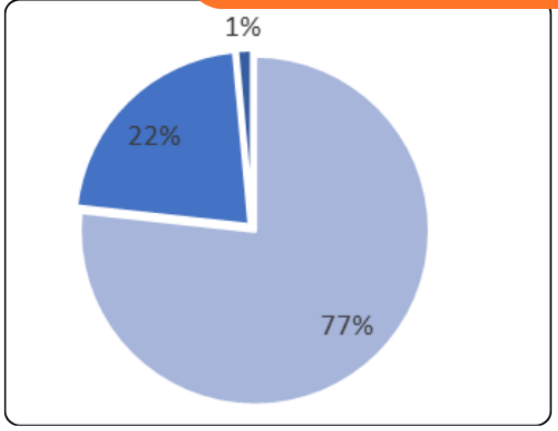
General Training - Number of events

The change since 2020:

	NUMBER OF EVENTS			
	20/21	21/22	22/23	**23/24**
Welsh	289	524	428	223
English	305	402	295	44
Bilingual	92	46	169	4



General Training - Unique Attendees



The change since 2020:

	UNIQUE ATTENDEES			
	20/21	21/22	22/23	**23/24**
Welsh	1044	`1612	1409	962
English	796	1032	881	274
Bilingual	453	159	519	18

Standard 128: Report on providing training in Welsh

It was ensured that staff had the opportunity to attend training through the medium of Welsh in the various fields noted in Standard 128 during the year. The following contains details of the number of staff who attended welcome workshops and received language awareness training.

73 individuals attended the welcome workshop in the period 01.04.23 - 31.03.24.
6 events held.
Each one through the medium of Welsh and in-person.

Number of language awareness sessions during the year **- 0**
Number of staff who have completed the Language Awareness e-module - Council and department level - **522**

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

Number of individual events provided between 01.04.23 and 31.03.24 - 29
Number of titles provided between 01.04.23 and 31.03.24 - 9

TRAINING EVENTS	NUMBER	UNIQUE ATTENDEES
Welsh	**19**	**22**
English	10	**16**
Bilingual	0	**0**

Standard 130: Report on the opportunities to learn Welsh.

Numbers of Language Training for staff

The Council supports staff to develop their Welsh language skills and through the language designations project it is possible to identify the staff who need support and funding is available to assist with those costs. The following data represents the number of staff who attended courses per level during the last year.

Refresher	Advanced	Intermediate	Basic	Entry	Taster
30		6	6	22	3

Courses including some internal, community, virtual, self-study, intense and commissions.

5 CHALLENGES IN MOVING FORWARD

Language Strategy

With a Language Strategy in place, there will be a need to develop the work programme further an implement the plans. Officers from the Language Unit will meet with heads of department to ensure that their plans and priorities contribute to the objectives of the new strategy. There will also be a need to ensure that appropriate monitoring arrangements are in place. We hope to further promote the Language Unit's work by sharing the content of the Language Strategy and the projects further on social media and in the press.

Training

Specific attention was given over the last year to reducing the number of English only and bilingual training courses being offered. It is pleasing to see that the number has dropped and that the majority of the training being provided is provided through the medium of Welsh. Nevertheless, there will be a need for further collaboration with the organisation's Learning and Development Service to identify the courses being offered in English and try to ensure they are available in Welsh.

We will build on language awareness amongst staff and councillors, by promoting the mandatory e-module and resuming live language awareness sessions, ensuring that they are current and up-to-date. A session has already been held for councillors about their role in the community in terms of the Welsh language, recognising there are different messages to be shared with those who are non-Welsh speakers.

Raise awareness of the requirements of the Standards

We will continue to raise the awareness of Council staff and residents of the Welsh Language Standards and the Cyngor Gwynedd Welsh Language Policy. In addition to continuing to share features of the policy with staff in 'Y Gair Wythnosol', we will ensure that the documents are easy to access on the council's website and the staff intranet.

We will also take further advantage of the social pages of the Language Unit in order to convey the messages. By receiving annual departmental self-assessments to report on compliance with the standards, we will be able to act on the challenges to raise staff awareness of the requirements, as needed. Following a discussion with the departments regarding the lack of awareness of the Welsh Language Standards among the managers of some services, we will hold brief training to remind them of the main matters. This is continuous work as staff turnover is a challenge.

Staff with no Welsh language skills

An increase was seen in the number of staff without Welsh language skills during the last year. Consequently we will investigate the reasons behind this and consider how we can ensure that the percentage of staff without Welsh language skills falls in the next year.

Measuring the public's use of Welsh language services

We will look at ways of trialling how to measure the number of residents who choose to use Council services through the medium of Welsh in locations such as Siop Gwynedd receptions, libraries, leisure centres and on-line. It is also hoped to have an opportunity to look at the results of research undertaken, led by Bangor University, with the Council's support, which looks at people's attitudes towards using Welsh medium services. We hope that this will improve our understanding of how we can influence decisions and encourage more people to use the Welsh medium services (especially the digital/on-line ones) that are provided by the Council.