



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, TUESDAY, 27TH JUNE, 2023

Location

Virtual Meeting

Contact Point

Rhodri Jones

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LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (10)

Councillors

Menna Baines
Alan Jones Evans
Olaf Cai Larsen
Llio Elenid Owen
Elfed Williams

Elfed Wyn ap Elwyn
Jina Gwyrfai
Gwynfor Owen
Meryl Roberts
Sasha Williams

Independent (5)

Councillors

Richard Glyn Roberts
Eirwyn Williams
Vacant Seat - Independent

Peter Thomas
Gruffydd Williams

Aelodau Ex-officio / Ex-officio Members

Chair and Vice-Chair of the Council

Other Invited Member

Councillor Menna Trenholme, Cabinet Member Corporate Support - The Welsh Language

AGENDA

1. ELECT CHAIR

To elect Chair for 2023-2024.

2. ELECT VICE CHAIR

To elect Vice Chair for 2023-2024.

3. APOLOGIES

To receive apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

5. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration

6. MINUTES

5 - 10

The Chairman shall propose that the minutes of the previous meeting of this committee held on 24 April 2023 be signed as a true record (attached)

7. WELSH LANGUAGE PROMOTION PLAN - ADULTS, HEALTH, AND WELL - BEING DEPARTMENT

11 - 15

To present information about the Department's contribution to the Language Policy.

8. WELSH LANGUAGE PROMOTION PLAN - CHILDREN AND SUPPORTING FAMILIES DEPARTMENT

16 - 20

To present Information about the Department's contribution to the Language Policy and how we attempt to promote the Welsh Language in our work.

9. GWYNEDD COUNCIL ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS

21 - 45

To present the Annual Report to the Members in order for them to recommend that it be approved by the Cabinet Member to publish.

10. GWYNEDD LANGUAGE STRATEGY CONSULTATION RESULTS 2023

46 - 71

Present the initial results of the consultation from the Research and

Analytics service, and invite comments from members about the potential response of the Language and Scrutiny Unit in formulating the final strategy.

LANGUAGE COMMITTEE: MONDAY, 24 APRIL 2023

PRESENT:

Councillors: Elfed Wyn ap Elwyn (Chair)
Llio Elenid Owen (Vice-chair)

Menna Baines, Alan Jones Evans, Jina Gwyrfai, Olaf Cai Larsen, Gwynfor Owen, Llio Elenid Owen, Richard Glyn Roberts, Meryl Roberts, Peter Thomas and Gruffydd Williams

Officers: Vera Jones (Democracy and Language Services Manager), Llywela Haf Owain (Senior Language and Scrutiny Adviser), Llio Mai Dafydd (Welsh Language Learning and Development Officer) and Rhodri Jones (Democracy Services Officer).

ALSO IN ATTENDANCE:

Councillor Menna Jones (Cabinet Member for Corporate Support).

Item 5: Geraint Owen (Corporate Director) and Iwan Evans (Head of Legal Service)
Item 6: Sioned Williams (Head of Economy and Community Department)
Item 7: Iwan Hywel (Chief Officer of Hunaniaith (Gwynedd's Language Initiative))

1. APOLOGIES

Apologies were received from Councillors Elfed Williams and Sasha Williams.

2. DECLARATION OF PERSONAL INTEREST

A declaration of personal interest was received from Councillor Elfed Wyn ap Elwyn in respect of Item 7, however it was judged that it was not a prejudicial interest, and he was not required to withdraw from the meeting.

3. URGENT ITEMS

No urgent items were received.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 19 January, 2023 as a true record.

5. WELSH LANGUAGE PROMOTION PLAN: LEADERSHIP TEAM AND LEGAL SERVICES

The report was presented by the Corporate Director and Head of Legal Service, and they referred briefly to the following main points:

- Members were reminded that the Leadership Team supported the Council's Chief Executive.

- It was confirmed that the Microsoft software was now installed as default on all the Council's devices. It was noted that the number of devices that had been kept on the Welsh software had risen to 63% compared with 47% last year. Nonetheless, they emphasised that continuous work was being done to encourage staff to use the Welsh software on their devices and supporting them to gain confidence in their Welsh-language computer skills.
- It was reported that a new Language Forum was being established, with the first meeting of the Forum to be held in June. The Council Leader, the Cabinet Member for Corporate Support and the Corporate Director were members of the forum.
- It was considered that one of the Leadership Team's main roles was to influence the use of the Welsh language in external bodies. It was noted that the Home Office were currently recruiting Welsh speakers because the Chief Executive, the Statutory Director and Head of Children's Department had refused to welcome non-Welsh speaking Youth Justice inspectors. They elaborated that officers at the Isle of Anglesey County Council had also made a stand in an attempt to have inspectors who could speak Welsh. Furthermore, it was noted that many other County Councils throughout the country had made a similar stand, noting that they would not accept any inspection until the Home Office had succeeded in recruiting inspectors who could speak Welsh.
- It was acknowledged that recruitment difficulties had been challenging over the past year and that the legal service had been relying on a locum service to provide services in several fields. It was acknowledged that this had somewhat affected the use of the Welsh language within the service, as it was an exception to find locum solicitors who were Welsh speaking. It was emphasised that the recruitment situation was improving as the service was able to appoint more staff without compromising the Welsh language requirements, as the individuals who had been appointed already met the Council's language requirements.
- It was explained that Gwynedd was leading on several regional main partnerships including GwE, the Ambition Board and the North Wales Corporate Joint Committee. The legal service played a key role in maintaining these. The presence of Gwynedd officers within these partnerships was believed to ensure the use of the Welsh language in fields that were naturally technical. This was reflected in the partnerships' work.
- It was discussed that Cyngor Gwynedd were about to purchase new software jointly with the councils in the east of the North Wales region. It was confirmed that the system's capability to revise and record information in Welsh and English was a core requirement for accepting the software, in accordance with Cyngor Gwynedd's language requirements.

Members were given an opportunity to ask questions and offer observations. During the discussion, the following matters were raised:

- It was discussed that difficulties could arise when working with other agencies when simultaneous translation was not available in meetings or documentation. Consideration was given to whether there was a policy in force for such situations, in order to ensure that officers from Gwynedd all followed the same protocol.
 - In response to the enquiry, the Senior Language and Scrutiny Adviser confirmed that there was a process of recording complaints and difficulties in place. She confirmed that staff were reminded of how to respond in any such situation. The officer elaborated that this matter had been raised with the Welsh Language Commissioner recently and they were keen for the Council to share evidence of examples when they arose. She also detailed that the Welsh Government were keen to know more about any complaints that

- emerge so that they could know which departments did not comply with language policies.
- It was considered whether it would be beneficial for the Council to send any documentation to external agencies in Welsh only to force them to use the Welsh language.
 - In response to the enquiry, the Democracy and Language Services Manager confirmed that the Council's policy was to write in Welsh first with an English translation beneath. It was confirmed that this was also true for the Council's meetings, which were conducted in Welsh with an English translation provided.
 - Consideration was given to the difference between communicating bilingually and communicating in English only, and the possibility that some individuals were ignoring the Welsh parts and concentrating on the English side only. One method was mentioned which could be used to ensure Welsh-medium correspondence from agencies, which was to not respond to any English-medium correspondence until Welsh correspondence arrived. The member elaborated that the method of bilingual communication was something that should be considered when the next opportunity arose to review the language policy.
 - In response to the enquiry, the Senior Language and Scrutiny Adviser confirmed that the majority of people wrote in Welsh unless they were already aware that the recipients of the correspondence did not understand Welsh. The Corporate Director expanded that the Welsh Language Promotion Plan would be revised over the coming months, and these matters could be considered during those discussions.
 - Examples were shared of situations where people who were able to speak Welsh turned to English when responding to the comments of individuals who spoke English in meetings. It was acknowledged that it was not easy, but it was noted that it was important for Welsh speakers to make every effort to respond to any comments in Welsh when a Translation facility was available to the non-Welsh speakers.
 - The officers were thanked for their work leading on the Welsh language.

Members gave thanks for the report.

RESOLVED

To accept the report and note the observations received.

6. WELSH LANGUAGE PROMOTION PLAN: ECONOMY AND COMMUNITY DEPARTMENT

The report was presented by the Head of Economy and Community Department, and she referred briefly to the following main points:

- She confirmed that Gwynedd continued to lead on the ARFOR scheme with the Isle of Anglesey County Council. She explained that a successful bid had been made to the Welsh Government which secured the continuation of this project until at least 2025 in order to fund projects to promote the Welsh language.
- It was reported that the department had a grant fund for supporting businesses and communities. This was in addition to Welsh Government grants and the Council could impose language-related terms as conditions for the receipt of financial assistance.
- The officer mentioned that there had been a lengthy discussion about how they could promote the Welsh language through the Visitor Economy, and the department had subsequently commissioned Bangor University to work with the Council to set a

baseline and indicators for measuring the impact of visitors to the area on the language.

- She explained that encouraging feedback had been received from individuals who used the facilities provided by the museums, arts and libraries. She explained that several activities were being held in a more informal environment to allow individuals to gain confidence in their use of the language. It was detailed that Welsh learners were more confident to contribute to conversations in such an environment.
- It was explained that the department had received £18 million from the Welsh Government through the Levelling Up Fund, Llewyrch a Llechi as part of our regeneration programmes. It was elaborated that no language conditions had been imposed by the government as the Council distributed the funding further. Nevertheless, the department was attempting to set a foundation for ensuring that language requirements were imposed on any bid for funding in order to ensure that the language was taken into consideration as part of the regeneration programme.
- She referred to one of the obstacles faced by the service, which was developing the linguistic skills of the maritime service. It was explained that the department employed 27-30 beach wardens over the summer to protect the public. Because of the seasonal nature of their posts, the department could not work alongside these individuals year on year to improve their Welsh-language ability – this was a barrier that the department was trying to resolve. Despite this, it was specified that 94.5% of the department's staff reached the language designation for their post out of the 80.5% of all the department's staff who had completed the self-assessment.

Members were given an opportunity to ask questions and offer observations. During the discussion, the following matters were raised:

- Members welcomed the fact that the department was working jointly with Welsh for Adults centres, and it was hoped that this arrangement would continue in future.
 - In response to the observations, the Head of Economy and Community Department confirmed that adults education was not the type of work that was normally undertaken within the department. She elaborated that this joint-working was taking place through a grant in cooperation with Coleg Llandrillo Menai with the aim of ensuring that there were education packs available to everyone – whether through colleges or libraries.
- In response to an enquiry about working with independent museums, the Head of Economy Department confirmed that this did take place as part of the department's work, but there had been some impact on this recently due to staff absences. Nevertheless, she confirmed that the collaboration with independent museums would continue in future.
- In response to an enquiry about binding companies to language conditions when they applied for grant funding, the Head of Economy and Community Department confirmed that this was not possible in all cases. She explained that language conditions could be imposed on those applying for grants through certain processes such as the ARFOR project, but unfortunately it was unlikely that we were able to stipulate language requirements on every funding pot received from the Welsh Government. However, she emphasised that the department was seeking to set the foundations so that such conditions could be set in future.
- In response to an enquiry regarding small grants for businesses, the Head of Economy and Community Department confirmed that businesses were able to apply for grants for signs, vehicle stickers or any other method of promoting the language. However, this funding was currently only available for 18 months, therefore applicants were encouraged to do so as soon as possible.

Members gave thanks for the report.

RESOLVED

To accept the report and note the observations received.

7. UPDATE ON THE WORK OF HUNANIAITH – GWYNEDD'S LANGUAGE INITIATIVE

The report was presented by the Chief Officer of Hunaniaith (Gwynedd's Language Initiative) who referred briefly to the following principal points:

- It was confirmed that a voluntary leading group had been established to complete the work of making the initiative independent from the Council. He explained that a new company (not-for-profit), called Menter Iaith Gwynedd was currently being set up by the voluntary group. He elaborated that the aim was to transfer staff to the new entity by the end of the current financial year.
- He explained that there was a good representation of different ages, gender and areas on the group.
- He reported that there would be a soft launch for the new initiative at the Llŷn and Eifionydd National Eisteddfod in August.
- He noted that they had been successful in attracting additional funding through the Welsh Government's 'Summer of Fun' fund last year, which had allowed Hunaniaith to organise 23 events for 341 children and young people across the county.
- He reported that there was good collaboration taking place with the Council's departments such as the Education Department in order to ensure that whole families understood and had input into the events of the immersion centres, had information about Gwynedd's language and culture and opportunities to use the Welsh language. He also referred to joint working with Menter Iaith Môn with the goal of attracting funding from Cyngor Gwynedd's Economy and Community Department, in order to encourage more businesses to make use of the Welsh language day to day.
- The members were reminded that the primary purpose of the initiative was to identify gaps in the opportunities to use the Welsh language in areas, and to work with communities to find long-term solutions for them. The Officer shared an example of this, referring to Welsh yoga lessons in Bangor after identifying the need for such sessions to be held within the area.
- It was noted that three members of staff were supporting the Chief Officer of Hunaniaith. The main focus of their work was to encourage and support communities to develop projects to promote the use of Welsh, which would be sustainable in the long term. He elaborated that the initiative primarily focused on looking at areas, rather than individual projects. He confirmed that the areas that had been prioritised for next year were Bangor, Ogwen, Penllyn and Felinheli. It was also stated that the initiative would focus on the Pen Llŷn area because the National Eisteddfod would be held in that area this year.
- Some of the initiative's priorities for the year ahead were discussed, focusing on ensuring that the National Eisteddfod's visit would encourage more people to speak Welsh in the area and to also work with Welsh children and families to ensure that the language was spoken amongst each other from day to day.

Members were given an opportunity to ask questions and offer observations. During the discussion, the following matters were raised:

- In response to an enquiry regarding the effect on the Welsh language in light of the National Eisteddfod visiting the area this year, the Hunaniaith Chief Officer confirmed that the Eisteddfod organisers were exploring various options for specific audiences with the aim of promoting the language. Members shared several ideas, which

included a discounted admission price on certain days of the festival and targeting some areas so as to encourage people to attend and hear the Welsh language in a natural setting, given that the Eisteddfod this year was based in an area where there was a lot of tourism. In response to the above, the Language and Scrutiny Adviser confirmed that she would share the observations with the officer from the Council who was coordinating the Council's arrangements with the Eisteddfod.

- Concern was expressed that the language initiative was separating from the Council, and the reason for this change.
 - o In response to the question, the Language and Scrutiny Adviser confirmed that this change was happening to ensure that communities took ownership of the initiative in the future. It was hoped that more people within communities would take a greater interest in the events and subsequently better promote the Welsh language in communities.
 - o The Hunaniaith Chief Officer stated that the initiative would be open to more funding options when it was an independent entity, compared with being an initiative that was part of Cyngor Gwynedd's Corporate Support Department.

The officer was thanked for the report.

RESOLVED

To accept the report and note the observations received.

8. PRAISE AND COMPLAINTS REPORT

The report was presented by the Senior Language and Scrutiny Adviser. She referred briefly to the following main points:

- Members were reminded that this report shared examples of successes and complaints associated with promoting the use of the Welsh language within the Council's services.
- She detailed that four complaints had been received relating to compliance with the Welsh Language Standards. She added that the Council had not accepted the final decision on two of those complaints. She explained that it was not appropriate to hold a discussion on those complaints as they were ongoing, and they had been included in the report as information for the members only.
- Details were shared of four complaints that had been received in connection with the Council's language policy.

Members were given an opportunity to ask questions and offer observations. During the discussion, the following matter was raised:

- The Council was congratulated on its success, and it was noted that only a very small number of complaints had been received.

RESOLVED

To accept the report and note the observations received.

The meeting commenced at 10.00am and concluded at 12.05pm.

CHAIR

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| MEETING | Language Committee |
| DATE | 27/6/23 |
| TITLE | Department for Adults, Health and Well-being Report |
| PURPOSE | To present information about the Department's contribution to the Language Policy |

1. BACKGROUND

- 1.1 This report has been prepared in order to present information to the Language Committee on the implementation of the Language Policy within the Department for Adults, Health and Wellbeing.
- 1.2 The Council's Language Policy is embedded in all the Department's work and we will highlight in this report the opportunities available to improve provision for our residents whilst also recognising the challenges facing the field.
- 1.3 In 2021 'More than Just Words: 5 Year Plan 2022-27' was launched. The plan succeeds the More than Just Words follow-on strategic framework published in 2016 and places expectations on local councils and health boards to deliver services through the medium of Welsh and to do so based on the principle of 'Active Offer'. The Active Offer means to ensure that Welsh-speaking individuals automatically receive a service in Welsh without having to ask for it or express a language choice or preference.
- 1.4 The framework supports the Council's Language Policy and as a Council we have been committed to More than Just Words since its publication in 2012, and have welcomed the principles. Council officers have consistently contributed to the More than Just Words regional forum for collaboration and sharing good practice and are also currently contributing to a task group focusing on how we may align the data we are collecting on the language skills of staff in the sector.
- 1.5 To implement the 5 Year Plan, the Council has set up an internal More than Just Words group led by Huw Dylan Owen, Director of Social Services. Group membership includes the relevant heads of department, senior managers, training and language officers and human resources representation. The relevant cabinet member, who has responsibility for the Welsh language, also sits on the group. A piece of work has been undertaken to map out our work in relation to the commitments in the scheme so that we can focus on those areas where further work is needed. The group is also currently working on establishing performance measures for this work.

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| <p>The matter that members would like to discuss:</p> | |
| <p><u>Language promotion</u></p> <p>How does your department go beyond to offer services bilingually and to contribute to the objectives of the county’s language strategy (what activities and projects have been undertaken during the last year to raise the status of the Welsh language and ensure opportunities for people to use Welsh in the community)?</p> <p>The Council's language strategy sets priorities for promoting the Welsh language in five areas :</p> <ol style="list-style-type: none"> 1. Family language, 2. The language of learning, 3. The language of work and service, 4. Community language 5. Research and Technology | <p>The Department for Adults is required to make an active offer to all service recipients, ensuring that individuals receive services in their first language without having to ask. This principle is core to the Department's Day to Day work.</p> <p><u>Technology</u></p> <p>Technology in the care field is developing quickly. With an ageing population living for longer and dementia rates increasing (for example), the level of care that we will need to provide in future is going to be significantly higher than the current level. Recruiting more staff alone isn't going to meet the demand, and technology will play a leading role in providing alternative care and support to the population in future. We are currently developing provisions in Gwynedd that provide a service in Welsh, one example being 'AskSara' - Disabled Living Foundation - AskSARA (livingmadeeasy.org.uk). Over the next two years, we will replace all our telecare equipment across Gwynedd and provide digital equipment (around 1500 pieces of equipment). This equipment currently 'communicates' in English (for example when connecting to the call centre), but the intention is to continue to commission new digital equipment that communicates in Welsh to a high standard, and that that service is of equal standard to the English option.</p> <p><u>More Than Just Words</u></p> <p>From a work and service perspective, the Department is committed to providing services through the medium of Welsh to residents across the county - automatically and without them having to ask for it. Several officers from the Department sit on the council’s More than Just Words group and the focus of the group over the last few months was to map out what is expected of us as a local authority, to assess exactly where we are at with each action point and to appoint a dedicated officer responsible for leading on each workstream. Currently, work is taking place to develop a measure to allow the department to be able to better evidence our success in providing care needs assessments in Welsh. This will form the basis for us to identify any gaps in provision and to plan towards increasing our capacity within those domains/services. In addition, we work closely with partners such as the Health Board to provide health and care services to Gwynedd residents; we are currently reviewing any areas where partnership working creates difficulties from a language perspective. We will be paying attention to those areas over the coming months.</p> |
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| <p><u>Policy and Standards Issues</u></p> <ul style="list-style-type: none"> i) <i>Staff Language Skills</i> ii) <i>Barriers</i> iii) <i>Praise and Complaints</i> | <p><u>Staff Language Skills</u></p> <p>According to the Department's latest language designations data, just over 60% of the Department's staff (722 individuals) have completed the language self-assessment tool. The majority of staff who have not completed the self-assessment are care staff who do not have access to information technology system on a day to day basis, e.g. home carers. The challenge of getting these members of staff to complete the self-assessment continues, and we will try to give them the opportunity to complete it by running workshops out in the community.</p> <p>Of those who have completed the self-assessment, 80% meet the language designations assigned to their roles. Again, the majority of the 128 who do not reach their language designations are frontline workers – for example working in the residential homes or being home carers. Specific work/campaigns take place in certain areas of the county, for example staff at Llys Cadfan home in Tywyn attending group sessions for learners.</p> <p><u>Obstacles</u></p> <p>One of the main barriers for the Department remains the need to work in partnership with the Health Board and others, and the impact of that on our use of the language. Running integrated services with Betsi Cadwaladr University Health Board requires close collaboration, and this can be a challenge when so many of the meetings etc start in English. The Department seeks to influence certain aspects, for example by pressing for simultaneous translation to be provided in more formal meetings.</p> <p>Another barrier is the advances in technology in the care field. Some systems are so specialised they are not available in Welsh (for example a 'buddi' drop alarm, and a 'Canary' monitoring system). However, we have noted examples above of how the Department seeks to influence technology providers. There is a recent example where we have told a provider that we will not commission or use their equipment ('robot' to tackle loneliness) until it is available in Welsh, and the company has started developing the software to be available in Welsh.</p> <p>Recruitment continues to be one of the main barriers to enabling us to offer services fully in Welsh. Recruitment into the care field remains a national problem. When the service attempts in every way to recruit to frontline care positions and fail, compromises often have to be made to be able to offer any type of service, whether through non-Welsh speaking staff or agency staff. Support is given to non-Welsh speaking staff and there are examples of non-Welsh speaking staff learning and becoming valued members of the Department with support. The Department has started recruiting more locally, and this has enabled managers to discuss language needs and options with individuals who possibly may not have come into contact with us previously.</p> |
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| | <p><u>Praise and Complaints</u></p> <p>No formal compliments or complaints about the language have reached the Department's Customer Care Officer over the past year. Considering the number of adults receiving services by us across the county, there are probably reasons why the praise and complaints do not formally reach us. Some evidence suggests that individuals in the care field in particular are reluctant to complain about their service, worrying that it would have an impact on the care and/or support they receive. As a significant proportion of the care the Department offers is available in Welsh, it is possible that this care in Welsh is taken for granted and is the reason why formal praise does not reach us. Members of staff are certainly aware of informal thanks from residents that they are being cared for in Welsh.</p> |
| <p><u>Development Opportunities</u></p> <p>Do you have ideas for new ways we could be promoting the Welsh language within the county's communities – either within your own services or working with others?</p> | <p>In order to further promote the Welsh language within Gwynedd's communities, it is vitally important that the Department for Adults continues to follow and promote the principles of More than just Words, and ensures that Gwynedd residents receive the active offer at all times.</p> <p>We need to ensure that all our staff (including professional staff – social workers, occupational therapists etc), are aware of the demands of More than just Words and what it means to them. There is a feeling that some of the county's most vulnerable residents do not receive a service in Welsh without always having to for it, and instead in some cases the question is being asked of them which is their language of choice.</p> <p>We need to work towards the point where the active offer is a natural habit, and that we have a way of effectively measuring the impact of this on Gwynedd residents.</p> <p>As mentioned above, another thing the Department needs to do to promote the Welsh language is to ensure that any technology developed as part of future alternative care is fully available in Welsh.</p> |

Agenda Item 8

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| Meeting | Language Committee |
| Date | 27 June 2023 |
| Title | Report of the Children and Supporting Families Department on the implementation of the Language Policy and Welsh Language Promotion Plan in Gwynedd. |
| Purpose | To present information about the Department's contribution to the Language Policy and how we attempt to promote the Welsh Language in our work. |
| Author | Marian Parry Hughes, Head of Children and Supporting Families |

Introduction.

1.1 This report is submitted to provide information about the contribution of the Children and Supporting Families Service to the Welsh Language Promotion Plan in Gwynedd.

1.2 In 2016, the 'Follow-on Strategic Framework for Welsh Language Services in Health, Social Services and Social Care (More than just Words)' was launched. The Framework sets expectations on local councils and health boards to provide Welsh medium services and to make an "Active Offer" to all Welsh speakers. Being able to provide the "Active Offer" means that no one in Wales should have to make a request for a Welsh language service as the service should be available to them in Welsh without them having to ask.

1.3 The framework supports the Council's Language Policy and the Council has committed to 'More Than Just Words' from the outset when it was published in 2012, and we have welcomed the principles of the Follow-on Strategic Framework published in 2016.

1.4 The following is the Service's response to members' questions:

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| Question 1 | Boosting and promoting |
| <i>How does your department go beyond providing bilingual services and contribute to the Council's language strategy priorities?</i> | |
| <p>1. <i>Language of the Family</i></p> <p>The Welsh language in the childcare sector - The Early Years Service collaborates with members of CWLWM (5 lead childcare organisations in Wales) to promote and boost the Welsh language across childcare locations in Gwynedd, which are private nurseries, crèches, nursery groups, private childminders, after school clubs and so forth.</p> <p>There is a variety of resources, help and support available for promoting and using the Welsh language on the websites of lead bodies (Pacey, NDNA, Early Years Wales, Mudiad Meithrin and Cymru Kids' Clubs) and we promote and share these with local care settings and providers.</p> <p>Welsh Language Support Coordinators work for the 5 establishments which fall under the CWLWM umbrella, and every organisation works on different projects and offer support in order to promote the Welsh language and expand the number of Welsh language settings in Gwynedd.</p> <p>The work to promote the CAMAU plan https://dysgucymraeg.cymru/cymraeg-gwaith/camau/ to encourage the childcare sector to use and improve their Welsh language skills continues.</p> | |

The "Cynllun Croesi'r Bont" from Mudiad Meithrin continues, and the main purpose is the immersion of the Welsh language within the nursery groups and to increase language transition with Nursery classes in Welsh Schools.

The Early Years Service also offers grants of £100 to new private childminders who are non-Welsh speakers for buying Welsh language resources for the provision.

Parents' support - The Early Years Service has collaborated with Mudiad Meithrin to conduct on-line 'clwb cwtsh' sessions.

The Family Support Team, Trobwynt Team and the Youth Service have all received training to provide 'Friends' parenting courses through the medium of Welsh, locally to different groups of children, young people and parents.

Support for vulnerable children / young people - The Social Work Teams consider the language requirements of every child who receive care and support from us. Language is a factor in determining matters such as the contents of the care package, support needed by the family /child; their care setting; and in fostering and/or adoption of any child. Of course, some of the children who come into our care have done so due to the serious risks they face and / or because of the complexities and the intensity of their care needs. In such circumstances, out-of-county placements may be the only option for the child, however, when this happens, the Social Worker will continue to address the child's language needs via Welsh medium visits and by ensuring resources (books etc) for them in their placement.

2. The Language of Learning.

Nursery Education - The Early Years Service is responsible for leading on ensuring the provision of nursery education (10 hours a week for 3-year-olds). All the education provision is through the medium of Welsh and immerses small children in the Welsh language from their first introduction to education. Gwynedd currently have 55 Nursery Education providers.

Flying Start Child Care - The department is responsible for leading and ensuring provision of Flying Start Child Care (12.5 hours per week for 2-year-old children) for specific disadvantaged areas in Gwynedd. All the education provisions offer their service through the medium of Welsh and immerse small children in the Welsh language from their first introduction to education at 2 years old. There are 12 Flying Start Child Care settings in Gwynedd

Youth Workers in Schools - The Network of Youth Service Support Workers within the Youth Service provide informal learning opportunities and accreditations for young people through the medium of Welsh. The workers provide learning opportunities and the ability to gain accreditations via secondary and special schools, with a transition to social activities in the community.

Duke of Edinburgh Award in Gwynedd - One of the Youth Service's main accreditation programmes is the Duke of Edinburgh Award. The Youth Service provides and administers the licence for all Gwynedd secondary schools. We have ensured that all elements of the award here in Gwynedd are available through the medium of Welsh, through direct provision by ourselves and by commissioning the Urdd to lead on some elements. This year the Welsh language Duke of Edinburgh Award App has been introduced and is available to our young people- excellent!

3. The Language of Work and Services.

Welsh Language Services - we take pride in the fact that we are able to report that all our services can provide through the medium of Welsh.

Specialist Training and Developing Social Work Practice The "Effective Child Protection" Programme is a project in the child protection field. It has developed an array of written, video and PowerPoint presentation Welsh resources that have been voiced over for professional use. These resources have been developed in Welsh and English for regional and national use.

Foster care - as part of Maethu Cymru's national fostering campaign, a group of foster carers from Gwynedd have created a video for use nationally to attract people to think about fostering. The video is presented through the medium of Welsh with English subtitles and is regularly seen as part of fostering campaigns. It is a great opportunity to underline the use of the language as a day-to-day working language and a way of trying to attract Welsh speakers to the fostering community.

4. The Language of the Community

Youth Service - All the social provision of the Youth Service is available through the medium of Welsh and the activities vary from gardening schemes, climbing clubs, graffiti and art workshops, cookery sessions within communities throughout the county.

Activities and Play - The Department has led on establishing an Activities and Play Framework for children, young people and families across the Council's departments. To date, 24 activity providers have been approved on the framework and can provide play opportunities through the medium of Welsh. The Framework will be used to commission fun, creative, games and play activities for children and young people. Throughout the school holidays in 2022-23 the Department commissioned fun activities and play through the medium of Welsh throughout the county. Partners such as the William Mathias Music Centre, Sbarduno, Byw'n Iach, Dawns i Bawb, Leisa Mererid, Elfennau Gwyllt, Urdd and Cimeria provided a varied range of activities throughout the county for children under 5 and their families, primary age children and young people 11-25 old.

5. Research and Technology.

Recently, the Gwynedd Young People Well-being Week was held, where over 50 local organisations came together to offer well-being activities for young people. All of the face to face, hybrid and virtual activities were available in Welsh.

The Department has been working with the Council's Well-being Team to develop an app for supporting young carers. the Ai Di App was launched in March and it's a convenient way for young

carers to keep in touch with their school, and to use it in the community to receive discounts on activities and services.

Question 2

Policy and Standards Issues

i) Welsh Language Workforce -

69% of the department's staff have completed the language self-assessment. The pockets of employees who have not completed the self-assessment can be seen mainly in the teams where there is a high number of casual staff, and staff without access to a computer.

93.8% of the department's staff meet the language requirements for their job. There are currently 21 members of staff who do not meet the language requirements of their job. We have 3 members of staff attending language training at the moment.

We will continue to encourage the completion of the self-assessment through our managers and identify a support package for those who do not reach their language requirements.

ii) Barriers

Recruitment – Challenges to recruit qualified social workers is a cause of concern for the Department. In order to reduce the likelihood of having to recruit social workers who are non-Welsh speakers and/or use non-Welsh speaking social workers via an agency, the department has proceeded to develop a Workforce Plan. Various recruitment campaigns have been held by the department through 'Gofalwn Cymru', and we have emphasised the importance of being able to speak Welsh to our service users, and the ability to live in natural Welsh speaking communities as part of this recruitment drive.

Meetings - Collaboration through the medium of Welsh with partners can be challenging at times. This includes national, regional and local meetings with partners. A number of our partners do not offer translation / Welsh provision in virtual meetings. We hold most of our multi-agency meetings bilingually, with the excellent support of the Council's Translation Unit.

Provision / Placements beyond Gwynedd and Wales - We have already referred to the limitations we have when securing an intensive needs out-of-county placement for a Gwynedd child. In the same manner, we are also concerned about the language needs of young offenders who receive a custodial sentence. Although we have not had a single young person receive a custodial sentence for several years now, it is possible for that to change and if it were to happen the Youth Justice Service / Department do not have any control over the sentence location, and a young person may go to any location throughout the UK that weakens the young person's contact with his family, language, culture. We have included this matter on our Departmental Risk Register as we believe that young people from Gwynedd are placed under a disadvantage in terms of their choice and use of their first language in prison.

iii) Complaints and Compliments.

We are aware of one young person who is in our care, and who is cared for in an unregistered placement due to the lack of suitable registered placement for him, that he is dissatisfied that the staff who look after him are non-Welsh speaking. This is a real concern for the service and an indication of the challenging situation we face when trying to find suitable placements for children in our care that meet all their needs, including their linguistic needs.

| | |
|---|-------------------|
| Question 3 | New opportunities |
| <i>Do you have ideas about new ways we could be promoting the Welsh language within the county's communities - either in your own services or by collaborating with others?</i> | |
| <p>The Department continues to promote and support the use of Welsh in each one of our services. Providing services to the communities of Gwynedd through the medium of Welsh is a priority.</p> <p>We will continue to ensure that all our dealings with our partners are totally bilingual and promote the importance of using the language and language choice for the County's residents and by doing so influence practice in organisations outside the Council.</p> <p>We will continue to encourage any member of staff in the service to attend courses to learn or refresh the language for the benefit of Gwynedd residents and we already adopt the practice of ensuring that staff who are learners use Welsh in meetings, either to introduce themselves or when introducing an item in order to build their confidence in a safe environment. We know that this pays dividends, and the language develops through confidence and the support of colleagues.</p> | |

| | |
|------------------------------|--|
| MEETING: | LANGUAGE COMMITTEE |
| DATE: | 27 June 2023 |
| TITLE: | Gwynedd Council Annual Report on the implementation of Welsh Language Standards |
| AUTHOR: | Gwenllian Williams Language Advisor |
| PURPOSE OF THE REPORT | Present the Annual Report to the Members in order for them to recommend that it be approved by the Cabinet Member to publish. |

1 BACKGROUND

1.1 As part of the Welsh Language Standards, as set by Section 44 of the Welsh Language Measure (Wales) 2011 the Council 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 service delivery standards with which you were under a duty to comply during that year*”.

1.2 The Standards set specific requirements for the content of the annual report (standards 158, 164 and 170) and asks us to include the following information:

- *the number of complaints that you received during that year which related to your compliance with the standards*
- *the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);*
- *the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);*
- *if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);*
- *the number of new and vacant posts that you advertised during the year which were categorised as posts where –*
 - (i) Welsh language skills were essential,*
 - (ii) Welsh language skills needed to be learnt when appointed to the post,*
 - (iii) Welsh language skills were desirable, or*
 - (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);*

1.3 Beyond this information, the Council is free to include any information that we feel is relevant and would help the public and the Language Commissioner to understand the work being done by the Council in relation to the standards and in promoting the use of Welsh language services, as well as information about specific steps taken to ensure compliance with the Standards.

1.4 As the Language Committee has a duty to oversee the implementation of the language standards, the attached report, for the year up to March 2023, is presented to the committee members for their information, and they are asked for their recommendation for the report to be published by the Cabinet Member.

1.5 The final report will need to be published on the Council website by June 30 2023.

2. SUMMARY OF THE REPORT

2.1 The report includes key information about recruitment and staffing procedures, that ensures that the Council workforce continues to be able to provide a Welsh medium service proactively, and wherever it is needed across the Council. The key data includes:

- 99.4% of Council staff have some degree of Welsh language skills
- 93% of staff reach the Foundation level or higher, and so can speak Welsh
- 833 job adverts were published over the year where language skills were essential

2.2 Information is also included about developments during the year to improve compliance and to ensure the best bilingual service to the residents of Gwynedd, including:

- New Welsh Language Policy approved and published, as well as supplementary policies, such as the grant awarding policy, in order to respond to certain obligations within the standards.
- Specific steps take to strengthen and improve compliance regarding consultation on policy decisions.
- Review of IT systems underway to ensure that they comply with the Policy in respect of using Welsh place names, and the Standards in respect of replying to correspondence in Welsh or bilingually.

2.3 The report also highlights some of the challenges that the Language and Scrutiny Unit, and services across the Council, will be trying to address during the year to come in order to improve the bilingual provision and the Welsh active offer.

3. RECOMMENDATIONS

3.1 Members are asked to:

- accept the content of the Annual Report,
- offer any observations on the matters contained within the report, and:
- recommend the Cabinet Member publish the report in line with the deadline of 30 June 2032.

CYNGOR GWYNEDD

ANNUAL REPORT

ON THE IMPLEMENTATION OF WELSH

LANGUAGE STANDARDS

For the year ending 31 March 2023

Contents of the report

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- 1. Background - the duty of the Standards**
- 2. Ensuring Compliance with the Standards during 2022-23**
 - 2.1 Reflecting on the year
 - 2.2 Specific actions taken to strengthen compliance
- 3. Challenges in moving forward**
- 4. Reporting in Accordance with the Requirements of Standard 170**
 - 4.1 Language skills overview
 - 4.2 Standard 154: Report on the number of posts advertised during the year according to every category in the Standard
 - 4.3 Standard 151: Report on the number of staff members who possess Welsh language skills
 - 4.4 Standard 152: Report on the number of staff who attended Welsh-medium training
 - 4.5 Standard 170 - Report on language complaints

FOREWORD

By Councillor Menna Trenholme, Cabinet Member for Corporate Support in Cyngor Gwynedd with responsibility for the Welsh language during 2022-23

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 Policy was adopted in 2022 and a thorough review led to a number of changes that have strengthened the policy and the guidance given to staff and ensures that we continue to pro-actively offer Welsh language services to our residents.

An important statement was also made when adopting the new policy, with the Council deciding to raise the language's public status and strengthen its commitment to promoting the use of the Welsh language beyond its services and in the community by calling itself by its Welsh name only, Cyngor Gwynedd, from now on, and also to only use the Welsh versions of place names and streets when communicating with the public.

We are currently planning the promotional work for the coming years, with the work of developing and establishing the Council's language strategy for the next five years already started. A public consultation on the content of the new draft strategy has recently been held and I look forward to sharing the content of the final strategy in the coming months.

It was also pleasing to see the Gwynedd Language Forum being established under the Council's guidance, to create a space for discussion and joint-planning between partners and key stakeholders as we go about promoting and increasing opportunities to use the Welsh language across the County.

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

SUMMARY



99.4% = number of Council staff who possess Welsh language **skills** on any level

93% = number of staff with Basic or higher advanced skills level

91% = number of staff who reach their post's language designation

833 jobs advertised during the year where Welsh language skills are **essential**.



Research commissioned to develop an understanding of service user language practices.

Every public meeting is held in Welsh with translation available by default.





1. Background - the duty 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 making
- action
- 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 by going onto the Standards and Policy section of the corporate website:

<https://www.gwynedd.llyw.cymru/en/Council/Strategies-and-policies/Language-and-equality/Welsh-Language-Standards-and-Policy.aspx>

2. Ensuring Compliance with the Standards during 2022-23

2.1 Reflecting on 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.

The latest Language Policy was adopted during 2022, with a number of changes made to the previous policy to provide better clarity for staff on how to operate in different situations, especially those that are not directly or apparently covered by the requirements of the Standards, and also to strengthen the Council's commitment to promoting use of the Welsh language through its services and in the community.

When adopting the new policy, the decision was made that the Council would refer to itself by its Welsh name only from now on, i.e. Cyngor Gwynedd, and would also only use the Welsh versions of place names and streets when communicating with the public. This is an important step in raising the language's public status and to be proactive in giving prominence to the Welsh language.

There is good awareness of the need to act in accordance with the Policy within Council services, and the monitoring arrangements are improving year on year. There are now annual self-assessment arrangements in place with every department within the Council having to report on compliance to the Unit and to the Council's Language Committee. We have also looked during the year on how we share information and resources with colleagues and have created a new page on [the Council's website](#) to share information with staff on matters relating to the Language Policy and the Standards Resources such as a copy of the Council's new Welsh language logo and templates for the statements that we are required to include in documents and correspondence have been placed on the intranet for staff to easily access when required. Since the publication of the new Language Policy, we have been sharing messages with staff regularly to remind them of the requirements in different fields, and thus strengthening the services' compliance with the Standards.

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 go 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. The Democracy and Language Service, which includes the translation unit, has worked hard to overcome the obstacles we faced when moving to holding on-line and hybrid meetings over the last two years, and has ensured that the running and the language medium of the Council's public meetings were not affected at all, and that simultaneous translation facilities were available at all times to enable non-Welsh speakers to participate in full.

During the last year, a piece of PhD research has been started under the care of Bangor University, that will look at people's attitudes towards using Welsh-medium services. We hope that this research work 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.

The Council's language advisers are also members of the Welsh Language Sub-group which is part of the Public Services Board structure. A project was completed on behalf of the Welsh Language Sub-group during the year which looked at how the bodies seek to influence the public's use of language within front-line services. A number of receptions within the Council and in other public service partner organisations were chosen to be part of the research. As a result, a staff training resource was developed with suggestions for staff to encourage the public to increase their use of the Welsh language.

As we looked at developing and establishing the Council's next language Strategy, a Language Forum was established for the county, led by the Language and Scrutiny Unit, as a means of ensuring that we are aware of partners' work in the field and to enable deliberate and constructive discussion and joint-planning between partners and key stakeholders by going about promoting and increasing opportunities to use the Welsh language across the county.

A new in-house forum has also been established during the work to supervise 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.

Specific actions taken to strengthen compliance

- **Adoption of a new Language Policy**

The amended language policy was adopted formally in October 2022.

A **Complaints Procedure (as required by Standards 156,162,168)** and a policy document on the **Grants Allocation and the Welsh Language Procedure (required by Standard 94)** were published during the year to provide specific guidance to staff on those matters.

Officers in the Economy and Community Department and the language advisers have been collaborating to amend grant clauses and conditions to seek to ensure the maximum benefit, and that any money that is allocated by the Council leads to a positive impact on Welsh. The conditions and the scoring system that have been developed for Arfor 2 funds are a good example of this, and are used across four counties in the Welsh language strongholds.

- **Promotional Strategy (Promotional standards 145, 146)**

Cyngor Gwynedd's current strategy was published in 2018. We are now in the process of reviewing the Council's promotional strategy and forming a new strategy for 2023 onwards. An amended strategy was drafted during January - March 2023, and the consultation draft was approved by the Council's Cabinet on 28 March 2023.

- **Policy Making Standards (Standards 88-93)**

There has been considerable delay in releasing and using the digital version of the integrated impact assessment, but we are still seeing an increase in the number of assessments being submitted with Cabinet reports, using the interim paper version.

Following an investigation by the Commissioner, and also in light of a tribunal case decision and further guidance from the Commissioner, we have been working on developing our compliance and the understanding of the exact expectations in this field.

Specific steps were taken to improve compliance with Standards 91,92 and 93, which set out the expectation in terms of seeking opinion when consulting, with standard questions drawn up and shared with the Communications service, which is responsible for coordinating a large number of the Council's consultations and engagement processes.

We have also shared brief guidance and standard questions on the intranet, and we will be amending the guidance as required and as our understanding of the Commissioner's definition of the Standards develops.

The fact that we receive regular enquiries for advice on consultation questions and the contents of the impact assessments demonstrates that awareness of this requirement is improving.

- **Responding to collective correspondence (Standard 4) - IT Systems Review**

Work is continuing on checking the Council's IT systems to verify that they comply with the requirements of the Standards and to promote the use of the Welsh language among the public.

The main focus at the moment is on ensuring that every system that sends correspondence to the public is able to use Welsh addresses only, using Cyngor Gwynedd's Welsh name and logo, and comply with Standard 4.

- **Statements on documents (Standards 7, 49, 50A)**

Several measures were taken to comply with these standards during the last year. Standard templates have been created for the different types of statements needed. Messages were sent to staff raising awareness of the need to act and include a statement on four separate occasions during the year.

As this is a requirement that we have only just began to implement and monitor, we acknowledge that it will take time for awareness to grow and for the use of the statements to be mainstreamed. In the meantime, we will carry out occasional random checks to monitor the use of statements, and take any further steps as needed to remind staff.

3. Challenges in moving forward - matters requiring attention

- **Implementing and raising awareness of the requirements of the Standards**

There is a good understanding of the need to provide bilingual services, and the importance of the proactive offer for the public, but it takes time for any requirements of practices that go beyond this to become embedded.

Reminding staff of the expectations of the Language Policy and the requirements of the Standards will be continuous work. Expectations on staff in terms of workload and the need to comply with different statutory and corporate requirements are always increasing, and it is becoming increasingly challenging to ensure that every field received the attention it requires. Regular staff turnover is also a challenge, with the new hybrid working arrangements, where teams are not always together in person, meaning that it is more challenging to convey messages effectively to staff.

We will need to think creatively of ways to get these messages to staff to ensure that the requirements are implemented in full and consistently.

- **Language Strategy**

Ensuring effective monitoring arrangements for the new strategy is crucial, along with developing ownership of the plans and priorities among Council departments. The departments are already submitting annual reports to the Language Committee on the implementation of the Standards and the Policy, but they will be expected to provide more information and data on plans that contribute to the aims of the new strategy from now on. The work programme that will be formed for the strategy will facilitate this.

- **Training**

Most of the training that is provided directly to staff by the Council is held in Welsh, with some courses available in English also. We also endeavour to combine sessions and provide them bilingually, if this is possible.

Nevertheless, this is a field where we have seen changes in the data over recent years and we will need to keep an eye on it to make sure that we give every possible opportunity and encouragement to our staff to follow courses through the medium of Welsh, and that they also receive every possible opportunity to develop their Welsh language skills. Over the next months, we will be working on developing the Welsh language training provision, to ensure that Council staff have the best possible skills and knowledge to be able to offer Welsh language services to the public.

The language awareness module is one of the mandatory e-modules that every member of employed staff is expected to complete, therefore we will expect to see an increase in the number who complete it over the next year. Work is afoot corporately to improve the rates of completing these core modules, and also to review the content of the e-module to ensure that it is up-to-date and current.

4. Reporting in Accordance with the Requirements of Standard 170

Reporting Requirements of 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 policy making 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 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 members of staff 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 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 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.

4.1 General Language Skills Overview

The information about the language designation of posts and staff's language skills is automatically gathered on the Language Skills System. The system enables us to see how many staff have language skills that correspond to the designation of their post and to generate live reports at any time, to track progress and changes across departments.

The following information is correct at the time of writing the report and is extracted from our Language Skills System.

In terms of staff skills, the information gathered by the system answers two main questions:

| | Question | NR Reply: |
|---|--|---|
| 1 | Does the member of staff meet the requirements of his/her 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, Proficient |

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 or not, 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 or not the member of staff meets the requirements of their post.

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

The management teams of every department receive regular reports (quarterly or twice a year) from the Learning and Development service, showing the latest situation in terms of their staff's language designations. Sharing these regular reports is a way for departments to know where they are in terms of their staff's skills, to identify any changes, and to identify any individuals that could require support to develop skills (oral or written).

A forum has been established in-house and includes representative from every Council department, where we will be discussing the language skills report and any obstacles in gathering assessments or in targeting training. The feedback we have received from the officers on this forum have been very valuable and have enabled us to do things such as trialling paper questionnaires with some services where staff are not as likely to be using computers at work, to increase the number to complete the self-assessment.

As we gather more and 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 a number of staff from one service are seen to be requesting language improvement courses, this can be responded to proactively. It enables us to tailor the training better.

4.2 Standard 154: Report on the number of posts advertised during the year according to each category

4.2.1 Posts advertised that have been categorised as essential

That Welsh language skills are essential =
(1318 adverts published during the year)

833

| | |
|---|---|
| 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 |

Please note:

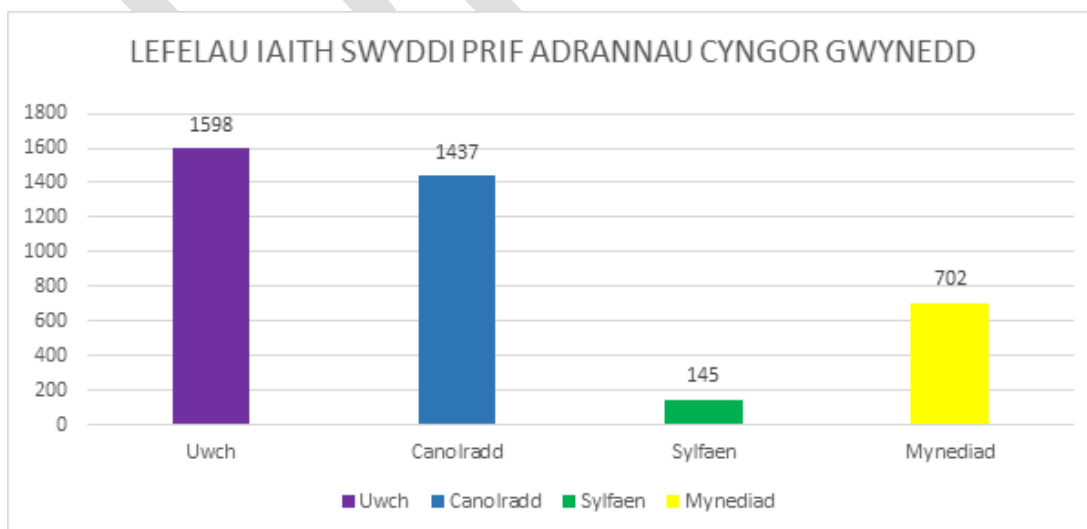
- Every post advertised by the Council notes the language requirement as an essential skill i.e. an element of language skills is required for every post in the Council.
- Every post in the Council has been checked to ensure that the language designation is correct for the post and continues to be reviewed regularly.
- Every new post must follow a specific procedure for setting the correct language designation.

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

The following table shows the designation, or the linguistic level that has been set for every current post across the Council.

The language skills 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 on post levels as this is normally the highest level.

It therefore shows that more jobs have been identified as ones where Intermediate or Higher skills are required to fulfil the post in question.



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

Please note:

- 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.
- 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, Byw'n Iach, School staff - as they are not directly under the requirements of the Standards or because they have different accountability arrangements. Nevertheless, the Byw'n Iach service keeps up-to-date date and is part of the Language Forum (the requirement to assess and monitor skills is part of Byw'n Iach's contractual obligation with the Council), and work is afoot to collaborate with the education department and gather assessments for school staff also. The fact that the data is not reported on here does not mean that the data is not available.

4.3.1 General overview - number of staff with Welsh language skills:

| | 2021-22 | | 2022-23 | |
|---|-------------|-------|-------------|-------|
| Number of staff members (on the Council's payroll)* | 3822 | | 3886 | |
| Staff who possess Welsh language skills (of any kind) | 2799 | 99.1% | 2726 | 99.4% |
| Staff with no Welsh language skills at all | 26 | 0.9% | 15 | 0.6% |
| Staff who reach Basic level and higher (able to speak Welsh) | | | 2549 | 93% |

4.3.2 Number of assessments held:

| | 2021-22 | | 2022-23 | |
|--|-------------|-----|-------------|-----|
| Number of staff members (on the Council's payroll)* | 3822 | | 3886 | |
| Total assessments gathered (Line Manager Assessments and Self-assessments) | 2825 | 74% | 2932 | 75% |
| Number of Self-assessments gathered only (Question 2)* | 2633 | 69% | 2741 | 71% |

*it does not include staff from GwE, Trunk Road Agent, Byw'n Iach, North Wales Economic Ambition Board or Gwynedd schools' staff

4.3.3 Number of staff who reach their post's language designation:

| | 2021-22 | | 2022-23 | |
|---|---------|-----|---------|-----|
| Staff who reach the Language Designations of their post | 2584 | 91% | 2679 | 91% |
| Staff who do not reach the Language Specification of their post | 241 | 9% | 253 | 9% |

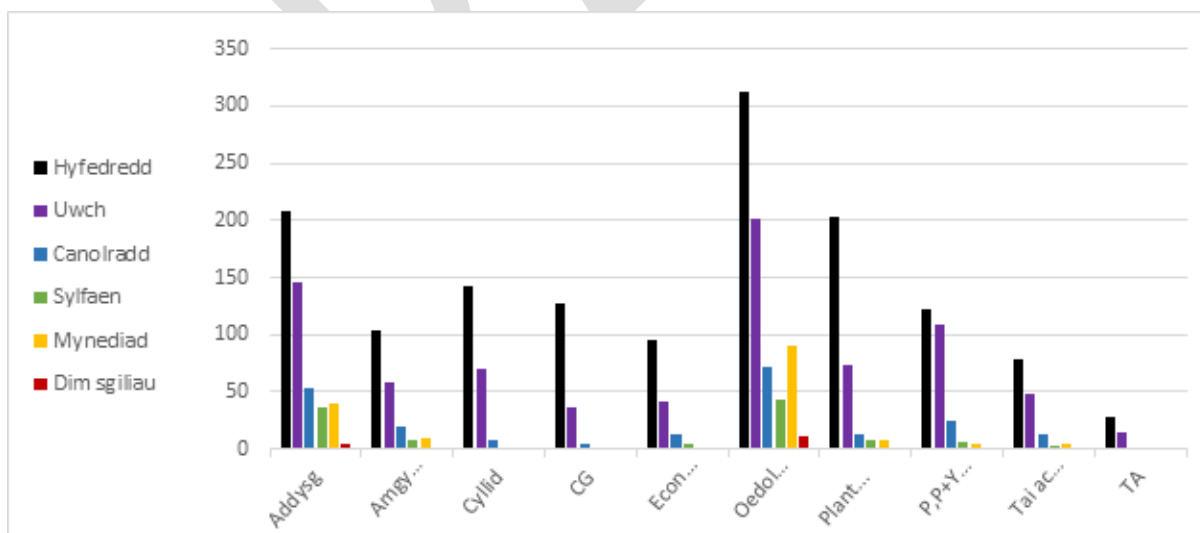
The following picture illustrates the language skills of the workforce as currently assessed. It can be seen that the majority of the workforce possess Higher or Proficiency skills.

Note: The highest level set for any post's language designation is Higher, 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.

2022- 2023

4.3.4 Language Levels of staff per department:

*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



| | | | | | | | | | |
|---|-----------------|-------------|--------------------------|---------------------------------|---|---|---|---------------------------------|--------------------------------------|
| Educati on (not includin g schools) | Environme nt | Financ e | Corpora te Support | Economy and Communi ty | Adult s, Healt h and Well- being | Children and Supporti ng Families | Highways , Engineeri ng and YGC | Housin g and Propert y | Corporat e Leadersh ip Team |
|---|-----------------|-------------|--------------------------|---------------------------------|---|---|---|---------------------------------|--------------------------------------|

| | | | | | | | | | | |
|---------------------|-----|-----|-----|-----|----|-----|-----|-----|----|----|
| Proficiency | 208 | 103 | 142 | 128 | 96 | 313 | 203 | 122 | 79 | 28 |
| Higher | 146 | 58 | 70 | 37 | 42 | 201 | 74 | 108 | 48 | 14 |
| Intermediate | 54 | 19 | 7 | 5 | 12 | 72 | 12 | 24 | 13 | 1 |
| Basic | 36 | 8 | 1 | 0 | 5 | 43 | 8 | 6 | 3 | 0 |
| Admission | 40 | 9 | 0 | 0 | 1 | 91 | 8 | 4 | 5 | 0 |
| No skills | 4 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 0 | 0 |

The number of officers with proficiency skills - namely fluency - has increased across nearly all departments. A significant increase was also seen in the number of staff within the Environment, Finance and Highways departments with Higher skills - this could be due to the fact that more of these departments have now completed the self-assessment.

4.3 Standard 152: Report on the number of staff who attended Welsh-medium training

You must keep a record, for each financial year of — (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff who attended that version of the course.

Standard 128: You must provide training in Welsh in the following areas, if you provide such training in English —

- (a) recruitment and interviewing;
- (b) performance management;
- (c) complaints and disciplinary procedures;
- (ch) induction;
- (d) dealing with the public; and
- (dd) health and safety.

All the Council's central training programme is provided in Welsh. A Welsh and English version of some courses are provided separately where there is a demand, but normally we seek to ensure that all training is Welsh-medium or bilingual.

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.

General Training

The Learning and Organisational Development service is responsible for providing training for the Council's central departments, and also provides it to Byw'n Iach, the Trunk Roads Agent, GWE, North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit and the Council's Elected Members. The following information applies to the training provided to the Council's central departments only, namely the departments that are accountable to the requirements of the Standards. Information about the training provided centrally to the Byw'n Iach services is provided separately below.

Number of individual events between 01.04.22 and 31.03.23 - **892**

Number of titles (level of Post/Organisation) between 01.04.22 and 31.03.23 - **221**

| TRAINING EVENTS | NUMBER | UNIQUE ATTENDEES |
|-----------------|------------|------------------|
| Welsh | 428 | 1409 |
| English | 295 | 881 |
| Bilingual | 169 | 519 |

The change since 2019:

| | NUMBER OF EVENTS | | | UNIQUE ATTENDEES | | |
|-----------|------------------|---------|---------|------------------|---------|---------|
| | 2019-20 | 2020-21 | 2021-22 | 2019-20 | 2020-21 | 2021-22 |
| Welsh | 463 | 289 | 524 | 1805 | 1044 | 1612 |
| English | 225 | 305 | 402 | 1021 | 796 | 1032 |
| Bilingual | 222 | 92 | 46 | 765 | 453 | 159 |

Standard 128-

73 individuals attended the induction workshop in the period 01.04.22 – 31.03.23

8 events held. **All through the medium of Welsh.**

Recently we decided to hold the Croeso workshops on Zoom to ensure translation provision for those who need it. This means that there is no need to hold 'corporate' sessions in English-only.

Number of language awareness sessions during the year - **0**

Number of staff who have completed the LA e-module - Council and department level - **611**

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

Number of individual events between 01.04.22 and 31.03.23 - **78**

Number of titles between 01.04.22 – 31.03.23 - **17**

| TRAINING EVENTS | NUMBER | UNIQUE ATTENDEES |
|-----------------|-----------|------------------|
| Welsh | 22 | 21 |
| English | 17 | 42 |

DRAFT

5.4 Report on language complaints

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.

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 are recorded by the Language and Scrutiny Unit, and reported to the Council's Language Committee. A full report was provided on complaints for the year March 2021 to March 2022 to the April 2022 meeting of the Language Committee.

(i'w osod ar ôl cyfieithu – adroddiad wedi ei gyfieithu yn barod ar gyfer y PI)

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

2.1 CS1038 “Aber Dwryd”, Maentwrog Sign (September 2022):

The Commissioner received a complaint about the use of an incorrect name on a sign near a bus stop in Maentwrog. It was confirmed that the Council was not responsible for installing the image and the name "Aber y Dwryd" on the sign, and the Council had provided new images to Traws Cymru to install on the digital sign. The response was accepted and the Commissioner did not proceed to investigate this matter.

2.2 CS1026 Correspondence from the Libraries service (June 2022):

The Commissioner received a complaint that a member of the public had received correspondence in English only from the libraries service. The service confirmed that this had happened but that it was due to an error with the automatic response system. The response was accepted and the Commissioner did not proceed to investigate this matter.

2.3 CS1002 Correspondence from the Finance service (April 2022)

The Commissioner received a complaint that a member of the public had received correspondence from the Pensions service in English only, and had also received Welsh correspondence where the Welsh was treated less favourably than the English. This case was fully investigated. The Council has accepted responsibility for this situation from the start, and has explained that this arose as a result of a single error, and as the specific circumstances in question (correspondence sent to a family as a result of the death of a person in receipt a teacher's pension) asking the officer to act in a different way to the usual procedure.

A final decision was received in March 2023, noting the Commissioner's opinion that the Council had failed to comply with Standards 5, 6 and 7.

- This is based on the fact that the original letter was sent in English, and the Council did not know if the person wished to receive correspondence in Welsh,
- that the second correspondence sent in Welsh contained errors, that meant that we had treated the Welsh language less favourably than English, and
- the letters sent did not include the standard statements inviting the recipient to respond in Welsh, and noting that the Council would reply in Welsh.

Several actions have been set out in the adjudication to ensure that the Council complies fully. We will implement the actions and respond to the adjudication and the actions over the coming weeks.

2.4 CS102 Ysgol Abersoch Consultation (December 2021)

The Commissioner received a complaint that the Council had not followed appropriate consultation processes and that it had not sufficiently consulted with local residents or considered adequately the impact of the decision to close Ysgol Abersoch on the Welsh language and the community. A full and thorough investigation was held into this complaint. We have received the draft outcome of the investigation which noted the Commissioner's opinion that the Council failed to comply with Standards 91,92 and 93, namely the standards that places a duty on the Council to ask a specific question about the impact of the decision on the Welsh language when consulting. The draft adjudication notes, however, that the Council did not fail to comply with Standards 88,89 and 90, namely the Standards that impose a duty on the Council to assess and consider the impact of decisions on the Welsh language. The Council provided a significant amount of evidence that included minutes of meetings and reports as a result of the consultation period and these indicated that the Council had carefully considered the possible impact, and the Commissioner's report acknowledges that the Council gave 'conscientious consideration' to the impacts.

The judgement for failing to comply with Standards 91, 92 and 93 is based on the fact that the right questions were not asked during the consultation. The Education Department had followed the directions in the Schools Organisation Code for the consultation process, and those guidelines did not give guidance on how to follow the requirements of the Code and the Standards at the same time.

The Council was of the view that not asking the specific questions about the linguistic impact had not affected the ability of individuals to express a view about the impact of the decision on the Welsh language, and a great number of observations had been submitted by local residents as part of the consultation process and had been considered when assessing the impact of the decision, however we accept that there was a failure in terms of compliance with the exact requirements of these Standards.

The actions proposed to strengthen our arrangements when undertaking consultations are those that are already afoot or have already been delivered by the Council.

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

| Department | Number of complaints | The matter relating to the complaint | Explanation and actions taken |
|---|----------------------|---|---|
| Corporate Support (January 2023) | 1 | Complaint that it was not possible to note that they were Welsh learners on the equality questionnaire used with public consultations. | <p>The standard question used is in line with the question about linguistic ability that appears in the census. This enables the Council to compare data that indicates if responders to consultations are representative of the Gwynedd population.</p> <p>Having discussed the question with relevant officers from the research, communication and equality team, it was resolved to trial a new question, that asks about the level of ability and skills in a different manner, and includes an option to note if anyone is a Welsh language learner. We will look at the results of both consultations that trial the question to see if this form gives us more useful information.</p> <p>A response was sent to the complainant and they were thanked for bringing the matter to our attention and to explain the change we are trialling.</p> |
| Corporate Support / Highways and Municipal | 1 | A complaint that the Council's recruitment policy is unfair by stipulating the need to be fluent in Welsh for every post. The individual had a hearing impairment meaning that they could not understand or learn Welsh very well. At they were under the impression that the linguistic requirement for posts meant 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 trying to submit his CV as he was unable to speak | <p>An apology was sent to the complainant as a result of the response he received at the recycling centre, and the policy was explained in terms of setting language requirements for posts.</p> <p>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/Access level for that post.</p> <p>The Equality Advisor was also part of the response to this complaint as the complainant claimed there was discrimination based on disability.</p> <p>The possible action to this complaint is to look at the wording shown in job descriptions to ensure that the requirements are clear and</p> |

| | | | |
|-------------------|----------|---|--|
| | | Welsh. He therefore felt that the policy discriminated against him. | understandable to residents who apply for jobs. |
| Byw'n Iach | 1 | A complaint was received about the use of English in swimming lessons. | Discussions have been held between the management team and the swimming development officer and a work plan drafted by them to get to grips with this matter. The situation had arisen recently as a result of staffing problems that led to the need to appoint swimming officers with the correct qualifications, but did not reach the language designation of the post. Explanation sent to the complainant. |
| Finance | 1 | Complaint about the lack of a Welsh language service from the Excel company, who provide a debt collection service on behalf of the Council | Circumstances at the company (staff sickness and recruitment problems) had meant there were no fluent Welsh speakers available on the day the complainant called who were able to deal with the call and respond to their enquiry in full in Welsh. It is part of the agreement with the company that the service is offered in Welsh and they have worked hard to ensure this service by recruiting and training local workers rather than recruiting from over the border. Although the service usually provided answers the requirements of the agreement, the Finance service is considering whether the work in question can be in-house by the Council in the future |

1. Welsh Language Training Report 2022-23

Introduction

Here is an overview of the provision offered to staff to learn or develop their Welsh language skills during 2022-2023:

- Community-based courses over an academic year (online or face to face weekly lessons)
- Learn Welsh North West Summer courses
- Intensive courses (a week or more)
- Online self-study courses, e.g. *Entry level Self-study*, *Work Welsh Induction* and *Improving Work Welsh*
- Work Welsh courses (online or face to face)
- Specially-commissioned courses on various levels
- The Language Skills Certificate
- Internal Welsh Friends scheme

Some of the year's highlights

Learners from the Adults, Health and Well-being department

A manager who works in the occupational therapy field attended an intensive course in Nant Gwrtheyrn in March 2023, following a previous course there in 2020. Due to the manager's desire to develop his Welsh skills, he influenced 2 other members of staff who work in the same field, and they also went on an intensive course to Nant Gwrtheyrn in March 2023, with one continuing to follow a weekly course.

Commissioned courses

Following the successes of previously commissioned courses, we decided to continue with the Intermediate class and offer another Gloywi laith course this year. Due to the diverse needs of our workforce, these courses allow for greater flexibility while also offering staff the opportunity to get to know each other better. Here are some examples of the courses organised:

| Level | Course details | Number of participants | Additional information |
|----------------------|---|------------------------|--|
| Intermediate Part 2 | Weekly, three-hour lessons | 6 | Due to the success of the Intermediate course for Byw'n Iach, Adults, Health and Well-being and Economy and Community staff that was organised during the Covid-19 period, a follow up course was arranged between September 2021 and July 2022. All members of staff who attended have now completed the Intermediate level course. |
| Language Improvement | One hour and a half sessions weekly for a period of 6 weeks | 8 | Following the success of the previous Gloywi laith course organised through Work Welsh, another course was organised in order to offer the opportunity again to staff across all the Council's departments who had shown an interest in such training. It's great to see that staff continue to be keen to maintain and develop their language skills. |

| | | | |
|---------------------------------|---|---|--|
| The Language Skills Certificate | Weekly lessons over 2 terms (September-December 2022 and February-April 2023) | 8 | Having held a pilot course to offer Council staff the opportunity to complete the Certificate in conjunction with Canolfan Bedwyr and the Coleg Cymraeg Cenedlaethol, it was decided that we would offer the course once again. It is hoped that the course will be held annually from now on. Many members of the Council's staff are keen to develop their language skills, and being able to get a certificate at the end is great in order to show their professional development. |
|---------------------------------|---|---|--|

Friends Scheme

Our Friends Scheme was launched in 2019 in order to support learners to use their new Welsh language skills in the workplace and continue to hone their ability in the language outside the classroom, in the company of fluent speakers across the organisation. The Scheme was also welcomed by a number of fluent speakers at the Council, as it provided an opportunity for them to support learners on their learning journey and offer support and lend an ear in an informal atmosphere.

By the end of March 2023, 5 individuals were receiving support from 5 'Friends'. The opportunity to have informal conversations with other Council staff is proving invaluable to learners, with many appreciating the opportunity to practice and ask questions. We hope that these sessions will support their formal lessons and help them gain confidence.

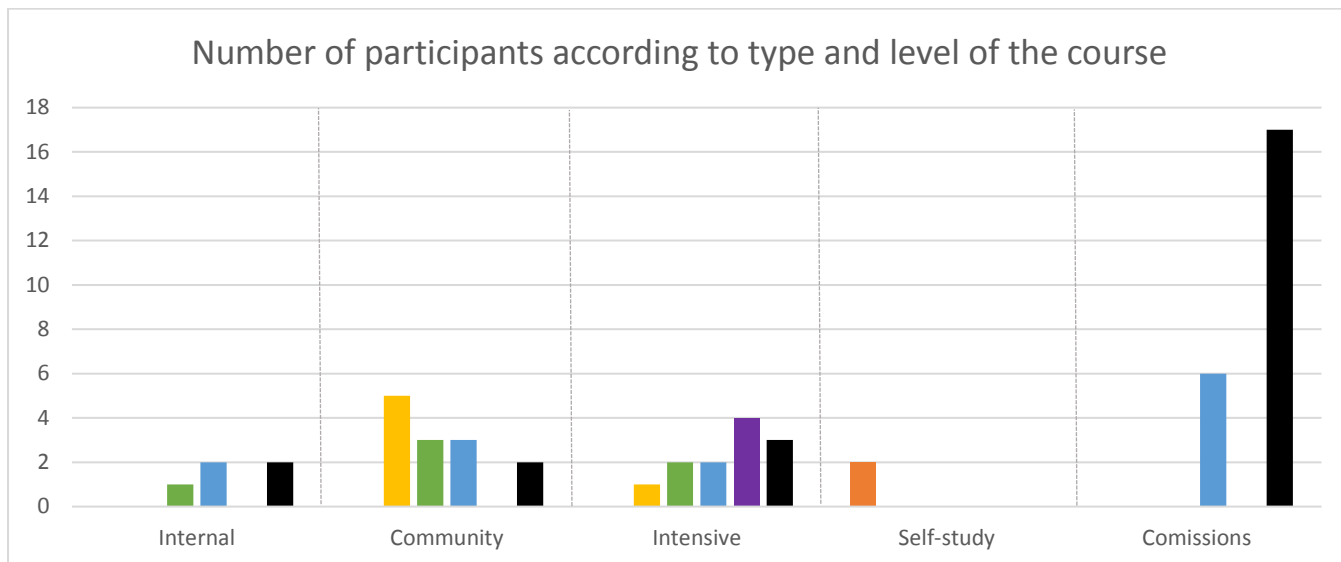
We will continue with the current arrangements and look for more Friends to support learners during the next year.

The tables below provide more information about the language training held during the year 2022-23.

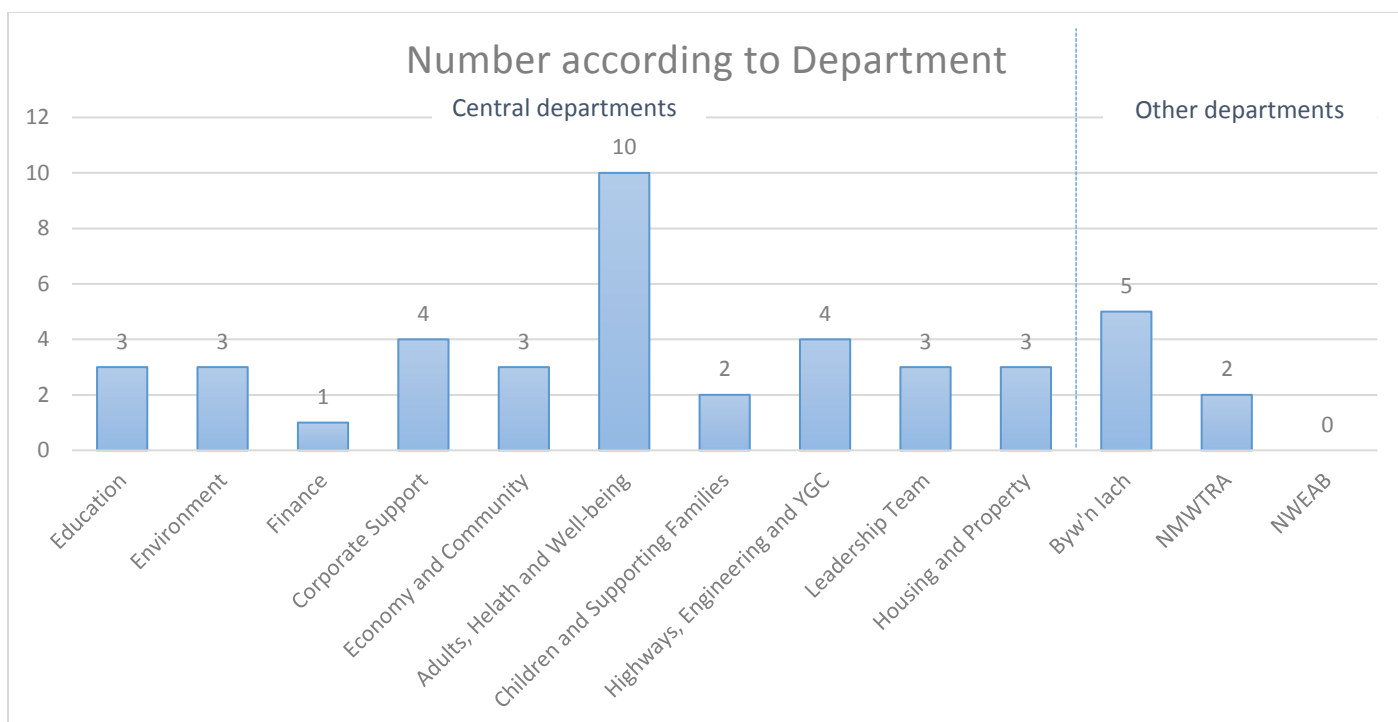
NUMBER OF PARTICIPANTS ACCORDING TO TYPE/TITLE OF COURSES

| Course | Number of Individuals |
|--|-----------------------|
| In-house | |
| Welsh Friends Scheme | 5 |
| External | |
| Community Welsh Learning Courses | 13 |
| Intensive courses | 12 |
| Online self-study courses (Work Welsh) | 2 |
| Various commissions | 23 |
| | 55 |

NUMBER OF PARTICIPANTS ACCORDING TO TYPE AND LEVEL OF THE COURSE



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



Agenda Item 10

| | |
|------------------------------|--|
| MEETING: | LANGUAGE COMMITTEE |
| DATE: | 27 June 2023 |
| TITLE: | Gwynedd Language Strategy Consultation Results 2023 |
| AUTHOR: | Gwenllian Mair Williams, Language Advisor and Nia Wyn Vaughan, Senior Research and Analytics Officer |
| PURPOSE OF THE REPORT | Present the initial results of the consultation from the Research and Analytics service, and invite comments from members about the potential response of the Language and Scrutiny Unit in formulating the final strategy. |

1 BACKGROUND

- 1.1 The Council is required, under the Welsh Language Standards (Welsh Language Measure (Wales) 2011) to produce a 5-year language strategy setting out how they propose to go about promoting and facilitating the use of Welsh within the county, and how they intend to contribute to the national objectives of the Cymraeg 2050 strategy to increase the number of Welsh speakers.
- 1.2 As the term of the current language promotion strategy period comes to an end in the autumn, we began a revision process early in 2023. Discussions were held during January with Cabinet members, Language Committee members and Gwynedd Language Forum members to gather ideas and get their input on the potential priorities and content of the strategy.
- 1.3 A consultation draft of the new strategy was produced based on those discussions and a consultation period was held on the draft strategy between **17 April and 21 from May 2023**.
- 1.4 The draft strategy was created as a follow-up to the work of the current strategy (the *Gwynedd Welsh Language Promotion Plan 2018-23*) to reflect the Council's commitment to promoting and promoting the language across the county and to meet the statutory requirements set within the Welsh Language Standards. The vision is to create an inclusive strategy that increases the use of Welsh in different contexts.

2 SUMMARY OF FINDINGS

- 2.1 A questionnaire was formulated, including a number of questions designed to gain public opinion on the content of the draft strategy, the objectives set out, and the areas of action being suggested. A copy of the consultation questions can be found in **Appendix 2**.
- 2.2 There were **159 responses** to the online consultation, and the analysis report that is being presented to the Committee in Appendix 1 reflects those responses. 1 email response was

received (which did not follow the consultation questions template) and the Language Consultants will consider the content of that response alongside the full results of the online submissions.

- 2.3 There was a good cross-section of responses from across the county. Most respondents were aged between 35 and 74. There were only 3 responses from people under 34, which is a little concerning, and we will need to consider carefully how we gather the views of this cohort of the community in future.
- 2.4 Overall, the responses to the content of the draft strategy was positive. The rate of agreement with the work streams proposed for each of the operational areas was high. 72.3% of respondents agreed with the intention to focus on increasing opportunities for people to use the Welsh language.
- 2.5 In terms of the common themes that rise from the responses, ensuring adequate and suitable opportunities for people to learn Welsh and to gain confidence to speak Welsh was a theme that appeared regularly, and in response to several questions. Less positive comments such as those that noted the Council should not use the Welsh language as a means of discrimination, and that scarce resources should not be wasted on the language were also ones that came up more than once.

3 NEXT STEPS

- 3.1 The Language Consultants will now need to consider what changes or revisions should be made to the final strategy in response to some of the comments in the consultation. For example, while we identified the influence of technology as one of the main challenges facing the prosperity of the Welsh language in Gwynedd, a number of respondents also identified the influence of social media as a challenge. We will therefore need to consider how the influence of social media is highlighted and addressed under the theme of technology, and also whether there are any steps we can take to try to increase the presence of the language on social media under the different operational areas.
- 3.2 We will review the draft strategy on the basis of the consultation, and share the resulting draft with internal departments once again in order to identify the exact work streams that will meet the objectives set out, and start putting together a programme of work.
- 3.3 The final draft of the strategy is due to be submitted to the Council's Cabinet in October 2023

4 RECOMMENDATIONS

2.1 Members are asked to:

- accept the summary analysis presented in Appendix 1 by the Research and Analytics Service
- offer any comments on the content and responses and offer any possible modifications to the final strategy in response to the consultation.

Contents

1. Introduction
2. Purpose of the Strategy
3. Action Areas
4. Impact of the Scheme
5. Appendix A - Equality Questions
6. Appendix B - A letter responding to the consultation

1. Introduction

The language strategy is created as part of the statutory requirements of the Welsh Language Standards, Welsh Language (Wales) Measure 2011. A consultation was undertaken to gather the public's opinion about the contents of the draft version of the Gwynedd Language Strategy 2023-2033. The draft strategy reflects Cyngor Gwynedd's commitment to promote the Welsh language across the county and draws attention to the projects and work that are currently being undertaken by the Council and the new opportunities to promote use of the language. The aim is to publish the final strategy before the end of the year.

The consultation was live from 17 April until 21 May. One letter was received responding to the consultation. See the letter in Appendix B.

A total of 159 responses were received to the questionnaire, all received on-line. Table 1 shows in which area the respondents live. See Appendix A for the equality characteristics of the respondents.

Table 1: Respondents per 13 Gwynedd Regeneration Areas

| Area | Number | Percentage |
|------------------------------------|------------|---------------|
| Pen Llŷn Area | 12 | 8.0% |
| Porthmadog / Penrhyndeudraeth Area | 10 | 6.7% |
| Bro Ardudwy | 17 | 11.3% |
| Bro Dysynni | 11 | 7.3% |
| Bro Ffestiniog | 6 | 4.0% |
| Bro Llew / Nantlle | 11 | 7.3% |
| Bro Ogwen | 11 | 7.3% |
| Bro Peris | 9 | 6.0% |
| Bala / Penllyn Area | 4 | 2.7% |
| Bangor Area | 13 | 8.7% |
| Caernarfon Area | 12 | 8.0% |
| Dolgellau Area | 10 | 6.7% |
| Pwllheli Area | 14 | 9.3% |
| Not fully noted | 9 | 6.0% |
| Outside Gwynedd | 1 | 0.7% |
| Total | 159 | 100.0% |

150 respondents responded to the consultation as individuals, with 6 responding either as part of their job or on behalf of a business and with another 3 responding as "other".

2. Purpose of the Strategy

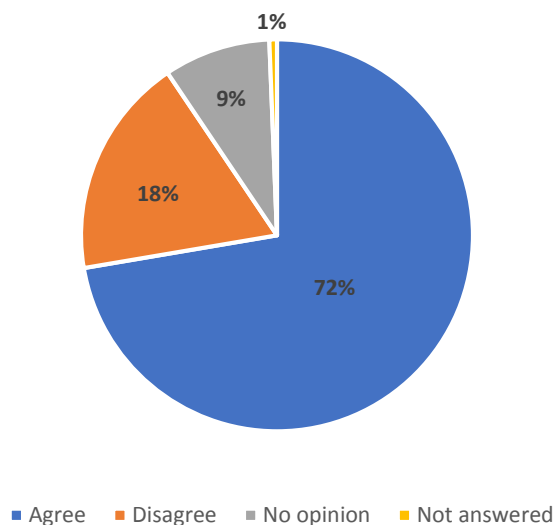
The purpose of the Strategy is to set the Council's vision to boost and promote the Welsh language in Gwynedd. The draft strategy set action areas and potential objectives to increase the use of Welsh across the county. It also proposed a target to increase the number of speakers.

2.1 Increasing Opportunities

The strategy notes that the purpose is to focus on increasing opportunities for people to use the Welsh language in various contexts. The respondents were asked whether or not they agreed or disagreed with this in question 1 of the consultation.

Graff 1 below shows the response, where 72.3% (n=115) of respondents agreed, 18.2% (n=29) disagreed, while 9.4% (n=15) either had no opinion or had not answered the question.

Graph 1: Agree or disagree with the proposal to increase opportunities for people to use the Welsh language



112 respondents went on to explain why they agreed or disagreed with the proposal to increase opportunities for people to use the Welsh language. The main reasons can be seen in table 2 below. They were able to note more than one reason.

Table 2: Reasons why they agree or disagree - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| Agree - need to increase the opportunities to speak Welsh | 36 | 32% |
| Agree - need more opportunities for learners to be able to practise using their Welsh | 24 | 21% |
| Agree - need to encourage those who can speak Welsh to use it on all occasions | 23 | 21% |
| Agree - as use of the language has declined | 11 | 10% |

| | | |
|--|----|----|
| Agree - Welsh should be the main language in Wales | 10 | 9% |
| Disagree - use of the Welsh language should be a personal choice | 10 | 9% |
| Disagree - not enough resources to realise this when there are so many other problems | 9 | 8% |
| Disagree - The Council should not use the Welsh language as an excuse to discriminate | 8 | 7% |
| Agree - need to sell the language as a valuable skill in the world of work | 5 | 4% |
| Agree - but Welsh and English should be given the same status | 5 | 4% |
| Disagree - not enough demand to use the language outside Wales | 4 | 4% |
| Agree - Turning to English has become too common | 4 | 4% |
| Agree - need to legislate that businesses must use Welsh | 3 | 3% |
| Agree - too much English communication on social media | 2 | 2% |
| Disagree - the Welsh lessons I've attended have been disgraceful | 1 | 1% |
| Disagree - the standard of children's English skills is not good enough | 1 | 1% |

2.2 Main Challenges

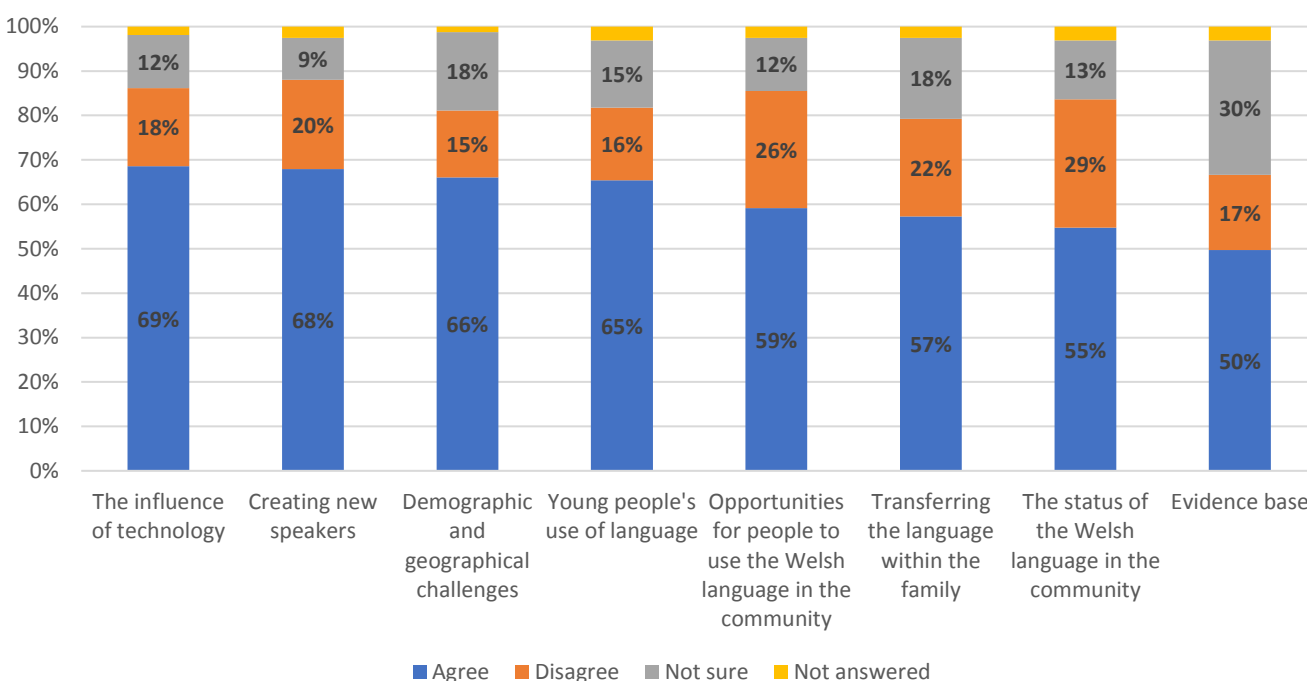
A list of the main challenges facing the Welsh language in Gwynedd was provided in question 2 and the respondents were given an opportunity to note whether they agreed or disagreed with them.

- Transferring the language within the family
- Young people's use of language
- The status of the Welsh language in the community
- Opportunities for people to use the Welsh language in the community
- Creating new speakers
- The influence of technology
- Evidence base
- Demographic and geographical challenges

Graph 2 below shows the results with the challenge that was mostly recognised on the left. Technology plays an increasingly prominent role in people's lives, with the English language often the main language of creating and using technology, and 69% (n=109) agreed with this challenge of Influence of Technology on the language. The challenge with the most mixed opinion was Evidence Base, namely the challenge of a lack of research and current evidence to prove the link and impact of specific factors, such as the economy and tourism, on the language. While 50% (n=79) agreed with this challenge, 30% (n=48) were unsure about this challenge and 17% (n=27) disagreed.

The results are fairly consistent across the different challenges noted.

Graph 2: Agree or disagree with the main challenges facing the Welsh language in Gwynedd



Respondents had an opportunity to add any other challenge they felt that should be considered. 66 respondents offered a comment.

Table 3: Additional challenges - grouped into themes

| Challenge | Number | Percentage |
|--|--------|------------|
| Support and encourage learners to use their Welsh to increase their confidence | 16 | 24% |
| The problem of second homes in our communities and the influx of non-Welsh speakers | 10 | 15% |
| Influence of social media | 9 | 14% |
| The Council should not use the Welsh language as an excuse to discriminate | 7 | 11% |
| Need to use the Welsh language within the arts and culture sector | 6 | 9% |
| Need more work opportunities in Gwynedd | 5 | 8% |
| Ensure that non-Welsh speakers are not alienated - need to get the balance right | 5 | 8% |
| Work with local businesses to encourage the use of Welsh | 5 | 8% |
| The emphasis on Welsh-medium education impairs the future of children | 5 | 8% |
| Encourage Welsh as the natural language of a conversation even if English speakers are present | 4 | 6% |
| The Council to use less formal Welsh | 4 | 6% |
| Keep people in their communities | 3 | 5% |
| Lack of services in rural areas leading to a decline in the numbers who speak Welsh | 2 | 3% |
| Emphasis on the importance of reading Welsh books in schools | 2 | 3% |

| | | |
|--|---|----|
| Housing and town and country planning policies are key to safeguard the structure of our communities | 2 | 3% |
| Encourage more pupils to study school subjects through the medium of Welsh | 1 | 2% |
| There is no need or interest in learning Welsh | 1 | 2% |
| Ensure financial support for <i>cylchoedd meithrin</i> | 1 | 2% |
| Need to let the language develop naturally | 1 | 2% |

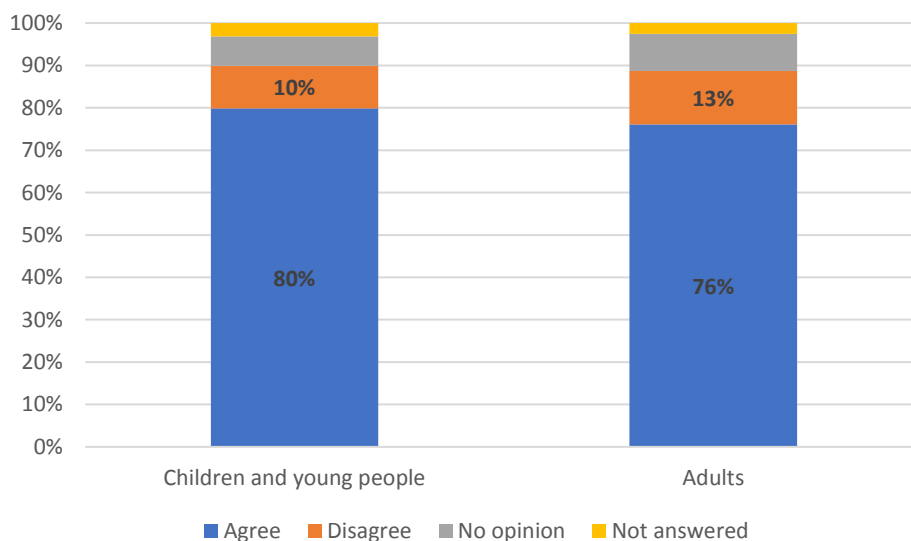
2.3 Set a target - Increase the number of Welsh speakers in Gwynedd

The draft strategy offered two proposals to increase the number of Welsh speakers in Gwynedd and respondents were given an opportunity to agree or disagree on the two ways the Council intends to do this in question 4.

- We will provide opportunities for children and young people who are not yet Welsh speakers, to learn and become confident Welsh speakers
- We will provide opportunities for adults to become new speakers via the Council's learner support schemes and community provision of partners

From looking at the results in graph 3, there was no clear difference in the numbers who have agreed or disagreed with the suggested ways of increasing the number of Welsh speakers.

Graph 3: Opportunities to increase the number of Welsh speakers



For those who disagreed with any of the challenges, it was possible for them to note their reasons. 16 respondents disagreed with the opportunity to increase the number of Welsh speakers among children and young people, while 20 respondents disagreed with the opportunity among adults. Table 4 below combines the reasons for children and young people and adults.

Table 4: Reasons why they agree or disagree - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| No reason provided | 6 | 29% |
| Wasting public money | 5 | 24% |
| English is an international language | 3 | 14% |
| Much too difficult to learn a new language as an adult - focus should be placed on children and young people | 2 | 10% |
| Makes non-Welsh speakers feel like second class citizens | 2 | 10% |
| The standard of English education in Gwynedd is disgraceful | 1 | 5% |
| Anti-Welsh parents impairs any hope of getting non-Welsh speaking children to learn the language at school | 1 | 5% |
| It would give Welsh nationalism a boost | 1 | 5% |

Respondents were given a chance to offer any suggestions in terms of revisions or other ideas that should be included to increase the number of Welsh speakers. 59 offered further comments. The observations have been summarised in table 5 below.

Table 5: Other ideas on how to increase the number of Welsh speakers - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Accessible informal Welsh lessons/sessions for everyone, whether they are learners or a Welsh speaker who needs to improve skills | 17 | 29% |
| Provide a financial incentive for businesses to have a bilingual policy | 7 | 12% |
| Give people the choice of which language they want to use | 7 | 12% |
| Hold more bilingual activities | 6 | 10% |
| Complete waste of money | 5 | 8% |
| Gwynedd children should not be non-Welsh speakers as they receive Welsh-medium education | 4 | 7% |
| Role of the community in helping learners - be more tolerant of learners | 4 | 7% |
| Need more English-medium rather than Welsh-medium education | 4 | 7% |
| Create economic opportunities to keep Welsh speakers locally | 3 | 5% |
| Welsh names only policy | 2 | 3% |
| Better support for <i>cylchoedd meithrin</i> | 2 | 3% |
| Ensure the transfer of language in the family | 2 | 3% |
| Crave a 'Welsh for Parents' plan for non-Welsh speaking parents to learn the language at the same time as their children learn the language at school | 2 | 3% |
| Hypocrisy among those who promote the Welsh Language | 2 | 3% |
| Need to dispel the myth that the ability to speak perfect Welsh is required to work for Cyngor Gwynedd | 1 | 2% |
| Need to use much more of social media to promote the Welsh language | 1 | 2% |
| Advice to use less formal language in official documents | 1 | 2% |
| Pressures on estate agents to advertise that Gwynedd is a Welsh area when selling houses | 1 | 2% |
| The interest and prosperity of the Welsh language should be a condition when determining the goals of economic policies | 1 | 2% |
| Target support for sectors where there is a real need for a Welsh-speaking workforce | 1 | 2% |

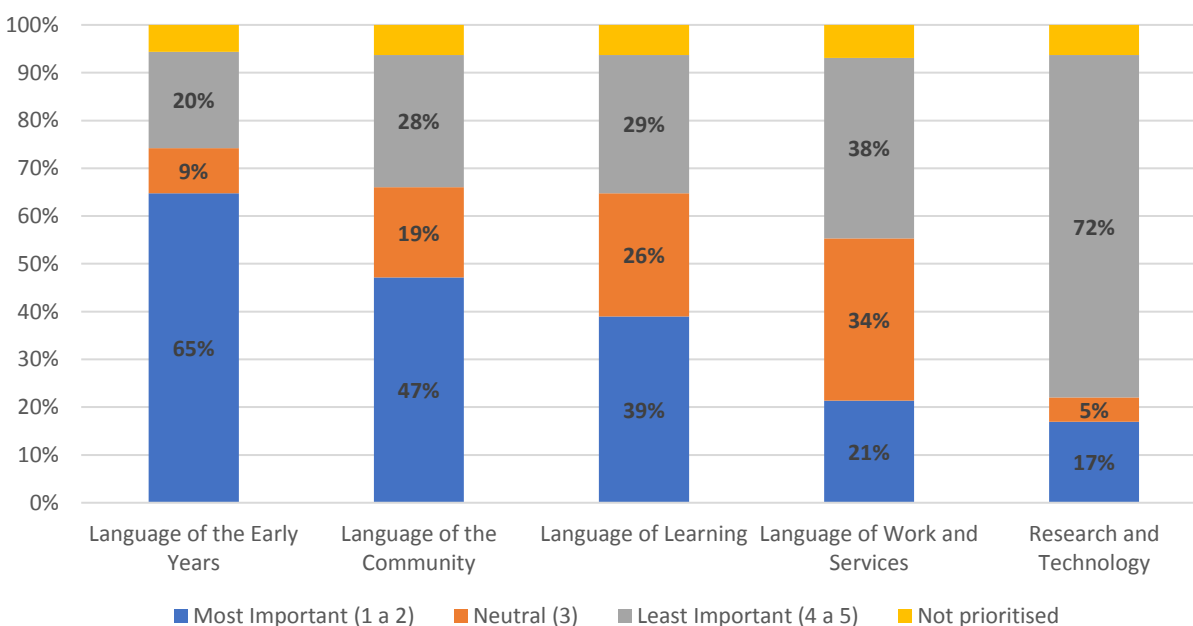
3 Action Areas

Respondents were given an opportunity to rank the action areas in order of importance in question 3, with the most important ranked as 1 and the least important ranked as 5.

- Language of the Early Years
- Language of Learning
- Language of Work and Service
- Language of the Community
- Technology and Research

Graph 4 below shows the results. It can be seen clearly that the action area the respondents feel that is most important is Language of the Early Years with 65% (n=103) noting it either as priority 1 or 2. On the other hand, the Technology and Research action area received the lowest percentage of priority 1 and 2 with 17% (n=27).

Graph 4: Order of importance of action areas



In questions 5 to 9, respondents were given an opportunity to give their opinion on some potential objectives the Council have identified under each of the priority areas, and an analysis of the responses can be seen below.

3.1 **Early Years**

The Council has identified five work streams within the Early Years action area. Respondents were given an opportunity to note whether they agreed or disagreed with these work streams, and to note a reason if they disagreed. The work streams are listed in table 6 below which also note the percentage that agreed or disagreed.

Table 6: Work streams of the Early Years priority area

| | Agree | Disagree | No opinion / response |
|---|-------|----------|-----------------------|
| Increase the awareness of parents of the Welsh-medium education system and highlight the opportunities available for them to introduce Welsh before the children reach school age. | 76% | 14% | 10% |
| Consider informal opportunities for parents to practise and nurture confidence in their use of the Welsh language - such as conversation/learning sessions while the children are in lessons and after-school clubs | 75% | 13% | 12% |
| Ensure that every family can obtain Welsh-medium resources | 74% | 13% | 13% |
| Continue to ensure a variety of activities for young families | 72% | 13% | 15% |
| Collaboration between the Council and <i>Mudiad Meithrin</i> to consider which steps are needed to take to ensure that <i>Ti a Fi</i> groups and <i>Cylchoedd Meithrin</i> receive the appropriate support to grow and thrive | 68% | 13% | 19% |

Table 7 notes the reasons provided why they disagreed. 29 respondents disagreed with at least one of the work streams.

Table 7: Reasons why they disagreed - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| No reason provided | 15 | 52% |
| Nobody should be forced to speak Welsh | 8 | 28% |
| Gwynedd gives the impression that incomers are not welcomed | 4 | 14% |
| Waste of scarce resources | 4 | 14% |
| The Council should not use the Welsh language as an excuse to discriminate | 3 | 10% |
| Emphasis on the Welsh language stops economic investment in the area | 2 | 7% |

For the Early Years field, it was enquired whether the respondents had any suggestions in terms of revisions or other ideas that should be included. 32 (20%) noted suggestions. The themes of these suggestions can be seen in table 8 below.

Table 8: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|--|--------|------------|
| Educate parents on the importance of the ability to speak two languages | 8 | 25% |
| Gwynedd gives the impression that incomers are not welcomed | 6 | 19% |
| Improve youth activities in less Welsh areas | 4 | 13% |
| No suggestion noted | 3 | 9% |
| Encourage parents to use Welsh with their children | 3 | 9% |
| Need to help <i>Mudiadau Meithrin</i> - too many of them close | 2 | 6% |
| The Council needs to purchase empty houses for the use of local people | 2 | 6% |
| Therefore, there is a need to ensure that employment is in the area to keep Welsh speakers here | 2 | 6% |
| Ensure that the experience of non-Welsh speaking parents is pleasurable when they attend Welsh activities. | 1 | 3% |
| Impose a condition on community grants that Welsh needs to be used | 1 | 3% |
| Support needed through the medium of Welsh for children with additional learning needs | 1 | 3% |
| Teach people about Welsh culture and history | 1 | 3% |
| Need to dispel the myth that the ability to speak perfect Welsh is required to work for Cyngor Gwynedd | 1 | 3% |
| Need much more Welsh apps | 1 | 3% |
| Abolish housing planning rules for local people | 1 | 3% |

3.2 The Language of the Community

The Council has suggested six work streams within the Language of the Community action area. Respondents were given an opportunity to note whether they agreed or disagreed with these work streams, and to note a reason if they disagreed. The work streams are listed in table 9 below which also note the percentage that agreed or disagreed.

Table 9: Work streams of the Language of the Community priority area - grouped into themes

| | Agree | Disagree | No opinion / response |
|--|-------|----------|-----------------------|
| Seek to support more community enterprises to create activities and economic plans that will benefit the communities themselves | 74% | 13% | 13% |
| Encourage more buddy schemes and chat sessions to help and nurture learners' confidence to take the step from learning in lessons to using the language in the community | 74% | 14% | 12% |
| Develop opportunities for young people to use the Welsh language in various contexts, and especially in the digital communities | 70% | 20% | 10% |
| Look at ways of measuring language use on a community level in order to be able to prioritise and plan interventions | 67% | 18% | 15% |

| | | | |
|--|-----|-----|-----|
| Analyse the census data and examine the information from different consultations, and from the county's well-being assessment work to develop an understanding of what is meant by "community" in the modern Gwynedd | 64% | 13% | 23% |
| Collaborate with County Language Forum partners in order to find opportunities to increase Welsh-medium socialising opportunities and ensure that resources are targeted in areas where there is currently a lack of opportunities | 64% | 19% | 17% |

Table 10 notes the reasons provided why they disagreed. 46 respondents disagreed with at least one of the work streams.

Table 10: Reasons why they disagreed - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| No reason provided | 30 | 65% |
| Waste of resources - other problems need priority | 7 | 15% |
| Emphasis on the Welsh language stops economic investment in the area | 2 | 4% |
| Welsh-medium education should not be enforced | 2 | 4% |
| People have no eagerness or need to learn Welsh | 1 | 2% |
| Need better coordination between the work of social enterprises / the Council and Community Councils | 1 | 2% |
| No point trying to get adults to learn Welsh - too difficult | 1 | 2% |
| Need to prioritise the one thing that will make the biggest difference | 1 | 2% |
| The world is changing and English is the language unfortunately | 1 | 2% |
| Results of census are not reliable | 1 | 2% |
| Welsh speakers are in the minority | 1 | 2% |

For the Language of the Community field, it was enquired whether the respondents had any suggestions in terms of revisions or other ideas that should be included. 24 (15%) noted suggestions. The themes of these suggestions can be seen in table 11 below.

Table 11: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|--|--------|------------|
| Support social enterprises/organisations that already exist | 7 | 29% |
| Chat clubs | 5 | 21% |
| Celebrate our bilingual communities and not discriminate | 3 | 13% |
| Not waste scarce resources on the Welsh language | 2 | 8% |
| Accessible Welsh lessons | 2 | 8% |
| Financial support for businesses that operate through the medium of Welsh | 1 | 4% |
| Ensure that everyone speaks Welsh | 1 | 4% |
| Spend less on strategies and policies and spend the money on our education system to nurture Welsh speakers for the future | 1 | 4% |
| Need to explain the importance of the Welsh language and history to pupils | 1 | 4% |
| Give priority to grant applications for Welsh events | 1 | 4% |
| The Local Development Plan should meet the needs of local residents by | 1 | 4% |

| | | |
|---|---|----|
| ensuring an advantage for Welsh speakers | | |
| New identity to ensure conditions to transfer the language to the next generation | 1 | 4% |
| Collaborate more with the Welsh Language Commissioner | 1 | 4% |
| Get a better way of identifying the number of learners | 1 | 4% |

3.3 The Language of Learning

The Council has identified five work streams within the Language of Learning action area. Respondents were given an opportunity to note whether they agreed or disagreed with these work streams, and to note a reason if they disagreed. The work streams are listed in table 12 below which also note the percentage that agreed or disagreed.

Table 12: Work streams of the Language of Learning priority area

| | Agree | Disagree | No opinion / response |
|---|-------|----------|-----------------------|
| Offer a variety of training and accreditation opportunities to young people via the youth service | 72% | 14% | 14% |
| Support and develop the skills of community trainers | 71% | 15% | 14% |
| Raise parents' awareness of bilingual education and the value of Welsh as a skill | 70% | 21% | 9% |
| Encourage more Council staff to learn Welsh and to improve their verbal and writing skills | 69% | 21% | 10% |
| Encourage course providers associated with the Apprenticeships scheme to offer as much of their provision as possible through the medium of Welsh | 65% | 26% | 9% |

Table 13 notes the reasons provided why they disagreed. 48 respondents disagreed with at least one of the work streams.

Table 13: Reasons why they disagreed - grouped into themes

| Reason | Number | Percentage |
|---|--------|------------|
| No reason provided | 20 | 42% |
| Waste of resources - other problems need priority | 7 | 15% |
| Welsh only apprenticeships discriminate between Welsh and non-Welsh speakers | 5 | 10% |
| Emphasis on the Welsh language stops economic investment in the area | 5 | 10% |
| Welsh-medium education holds pupils/students back | 5 | 10% |
| Getting a good apprenticeship is much more important than having it in Welsh | 3 | 6% |
| The Council should not be promoting the Welsh language | 3 | 6% |
| The need to speak Welsh to be able to work in Gwynedd is an example of discrimination | 2 | 4% |
| A job for the best person, not for the one who can speak Welsh | 2 | 4% |

| | | |
|---|---|----|
| Non-Welsh speaking Cyngor Gwynedd staff must be encouraged to learn Welsh | 1 | 2% |
| The Council to provide Welsh lessons for people - not only Council staff | 1 | 2% |
| Need a great revolution to change things | 1 | 2% |
| Assume that all Cyngor Gwynedd employees already speak Welsh | 1 | 2% |

For the Language of the Community field, it was enquired whether the respondents had any suggestions in terms of revisions or other ideas that should be included. 31 (19%) noted suggestions. The themes of these suggestions can be seen in table 14 below.

Table 14: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Need to convince parents / children, and teachers, of the priceless value of the Welsh language/bilingualism in the world of work | 8 | 26% |
| Teaching Council staff who deal with people is important | 5 | 16% |
| Not use the Welsh language as a way to discriminate | 5 | 16% |
| The emphasis should be on English-medium education | 2 | 6% |
| More Welsh classes in the rural communities | 2 | 6% |
| Council to try not to use formal Welsh in questionnaires/correspondence | 1 | 3% |
| Raise the awareness of incomers about the value of the language and the respect it deserves | 1 | 3% |
| Waste of scarce resources | 1 | 3% |
| Ensure that the emphasis on the ability to speak Welsh does not prevent professionals from moving into the area | 1 | 3% |
| Cyngor Gwynedd's language standard has significantly deteriorated | 1 | 3% |
| Improve the condition of our schools in order to make Welsh-medium schools attractive to pupils | 1 | 3% |
| Focus efforts in areas that have seen a decline in the number of speakers | 1 | 3% |
| Examine the use of technology to help people learn Welsh | 1 | 3% |
| The staff of businesses/services should be encouraged to greet customers in Welsh, even with a few words | 1 | 3% |
| Designate more schools as Welsh Schools rather than bilingual schools | 1 | 3% |

3.4 The Language of Work and Service

The Council has identified six work streams within the Language of Work and Service action area. Respondents were given an opportunity to note whether they agreed or disagreed with these work streams, and to note a reason if they disagreed. The work streams are listed in table 15 below which also note the percentage that agreed or disagreed.

Table 15: Work streams of the Language of Work and Service priority area

| | Agree | Disagree | No opinion / response |
|---|-------|----------|-----------------------|
| Promote the Welsh language as a skill and develop the understanding of people of all ages about the demand in the world of work | 70% | 20% | 10% |
| Collaborate with partners in the public sector to see how we | 68% | 20% | 12% |

| | | | |
|--|-----|-----|-----|
| can transfer some of these good practices to other organisations, and also to collaborate to improve users' experiences | | | |
| Encourage businesses to use the Welsh language to ensure as much opportunities as possible for residents to use Welsh as part of their daily lives | 67% | 25% | 8% |
| Encourage more public bodies to apply the proactive offer, making effective use of meetings and operating internally through the medium of Welsh | 66% | 25% | 9% |
| Ensure that the Welsh language is addressed fairly when developing any recruitment, workforce skills' development and learner support plans. | 66% | 26% | 8% |
| Trial schemes within the Council to encourage more people to use the Welsh language when using Council services, especially on-line services | 64% | 26% | 10% |

Table 16 notes the reasons provided why they disagreed. 50 respondents disagreed with at least one of the work streams.

Table 16: Reasons why they disagreed - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| No reason provided | 24 | 48% |
| No more emphasis should be placed on one language than the other | 10 | 20% |
| Someone should not be employed based on the language they speak | 9 | 18% |
| The Council should focus on the standard of service | 7 | 14% |
| It feels like people from outside Wales are not welcomed | 6 | 12% |

For the Language of the Community field, it was enquired whether the respondents had any suggestions in terms of revisions or other ideas that should be included. 28 (18%) noted suggestions. The themes of these suggestions can be seen in table 17 below.

Table 17: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Offer better Welsh training for non-Welsh speaking employees | 5 | 18% |
| Ensure bilingual standards for businesses | 3 | 11% |
| Stop making incomers feel like they are not welcome | 3 | 11% |
| Need to examine better translation services | 3 | 11% |
| Raise awareness of the importance of the Welsh language in the health and care sector | 3 | 11% |
| Award businesses that manage to promote the use of the Welsh language | 3 | 11% |
| Teach the language's history to children and families that are new to the area - | 3 | 11% |

| | | |
|--|---|-----|
| motivate them to learn | | |
| The Council should focus on the standard of service | 3 | 11% |
| The Council needs a stronger language policy | 1 | 4% |
| A need to examine planning policies | 1 | 4% |
| Stop incomers from claiming common land | 1 | 4% |
| Free area newsletters for non-Welsh speaking areas | 1 | 4% |
| Need easier to understand Welsh forms | 1 | 4% |
| Council website not loading immediately onto the English page when searching | 1 | 4% |
| More use of "start every conversation in Welsh" signs/badges | 1 | 4% |

3.5 Technology and Research

The Council has identified two work streams within the Technology and Research action area. Respondents were given an opportunity to note whether they agreed or disagreed with these work streams, and to note a reason if they disagreed. The work streams are listed in table 18 below which also note the percentage that agreed or disagreed.

Table 18: Work streams of the Technology and Research priority area

| | Agree | Disagree | No opinion / response |
|---|-------|----------|-----------------------|
| Continue to raise awareness of the Welsh-medium apps that are available, to encourage people to use more Welsh on-line | 70% | 17% | 13% |
| Consider whether a call should be made to establish a central information and research fund, where it is possible to easily obtain relevant research work | 50% | 18% | 32% |

Table 19 notes the reasons provided why they disagreed. 37 respondents disagreed with at least one of the work streams.

Table 19: Reasons why they disagreed - grouped into themes

| Reason | Number | Percentage |
|--|--------|------------|
| No reason provided | 23 | 62% |
| Waste of time and resources | 9 | 24% |
| Research of high standard - whatever the language | 3 | 8% |
| The emphasis on doing everything in Welsh is damaging to children's English skills | 2 | 5% |
| This should be left to the Commission for Welsh-speaking Communities | 1 | 3% |

For the Language of the Community field, it was enquired whether the respondents had any suggestions in terms of revisions or other ideas that should be included. 22 (14%) noted suggestions. The themes of these suggestions can be seen in table 20 below.

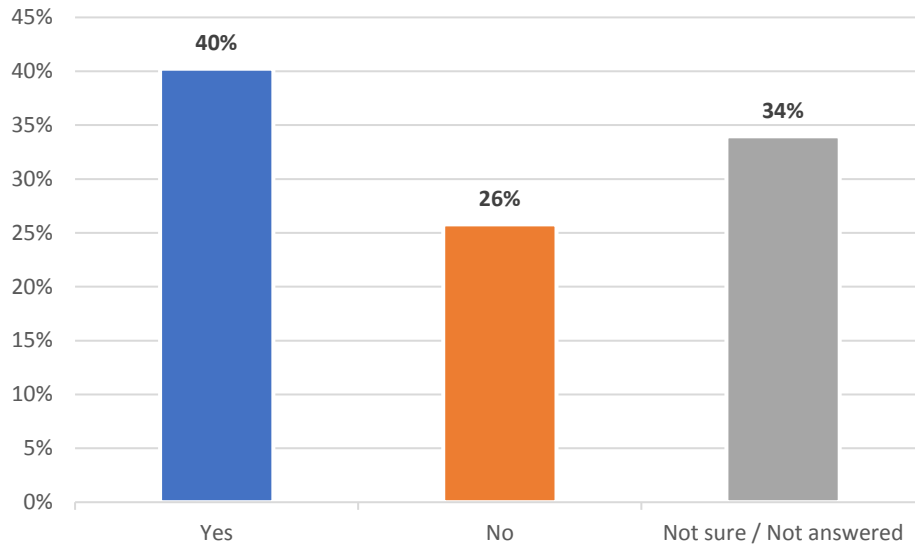
Table 20: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Raise awareness of Welsh apps - use by celebrities to promote | 3 | 14% |
| The Council should focus on the standard of service | 3 | 14% |
| Influence companies such as Apple/Google to increase use of the Welsh language | 3 | 14% |
| Need young people's input | 2 | 9% |
| Apps to use Welsh place names only | 2 | 9% |
| Ensure that Welsh is the default language of websites | 1 | 5% |
| There is a need for a much bigger scope than Welsh apps alone - need to examine AI implications | 1 | 5% |
| Remember that internet connection in every area in Gwynedd is not of the same standard | 1 | 5% |
| A '.Cymru' e-mail address for everyone | 1 | 5% |
| Free Welsh lessons for foreign workers | 1 | 5% |
| Teach Welsh in schools | 1 | 5% |
| Improve translation technology so that there is no need to learn the language | 1 | 5% |
| Templates for bilingual websites | 1 | 5% |
| Without research, it is not possible to know what is required | 1 | 5% |
| These projects should be funded privately | 1 | 5% |

4 Impact of the Scheme

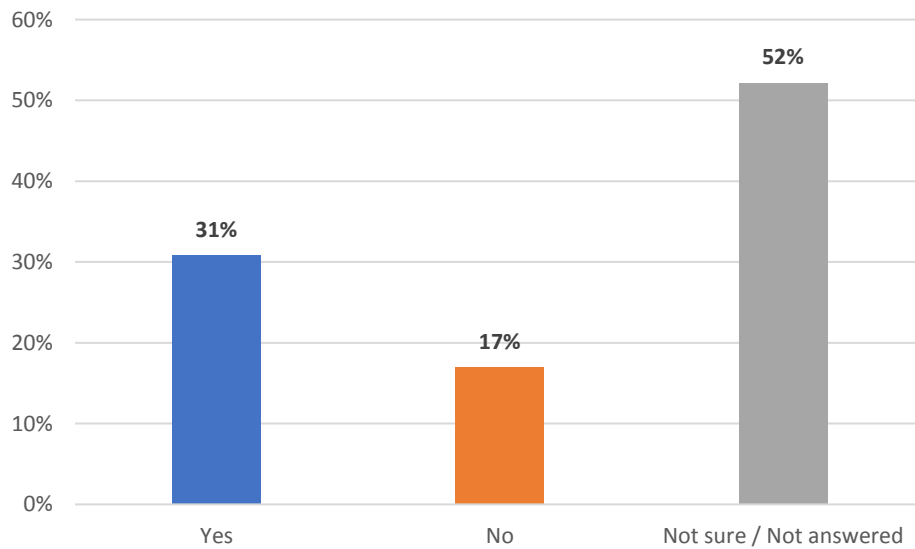
The respondents were asked whether they believed that the scheme in its entirety would have a positive impact on the Welsh language in Gwynedd in question 10. Graph 5 below shows that 40% (n=64) agreed that the scheme would have a positive impact, with 26% (n=41) disagreeing and 33% (n=54) unsure what impact the scheme would have on the Welsh language in Gwynedd.

Graph 5: Do you believe the scheme in its entirety will have a positive impact on the Welsh language in Gwynedd?



Respondents were given an opportunity to suggest if the Council could take specific action to ensure that the strategy was inclusive, encouraged and increased use of the Welsh language among specific groups of society, especially people with equality protected characteristics. The response can be seen in graph 6 below.

Graph 6: Are there specific actions to take to ensure an inclusive strategy?



For those who answered "yes", they had an opportunity to note how this could be achieved. The suggestions of the 49 respondents can be seen in table 21 below.

Table 21: Suggestions in terms of revisions or other ideas - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Consult with all kinds of groups to ensure representation and collective ownership | 16 | 33% |
| Ensure that the strategy is inclusive for all Gwynedd residents | 12 | 24% |
| The Welsh language should not be promoted to the extent that it is a way of discriminating between those who are non-Welsh speakers | 9 | 18% |
| Free Welsh lessons for adults / minority groups | 7 | 14% |
| No suggestion noted | 5 | 10% |
| Get rid of the stigma about learning Welsh and not correct those who are trying to learn | 3 | 6% |
| Need training for carers for them to be able to communicate through the medium of Welsh | 2 | 4% |
| Ensure that the strategy is not only a paper exercise | 2 | 4% |
| A decisiveness to put Welsh first at all times | 2 | 4% |
| Need to collaborate with independent businesses | 1 | 2% |
| Need much more use of social media to promote the language | 1 | 2% |
| Encourage children who move from primary to secondary school to continue using their Welsh | 1 | 2% |
| Emphasis on Welsh-medium education is damaging to children and the needs of future jobs | 1 | 2% |
| Need more non-Welsh speaking councillors | 1 | 2% |
| Use Welsh place names only | 1 | 2% |
| Place an emphasis on the advantages of being bilingual | 1 | 2% |
| More materials needed for those who are non-verbal | 1 | 2% |
| Change Gwynedd policies that insist that employees can speak Welsh | 1 | 2% |
| Waste of time and resources | 1 | 2% |
| Need to put pressure on the rest of Wales to do more to promote the Welsh language | 1 | 2% |
| Examine the lack of homes available to keep young people in the area | 1 | 2% |

Finally in question 11, there was an opportunity for respondents to note any further comments they had on the content of the strategy. 38% (n=54) offered further comments. A summary of these observations can be seen in table 22 below.

Table 22: Any other observations - grouped into themes

| | Number | Percentage |
|---|--------|------------|
| Felt hopeful after reading the strategy | 14 | 26% |
| Waste of scarce time and resources | 8 | 15% |
| Celebrate bilingualism and not create a divided community | 7 | 13% |
| Emphasis on the Welsh language stops economic investment in the area | 6 | 11% |
| Need to increase the number of pupils who receive Welsh-medium education in secondary schools/complete examinations through the medium of Welsh | 4 | 7% |
| Need to ensure that high-value jobs are in the area to keep our young people in | 4 | 7% |

| | | |
|--|---|----|
| the area | | |
| Welsh-medium education is a disadvantage | 4 | 7% |
| Focus must be placed on changing the mindset of children and young people about the language | 3 | 6% |
| Focus must be placed on making the language a social language | 2 | 4% |
| The gap between formal and social language makes it difficult for learners | 2 | 4% |
| Not use the Welsh language as a way to discriminate | 2 | 4% |
| Use the language on a daily basis to nurture confidence | 1 | 2% |
| Schools to ensure that they provide the necessary support to non-Welsh speaking parents | 1 | 2% |
| Lack of Welsh speakers for learners to practise with | 1 | 2% |
| Need to tackle injustices such as house ownership to help with the language situation | 1 | 2% |
| Need to put pressure on the rest of Wales to do more to promote the Welsh language | 1 | 2% |
| Concerned that the population of Gwynedd is declining | 1 | 2% |
| Not attract more non-Welsh speaking residents to Gwynedd | 1 | 2% |
| Need to advertise the consultations better | 1 | 2% |
| The only measure worth having is the number of speakers | 1 | 2% |

Appendix A Results - Equality Questions

This section will show the results of the equality questions asked at the end of the questionnaire.

Table 23: Gender

| | Number | Percentage |
|-------------------------------|------------|---------------|
| Man / Male | 55 | 34.6% |
| Woman / Female | 87 | 54.7% |
| I identify in a different way | 1 | 0.6% |
| I prefer not to say | 14 | 8.8% |
| Not answered | 2 | 1.3% |
| Total | 159 | 100.0% |

Table 24: Age

| | Number | Percentage |
|---------------------|------------|---------------|
| 25 - 34 years old | 3 | 1.9% |
| 35 - 44 years old | 21 | 13.2% |
| 45 - 54 years old | 36 | 22.6% |
| 55 - 64 years old | 35 | 22.0% |
| 65 - 74 years old | 37 | 23.3% |
| 75 - 84 years old | 14 | 8.8% |
| I prefer not to say | 12 | 7.5% |
| Not answered | 1 | 0.6% |
| Total | 159 | 100.0% |

Table 25: Welsh Language Skills

| | Number | Percentage |
|---|------------|---------------|
| Speaking, reading and writing fluently in Welsh | 84 | 52.8% |
| Speaking, reading and writing, but not very confident | 14 | 8.8% |
| Speaking, reading and writing - currently learning | 12 | 7.5% |
| Speaking, but unable to read or write | 5 | 3.1% |
| Unable to speak or understand Welsh | 14 | 8.8% |
| I prefer not to say | 16 | 10.1% |
| Other | 14 | 8.8% |
| Total | 159 | 100.0% |

Table 26: Nationality or national identity

| | Number | Percentage |
|---------------------|------------|---------------|
| Welsh | 88 | 55.3% |
| English | 19 | 11.9% |
| British | 34 | 21.4% |
| Other | 6 | 3.8% |
| I prefer not to say | 10 | 6.3% |
| Not answered | 2 | 1.3% |
| Total | 159 | 100.0% |

Table 27: Race

| | Number | Percentage |
|-------------------------------|------------|---------------|
| White | 134 | 84.3% |
| Mixed / several ethnic groups | 2 | 1.3% |
| Asian | 1 | 0.6% |
| Black / African / Caribbean | 1 | 0.6% |
| Other | 1 | 0.6% |
| I prefer not to say | 17 | 10.7% |
| Not answered | 3 | 1.9% |
| Total | 159 | 100.0% |

Table 28: Religion

| | Number | Percentage |
|---------------------|------------|---------------|
| Christian | 67 | 42.1% |
| No religion | 61 | 38.4% |
| Buddhist | 1 | 0.6% |
| Jewish | 1 | 0.6% |
| Other | 9 | 5.7% |
| I prefer not to say | 19 | 11.9% |
| Not answered | 1 | 0.6% |
| Total | 159 | 100.0% |

Table 29: Sexuality

| | Number | Percentage |
|-------------------------|------------|---------------|
| Heterosexual / Straight | 122 | 76.7% |
| Gay woman/lesbian | 1 | 0.6% |
| Gay man | 4 | 2.5% |
| Bisexual | 2 | 1.3% |
| Other | 3 | 1.9% |
| I prefer not to say | 24 | 15.1% |
| Not answered | 3 | 1.9% |
| Total | 159 | 100.0% |

Table 30: Has your gender identity changed from what you were assigned at birth?

| | Number | Percentage |
|---------------------|------------|---------------|
| Yes | 3 | 1.9% |
| No | 135 | 84.9% |
| I prefer not to say | 17 | 10.7% |
| Not answered | 4 | 2.5% |
| Total | 159 | 100.0% |

Table 31: Disability (according to the definition of Section 6 (1) of the Equality Act 2010)

| | Number | Percentage |
|---------------------|------------|---------------|
| Yes | 21 | 13.2% |
| No | 118 | 74.2% |
| I prefer not to say | 17 | 10.7% |
| Not answered | 3 | 1.9% |
| Total | 159 | 100.0% |



Cymdeithas yr Iaith Response to Cyngor Gwynedd's Consultation on the Language Strategy 2023-33

Cymdeithas yr Iaith is an association of people who take non-violent action for the Welsh language and Welsh communities as part of the international revolution for rights and freedoms.

Whilst acknowledging that the council's influence is largely limited to its own provision we believe that the Council has room to set a goal that Welsh will be the main language in the county and that working with and putting pressure on other organisations with which it is already involved, such as Betsi Cadwaladr Health Board, Bangor University, Fire and Rescue Service, North Wales Police and bodies to which it allocates grants, to set the same goal by adopting the principle of making Welsh the predominant language in their institutions.

Cyngor Gwynedd is well-placed to share good practice with other bodies, and require services provided on behalf of or in collaboration with the Council to be provided in Welsh.

Despite reference to recruitment difficulties, as a body whose administrative language is Welsh, it goes without saying that staff need to be able to work through the medium of Welsh.

Rather than saying that "the Welsh language will be fairly addressed in the development of any recruitment/workforce development plans" therefore, it is necessary to ensure that staff appointed can use Welsh as part of their work or are expected to reach that level within a certain period of time

Area of action 4, which relates to communities is arguably the most important area of the strategy as a number of other elements mean that people are unable to stay in their community to live and work.

The strategy refers to "*developing an understanding of what "community" means in modern Gwynedd.*"

It would be difficult to define a community in Gwynedd as each community and its needs will be different and measure community use of Welsh so it is important to create favourable conditions for communities and enable people to live in them.

Housing problems are mentioned, but there's nothing in the strategy that would address that. The county council has new powers to charge 300% tax on second homes, but the council has not fully exercised that power.

We have not yet been told whether it will impose an article 4 condition in any wards within the county, to require a planning application to change a home into a second house.

Of course, the problem is wider than second homes and holiday accommodation, the strategy itself points to the housing market as one of the significant challenges to the viability of a community:

"pressure on the housing market, which means people have to move to other communities in order to live and work."

The loss of people from our communities because house prices are out of reach for people on local pay is a significant problem.

The council could call on the Government to use the opportunity through the promised Property Act to regulate the housing market and make it easier for community-led enterprises to be able to offer a range of suitable local solutions to their community.

Cymdeithas yr Iaith's proposals for an Act [can be found here](#).

The strategy also notes that a lack of diverse employment opportunities is another factor affecting people's ability to stay in their community.

Again, we believe that there is room for the council itself to address this. The language strategy refers to the Arfor scheme and the resulting grants. The grants for businesses should be prioritised for community enterprises that will create work locally.

Furthermore, there is room for the council to impose conditions on grants it allocates that Welsh becomes the dominant language and that they create employment locally.

In addition to these two things, the lack of investment in communities is a significant challenge and makes it difficult for people to live in rural communities.

It would be difficult for someone dependent on public transport to travel to work in some areas. Places also need to be appealing to live in, if there are no social opportunities or means to travel in the evenings people will be less likely to want to live in rural communities.

The county's young population is a cause for concern in education. The cabinet member with responsibility for education recently indicated that a strategy for modernising the school system will take place over the Summer, and that it will take the fall in pupil numbers in Gwynedd into account.

Schools are seen as educational resources for children only but can be the focus of activities and community life. There is therefore an opportunity through the new strategy to strengthen the experience of Gwynedd's communities as well as the educational experience of young people. There are various models that are possible to sustain rural schools while also making them a community resource.

Another concern in education is that the language strategy refers to *"Providing opportunities for children and young people who are not yet Welsh-speakers, to learn and become confident Welsh-speakers."*

"Giving everyone the opportunity" to have a Welsh language education is not enough. Although the vast majority of schools in the county are Welsh school it is time to move Ysgol Friars in Bangor and Ysgol Uwchradd Tywyn to become Welsh schools. There's no obvious reason why both are still English schools.

It's also unclear how the impact of the strategy will be measured. The strategy has one target:

"We want to set an overall target to see an increase in the regular use of Welsh. We also want to see 100% of Gwynedd's children have the opportunity to speak Welsh and use the language regularly."

It's a vague target that's too general. If the intention is to create a plan in order to implement the strategy, we need concrete targets to aim for.

Cymdeithas yr Iaith

May 2023