



# Complete Agenda

**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Meeting

**LANGUAGE COMMITTEE**

Date and Time

**10.00 am, MONDAY, 13TH OCTOBER, 2025**

Location

**Cyfarfod Rhithiol / Virtual Meeting**

Contact Point

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(DISTRIBUTED 03/10/25)

## **LANGUAGE COMMITTEE**

### **MEMBERSHIP (15)**

#### **Plaid Cymru (8)**

##### **Councillors**

Rhys Tudur  
Menna Baines  
Alan Jones Evans  
Olaf Cai Larsen  
Meryl Roberts

Beca Brown  
Elfed Wyn ap Elwyn  
Jina Gwyrfa  
Gwynfor Owen  
Elfed Williams

#### **Independent (5)**

##### **Councillors**

Wendy Cleaver  
Gwilym Jones  
Hefin Underwood

Beth Lawton  
Anne Lloyd-Jones

#### **Aelodau Ex-officio / Ex-officio Members**

Chair and Vice-Chair of the Council

#### **Other Invited Member**

Councillor Llio Elenid Owen, Cabinet Member Corporate Support - The Welsh  
Language

# **A G E N D A**

## **1. APOLOGIES**

To receive apologies for absence.

## **2. DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest

## **3. URGENT BUSINESS**

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

## **4. MINUTES**

4 - 10

The Chairman shall propose that the minutes of the previous meeting of this committee held on 23 June 2025 be signed as a true record (attached)

## **5. REPORT BY THE ENVIRONMENT DEPARTMENT DEPARTMENT ON THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033.**

11 - 18

To consider the report.

## **6. REPORT BY THE FINANCE DEPARTMENT ON THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033.**

19 - 23

To consider the report.

## **7. REPORT BY THE HIGHWAYS, ENGINEERING AND YGC DEPARTMENT ON THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033.**

24 - 31

To consider the report.

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## LANGUAGE COMMITTEE: 30 JUNE 2025

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### **PRESENT:**

#### **Councillors:**

Alan Jones Evans, Beth Lawton, Jina Gwyrfai, Elfed Williams, Anne Lloyd-Jones, Gwilym Jones, Hefin Underwood, Gwynfor Owen, Elfed Wyn ap Elwyn, Menna Baines, Meryl Roberts, Olaf Cai Larsen and Llio Elenid Owen (Cabinet Member for Corporate and Legal Services and for the Welsh language).

**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), Nia Lewis (Language Adviser) and Rhodri Jones (Democracy Services Officer).

### **ALSO IN ATTENDANCE:**

Item 7: Sian Iolen Pritchard (Senior Executive Officer, Children and Supporting Families Department), Aled Gibbard (Interim Head of Resources - Children Department), Nia Wyn Evans (Workforce Support Team Leader, Corporate Leadership Team) and Sian Edith Jones (Assistant Head of Adult Services, Adults, Health & Well-being Department)

### **1. ELECTION OF CHAIR**

**RESOLVED to elect Councillor Menna Baines as Chair of the Committee for the year 2025-26.**

### **2. ELECTION OF VICE-CHAIR**

**RESOLVED to elect Councillor Meryl Roberts as Vice-Chair of the Committee for the year 2025-26.**

### **3. APOLOGIES**

Apologies were received from Councillors Beca Brown and Rhys Tudur.

### **4. DECLARATION OF PERSONAL INTEREST**

No declarations of personal interest were received.

### **5. URGENT ITEMS**

No urgent items were received.

### **6. MINUTES**

The Chair signed the minutes of the previous meeting of this committee held on 29 April 2025 as a true record.

## **7. REPORT BY THE ADULTS, HEALTH AND WELL-BEING DEPARTMENT AND THE CHILDREN AND SUPPORTING FAMILIES DEPARTMENT ON THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033**

The report was presented by the Senior Executive Officer, Children and Supporting Families Department, Interim Head of Resources - Children Department, Workforce Support Team Leader, Corporate Leadership Team and the Assistant Head of Adult Services, Adults, Health and Well-being Department. She referred briefly to the following main points:

It was reported that the Children and Supporting Families Department and the Adults, Health and Well-being Department promoted the Welsh language in all aspects of their work.

Attention was drawn to the 'More than Just Words' scheme, a Strategic Framework published in 2016 for Welsh Language Services in the areas of Health, Social Services and Social Care. It was emphasised that this framework was central to the work of the Departments to ensure that an active offer of Welsh language care was implemented in practice within the services.

Pride was expressed in the development of the 'Niwro' app, an innovative resource for supporting neuro-diverse individuals through the medium of Welsh. It was noted that the use of this app raised the status of the Welsh language in an area where it had not been properly considered in the past.

Reference was made to the development of the Small Group Homes scheme for looked after children, a scheme that allowed looked after children to remain within their Welsh speaking communities and continue to feel a sense of belonging to the local language and culture.

It was noted that schemes within the Early Years service to extend play opportunities and offer activities through the medium of Welsh contributed to creating a natural environment where children could use the language effortlessly. It was further noted that plans to develop the workforce's language skills was also essential to ensure accessible and bilingual services.

An example of the cross-departmental collaborative 'Croesi'r Bont' project was shared. This project confirmed that there was seamless communication in Welsh between services. This allowed the user to be at the centre of the processes.

Members were reminded that the Adults, Health and Well-being Department had a strong focus on projects linked to the 'A Caring Gwynedd' project within the Cyngor Gwynedd Plan. These included the modernisation of care homes, community resources and accommodation for the residents of Gwynedd. It was emphasised that the use of technology for identifying local needs was essential to the work, confirming that there was close collaboration with the Health Service to promote adult health.

It was noted that the Adults, Health and Well-being Department was continually striving to change the culture in order to secure services for the future. It was also noted that training schemes were being held to ensure that the workforce was qualified to address the future needs of Gwynedd's residents. It was also explained that a sustainable care system was in place to promote the well-being of adults, and it was confirmed that maintaining this system was a priority for the department.

It was reported that there was ongoing work to ensure that fit-for-purpose technology was operational within the field of care, and that it could be used in Welsh. An example of the 'Percy' questionnaire, which measured the quality of care from the perspective of the recipient, was shared. It was emphasised that this questionnaire had been co-designed by individuals who had experience of being looked after. It was pleasing that a Welsh version of the questionnaire was available.

It was elaborated that the Department had been working on 'AskSara' software, a software for virtual occupational therapy for adults, children and families. This was a system that allowed users to self-assess their needs. The fact that this software was now available in Welsh for everyone in Wales was praised. It was pointed out that the service used this software under the name 'Helpu'n Hun'.

An update was provided regarding the service's work on new Telecare equipment, which was on track to be rolled out in December 2025. Assurance was given that this technology would be available in Welsh, as officers were collaborating with the company to translate the technological code in order to effectively support services through the medium of Welsh.

It was explained that the service's recording system would transition from WCCIS to Mosaic within the next year. It was emphasised that all public services were working together on this. Cyngor Gwynedd was working to ensure that this new system was available in Welsh and bilingually.

It was recognised that some of the current challenges included recruiting employees with Welsh language skills as well as ensuring that Welsh language technology was available to employees and users. It was explained that recruiting professionals in this field was challenging, and it was acknowledged that there were specific challenges in some areas of the county. An example was shared of the difficulty that had been for some months in recruiting occupational therapists who possessed Welsh skills. It was explained that this had forced the department to recruit individuals through agencies, although noting that they did not possess language skills. Reference was made to the Care Academy and hope was expressed that it would attract Welsh speakers to pursue a career within the field of care in the future. However, the Departments were continuously striving to ensure that the Welsh language was an integral part of provision in the field of social care in Gwynedd, and were undertaking innovative projects to ensure new developments.

During the discussion, the following observations were made:-

In response to an enquiry about difficulties in securing work-related learning opportunities such as apprenticeships, the Assistant Head of Adult Services, Adults, Health and Well-being Department confirmed that there were a number of schemes in place to support unqualified employees to develop their skills and experience in order to gain qualifications in the field. It was noted that three apprentices had already qualified with a further two individuals having recently embarked on the apprenticeship journey. It was explained that there were 12 opportunities for apprentices annually, depending on the Departmental budgets: eight apprentices appointed through the Care Academy as well as two training opportunities in the areas of occupational therapy and social work. It was emphasised that these individuals received courses through the medium of Welsh. It was noted that only 30 candidates had participated in the Care Academy recruitment process last year, with a number of the unsuccessful candidates taking on shadow roles within specific areas in order to gain confidence and experience for the future. It was explained that North Wales Carers encouraged individuals to qualify in the field by providing advice and financial support.

A request was made for details about the areas experiencing the greatest recruitment challenges. In response, the Assistant Head of Adult Services, Adults, Health and Well-being Department confirmed that South Meirionnydd was the area facing the main challenges. Assurance was given that the Department continued to advertise jobs in this area, although agencies had to be commissioned eventually to assist with filling roles in order to ensure that the residents of Gwynedd received the required services. It was recognised that the priority of these agencies was that qualified individuals were appointed to the posts, meaning that they did not necessarily possess Welsh language skills. Similarly, the Interim Head of Resources - Children Department confirmed that there were recruitment challenges in the South Meirionnydd area within the Children and Supporting Families Department. It was explained that the department had been working with Coleg Meirion Dwyfor in Dolgellau which had led to considerable interest within the field of care in the area and that some positions had subsequently been filled. Both departments ensured that any individual who was recruited when there were challenges within certain areas of the county worked within those areas to ensure continuity of service, and service through the medium of Welsh whenever possible.

In response to clarity on the percentage of Departments' officers who had completed the language self-assessment, the Welsh Language Learning and Development Officer confirmed that it had been completed by 93.6% of staff within the Adults, Health and Well-being Department and 88.8% of staff in the Children and Supporting Families Department. It was explained that the majority of staff had completed it independently, with a proportion of employees completing the self-assessment with their manager as they did not have access to the questionnaire independently due to the frontline nature of their job.

Attention was drawn to the fact that 81% of staff in the Adults, Health and Well-being Department met the language designation of their jobs, and a question was asked regarding what support was being provided to ensure that the Department committed to the Council's Language Policy by providing support to the other 19% of the workforce who did not meet the language designation of their posts. In response, the Welsh Language Learning and Development Officer confirmed that the Council was working with Cymraeg Gwaith in order to address this challenge such as running training sessions through the medium of Welsh for the Department's employees. However, it was noted that this could be difficult to establish due to the variable nature of the department staff's work shifts, and that the nature of any training needed to be flexible. It was further noted that online and self-study resources were also being considered. Similarly, it was noted that Social Care Wales also offered online training with taster sessions available to care workers. It was emphasised that the Council's buddy scheme was extremely important within the field of care; this scheme matched an individual who wished to practice their Welsh skills with another employee who was willing to help. This was key to raising the confidence of Welsh learners, offering them the opportunity to practice their skills in the workplace.

It was a matter of pride that 50% of individuals who used Childcare Offer Wales' national telephone lines using the option to communicate in English, decided to switch to Welsh after realising that the worker who answered the call spoke Welsh. It was noted that there was a need to raise public awareness regarding the availability of these telephone services through the medium of Welsh, so that they chose this option at the beginning of the call; it was highlighted that these calls were made by parents. The Senior Executive Officer, Children and Supporting Families Department, further noted that the Childcare Offer Wales was undertaking further work on this as part of the Welsh Government's campaign to secure one million Welsh speakers by 2050.

The Workforce Support Team Leader, Corporate Leadership Team, noted that a series of short videos were available to staff and councillors, developed by the More Than Just Words campaign. It was explained that these encouraged everyone to begin conversations

in Welsh, and an example was shared in the meeting. It was highlighted that this could be useful for Councillors when communicating with residents in their constituency, emphasising that it was also useful for all Council employees.

Reference was made to immersion education within nursery years in Gwynedd, with particular pride noted in the effectiveness of the Croesi'r Bont service within Mudiad Meithrin. It was positive that 17 nursery settings in Gwynedd succeeded in providing nursery education through the medium of Welsh, noting a slippage in two settings that offered bilingual provision. Concern was noted that only 41% of children aged 3 years old and older had chosen Welsh as their chosen language for education in 2023/24. Further information was requested to clarify this situation, and the Interim Head of Resources - Children Department confirmed that he would contact Members with further information.

Details were provided on the arrangements for looked after children, and whether officers were confident that they received care through the medium of Welsh within their settings, and whether Welsh medium education was offered for any child placed out of the county. In response, the Interim Head of Resources - Children Department confirmed that in all cases the main priority was to ensure that children were placed in a setting that suited their needs. It was noted that this meant that there were no Welsh medium carers available, although the department was helping to recruit more foster carers that spoke Welsh in order to ensure that the linguistic needs of looked after children were met. It was confirmed that the majority of looked after children in the county received care through the medium of Welsh, although it was challenging to secure this for anyone in an out-of-county placement, with an even worse situation in residential placements to secure Welsh-medium care. It was added that discussions were taking place with the Education Department to ensure that Welsh resources were available for looked after children, and it was confirmed that this was possible in the majority of subjects.

Thanks was expressed for the report.

## **RESOLVED**

**To accept the report and note the observations received.**

### **8. CYNGOR GWYNEDD ANNUAL REPORT ON THE IMPLEMENTATION OF WELSH LANGUAGE STANDARDS**

The report was presented by the Senior Language and Scrutiny Adviser, and she briefly drew attention to the following main points:

A reminder was provided that under the requirements of the Language Standards, it was mandatory for the Council to produce and publish an annual report, in accordance with Section 44 of the Welsh Language Measure (Wales) 2011. It was further explained that the annual report had to share information such as Standards 151, 152, 154, 158, 164 and 170.

It was reported that 99.1% of Council staff had some degree of Welsh language skills, with 90% of all the Council's staff reaching the language designation of their post.

During the discussion, the following observations were made:-

In response to a request for further detail on the data regarding the workforce's language skills, the Welsh Language Learning and Development Officer confirmed that any staff



members with language skills, whether it was the ability to communicate a few words or a sentence in Welsh or who reached a proficiency level in their Welsh skills were included.

In response to the enquiry regarding how language designations for posts were determined, the Welsh Language Learning and Development Officer confirmed that they were determined by the line manager. It was added that the manager would consider factors such as contact with the public, working as part of a team and the need to communicate in writing, before determining the appropriate language designation for the post. It was also noted that the line manager noted whether or not staff members reached the language designation of their post. Members were reminded that the language self-assessment also provided an opportunity for staff members to share their own views regarding their linguistic skills.

Attention was drawn to the fact that regular observations from Council Departments noted that confidence affected the staff's results in relation to the language self-assessment. In response to a question on whether officers are anxious or lacking in confidence in their ability, the Welsh Language Learning and Development Officer emphasised that staff members were lacking confidence in their skills. This was particularly true for aspects relating to formal or professional Welsh language skills. It was confirmed that arrangements were in place for the Welsh Language Learning and Development Officer to contact the relevant line manager in cases where a member of staff was close to meeting the language designation of the post, but that the self-assessment indicated that they were lacking in confidence, noting that in the majority of cases, the manager noted that the staff member met the language designation. It was stressed that support was available to anyone who needed it in order to reach the language designation of their post. It was added that the work being carried out in conjunction with the Public Services Board to dispel myths about language skills needs was helping to increase the confidence levels of Council staff.

It was pointed out that the report stated that 97% of all Gwynedd housing lettings placed within the Allocation Policy went to individuals with a link to Gwynedd. An enquiry was made regarding the definition of this allocation, but as no suitable officer was present it was not possible to address this matter.

It was noted that a number of Council training sessions were being held through the medium of English and a question was asked regarding the steps being taken with the aim of reducing these numbers in the future. In response, the Senior Language and Scrutiny Adviser explained that she was not happy that there were so many English language training sessions and that work was underway to liaise with the Departments to ascertain why English-medium training continued to be held, and what support could be offered to them in order to adapt those sessions to Welsh. It was explained that 447 Welsh-medium training sessions, 254 English-medium sessions and 123 bilingual sessions had been held during 2024/25.

In response to an enquiry about what could be done to increase managers' awareness of the Welsh language standards, the Senior Language and Scrutiny Adviser confirmed that resources were available on the Council's internal pages as well as regular updates through management team meetings.

Attention was drawn to the Language Forum, and a question was asked on whether the Council was working with Young Farmers' Organisation in order to share information within the Young People Sub-Group. In response, the Language Adviser confirmed that the Eryri and Meirionnydd Young Farmers' Organisations received correspondence about the Sub-Group, although to date no representative had been present. However, assurance was given that they would continue to receive the latest relevant information. Members

emphasised that they wished for this relationship with the organisation to continue to improve in future.

Thanks was expressed for the report.

**RESOLVED**

- 1. To accept the report, noting the observations received during the discussion.**
- 2. To recommend that the Cabinet Member for Corporate and Legal Services and the Welsh Language publish the report by 30 June 2025.**

The Meeting commenced at 10:00am and ended at 11:20am.

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**CHAIR**

<b>MEETING</b>	Language Committee
<b>DATE</b>	13 October 2025
<b>TITLE</b>	Report of the Environment Department on the implementation of the Language Policy and contribution towards the realisation of the Welsh Language Strategy 2023 - 2033
<b>AUTHOR</b>	Dafydd Wyn Williams, Head of Environment Department

## 1. BACKGROUND

- 1.1. The purpose of this report is to present information to the Language Committee on the Environment Department's contribution to the Council's Welsh Language Strategy.
- 1.2. The Department covers a range of services across the areas of Waste and Recycling, Transport, Planning and Public Protection.
- 1.3. The nature of these services means that staff come into regular contact with members of the public, councillors, other Council staff, and other authorities and external partners.
- 1.4. As a Department, we ensure that services are provided in the customer's preferred language, and the Department's officers strive to promote the use of the Welsh language in various activities and by virtue of their work.

## 2. RESPONSE TO THE COMMITTEE'S QUESTIONS

**1. What policies and plans are in place within your department to contribute to the objectives of the language strategy? Identify the priority area (early years, learning, work and service, the community or research and technology)**

### Relevant policies and strategic plans / Projects in the Council's Plan

#### **Local Development Plan**

The Environment Department is leading on the Council Plan's project of preparing a new Local Development Plan (LDP), which is a priority under the Green Gwynedd theme in the Council Plan 2023 – 2028. The Planning Policy Team within the Department is leading the preparation of the new LDP, where consideration of the Welsh language will be central to the work. Work on the preparation of the LDP is ongoing.

In the meantime, the work of the Planning Policy Team continues to monitor, review and amend the Joint Local Development Plan (2011-26) including the preparation of Supplementary Planning Guidance. Consideration of the Welsh language has been central to the preparation of the Plan which incorporates Planning Policy PS1 which relates specifically to the Welsh language and Welsh culture.

The Supplementary Planning Guidance (Maintaining and creating distinctive and sustainable communities) includes detailed guidance on how to take the Welsh language into account when dealing with applications for new developments.

#### **Article 4 Direction**

The 'Second home management and short-term holiday accommodation' project under the 'A Homely Gwynedd' theme of the Council Plan includes the work of preparing and implementing an Article 4 Direction. The aim of this work is to try and reverse the social inequality that exists in some of Gwynedd's communities, and to try and ensure that a provision of housing is available to meet local needs.

The Article 4 justification paper states: *'In relation to the Welsh language, creating sustainable communities where the Welsh language is fully immersed within communities, and providing and replicating the necessary social context for using the Welsh language as part of the normal fabric of society, is essential in order to protect and encourage the growth of the Welsh language. With the Welsh Government's commitment to reach a million Welsh speakers by 2050, the ability to have better control of the housing stock and subsequently ensure that there is an adequate and affordable provision of housing for local people is a way of supporting this goal.'*

The Direction has been in place since 1 September 2024, and the Planning Service accepts applications for a change of use from main homes to second homes or short-term holiday accommodation; change of use of second homes to short-term holiday accommodation and certain mixed uses and change of use of short-term holiday accommodation to second homes and certain mixed uses where previously planning permission was not required.

Since becoming operational, 16 planning applications for change of use arising directly from the Article 4 Direction have been received. Of these 16 applications, 10 applications have been refused, 4 applications have been withdrawn, and 2 applications are yet to be determined.

On 24 September, Cyngor Gwynedd received the High Court judgment in relation to the Article 4 Direction. The judgment concluded that the claim against the Cabinet's decision is successful.

Cyngor Gwynedd intends to appeal the decision, and work is already underway to commence this process. In the meantime, and until a formal Court Order is received, the Article 4 Direction remains in place.

#### **Other projects and schemes**

##### **Planning, Planning Policy and Building Management**

When dealing with any planning application, decisions are made in accordance with the Joint Local Development Plan, which includes a specific Welsh language policy and a Supplementary Planning Guidance which provides detailed guidance on how to implement the policy.

With this approach, the Planning Service continues to contribute towards the promotion of the language in the area ensuring that applications give consideration to the Welsh language.

During the period April 2024 to March 2025, 3 Language Assessments and 22 Language Statements were received with applications determined to meet the thresholds within Planning Policy PS 1. In addition, in accordance with Annex 5 of the Supplementary Planning Guidance, consideration has been given to the Welsh language for applications falling below the threshold of those requiring a formal Statement or Assessment.

Four planning applications were rejected partly due to language issues, and 24 applications were granted permission with a planning condition for language mitigation measures. These included that any new name should be derived from historical, geographical or local links to the area where possible.

This ties in with the Place Name Protection project to which several Services from the Environment Department contribute, including the Planning and Building Control Service.

The Building Control Service has responsibility for managing the naming of streets and the naming and numbering of properties, and it has a statutory duty to ensure that any new name or revisions to the names of streets and properties are allocated logically and consistently.

Whilst it does not have enforcement powers to reject an application unless there is duplication or the name is inappropriate, the Building Control Service takes a proactive approach to highlight the historical and cultural significance of Welsh place names.

The latest annual statistics show that 113 applications were made to change or register a property's name, with 88% of the names that were registered through Royal Mail being Welsh names. It should be noted that where applicants applied to change a name from Welsh to English, there were connections with the business name(s). It is very encouraging that 18 owners changed back from English names to Welsh names, with many appreciating the original historical name (others changed from one Welsh name to another or put a name on the property for the first time and chose to do so in Welsh).

The Planning Service has also been working with the Council's Language Unit on the work of Y Gymraeg mewn Busnes (Welsh in Business). A note that raises awareness and also offers advice goes out with pre-application advice responses and an information note is also available for officers to use on planning decisions. A planning condition was imposed on any new housing developments to ensure a Welsh name for the house or estate.

During 2024/25, a condition was imposed on 54 planning permissions which secured a Welsh name for new businesses and over 110 new homes.

### **Llŷn Area of Outstanding Natural Beauty**

The Llŷn Area of Outstanding Natural Beauty Management Plan is a statutory document which the Council is required to prepare and review under the Countryside and Rights of Way Act 2000. The current Plan recognises the Welsh language and local culture as

one of the special qualities of the area and includes policies and actions to support and promote the language. Work is currently underway to review the Plan.

Officers in the Area of Outstanding Natural Beauty Unit hold Welsh-medium/bilingual events such as rural skills training, walks (including specific ones for new Welsh speakers) and talks and attend events such as the Nefyn Show to raise awareness of the designation and the work. The Unit also publishes an annual bilingual newsletter – Llygad Llŷn, with hard copies distributed in the area and an electronic version available also on [the AONB website](#).

### **Landscape and Nature**

Much of the officers' work in the area of Landscape and Nature involves working closely with the public, and facilitating access to our natural environment is an integral part of their work.

Biodiversity officers carry out regular work to encourage interest and promote nature. Officers have developed "Geiriadur Coed Cymru" ("Trees of Wales Dictionary") which is a useful resource that lists Welsh names for plants, trees and flowers. The booklet is shared at various events which officers attend and hold as part of efforts to promote Welsh names on wildlife.

As part of a biodiversity project funded through the Gwynedd Nature Partnership at Parc Meurig in Bethesda, community engagement work has taken place in relation to a historic tree where conservation work has been carried out. With input from local historians and the Council's Archives Service, a timeline placed next to 'Coeden Meurig' identifies some events of historical and cultural significance that have taken place in the Dyffryn Ogwen area during the 500 years since the tree began to grow. Another bilingual display board has also been installed which explains the significance of the tree and the plants and animals that live near the tree, and the display boards have been well-received locally.

### **Pen Llŷn and Sarnau Special Area of Conservation**

The Pen Llŷn and Sarnau Special Area of Conservation (SAC) team continues to lead on the bilingual 'Land and Sea' education package for primary schools. Since we reported on this previously, hard copies of the pack which offer standard resources available for teachers to use with their classes, have been distributed to all primary schools in Gwynedd, and a digital version is available free of charge on the [www.tiramor.cymru](http://www.tiramor.cymru) website, widening access for teachers, pupils and families. Further details of this work can be found in section 6.

The SAC team produces a bilingual magazine 'O Dan y Don', which focuses on marine issues and is being created through the work of the Llŷn and Sarnau Peninsula Special Area of Conservation. This free publication raises awareness of Gwynedd's unique marine environment, promoting the use of Welsh alongside English. The fourth issue will be distributed to key locations across Gwynedd in the coming weeks, with a digital copy of the magazine also available on-line, allowing readers to engage digitally in both languages. Each issue includes articles, features and stories highlighting local marine life, conservation work and opportunities for people to get involved. The latest issue also includes an article about old Welsh terms for places and species in Gwynedd, helping readers to engage with the local language and heritage. Through attractive language

and high-quality design, *O Dan y Don* encourages people to read in Welsh and helps to normalise the language in everyday contexts.

Along with our main projects, the SAC team runs a wide range of engagement activities including talks, events and stalls at local shows. The officers actively promote the Welsh language through guided tours in Welsh, where participants explore local place names and species names, deepening their understanding of the language and landscape. They have also worked with new Welsh speakers, offering a talk and walk to help them practise their Welsh and expand their vocabulary in an informal and supportive environment.

### **Public Protection**

Two Public Protection Services (Trading Standards and Licensing; Environmental Health) provide bilingual campaign materials, and application forms are all offered through the medium of Welsh.

Policies such as the Statement of Licensing Policy 2024 recognise the need for businesses to consider the Welsh language and factors relevant to an area's culture when applying for an alcohol licence, and when running a business.

### **Waste and Recycling**

Recycling officers are constantly engaged in encouraging the county's residents to maximise the Council's recycling services. All information and publicity material produced is bilingual, with priority given to the Welsh language.

Officers attend events to promote the services and communicate and deliver in Welsh, visiting and engaging with 19 schools in the county in the period from January to July 2025. This includes presentations to whole schools, discussions with schools' Eco Councils, more practical activities and conversations about the benefits of recycling.

The promotional material produced ensures the use of clear Welsh, and all the internal messages for the workforce are provided bilingually, with priority given to the Welsh language.

### **Road Safety**

Road Safety officers work closely with schools and colleges and visit a number of locations in the county to educate and promote safety while walking and cycling. These visits are conducted in person and take place through the medium of Welsh unless a member of the public's chosen language requires communication in English. The team also promote their work bilingually on websites and social media.

The following summarises the team's main activities during the 2024/25 academic year:

- 74 schools have received cycling training - provided to 775 children.
- 3,412 have received general training in primary schools – Story Time/Wear It!/Quiz/Radar Gun Session etc.
- Kerbcraft training has been delivered to 525 children.
- Pass Plus training (adults) has been delivered to 49 individuals.
- Awareness raising events have been delivered:
  - Visits to Libraries in Caernarfon, Pwllheli, Tywyn, Blaenau Ffestiniog (x2), Porthmadog,

- Fun Day Visits (Council Family Support Department) – Leisure Centres at Blaenau Ffestiniog (x2), Byw'n Iach Caernarfon, Plas Silyn Penygroes (x2), Deiniolen, Canolfan Maesgeirchen Bangor, Plas Ffrancon Bethesda, Byw'n Iach Glan Wnion Dolgellau
- Launch of 'Carys Ofalus' New Active Travel Books, offering a valuable resource for families. As part of the launches, officers visited schools, held story time and crafts including Scooter Sessions.

## **2. What more needs to be addressed in the next year to raise the status of the Welsh language and ensure opportunities for people to use Welsh?**

Continue work on the preparation of a new Local Development Plan, where full consideration will be given to the Welsh language in the specific stages involved in the work which is outlined within the Delivery Agreement for the Plan. This shows how consideration is given to the Welsh language at certain stages of the process starting with the Preferred Strategy Document.

In addition, as the Article 4 Direction has been in place since 1 September 2024, the Planning Service Enforcement Unit is moving forward to deal with complaints about the change of use from main homes to second homes or short-term holiday accommodation; the change of use of second homes to short-term holiday accommodation and certain mixed uses and the change of use of short-term holiday accommodation to second homes and certain mixed uses. Since 1 September 2024, 15 complaints have been received by the Enforcement Unit.

We will continue to highlight the training opportunities and language refresher courses to develop confidence in the Welsh language among Departmental staff. Information about these opportunities is shared in the Department's bulletins and through regular messages about new courses or training.

## **3. Has the development of technology interfered with your ability to provide opportunities to use Welsh? If applicable please provide an example. How do you ensure that the development of technology does not affect your ability to provide opportunities to use the Welsh language?**

As previously stated, any external systems used are usually only available through the medium of English. With the support of the Council's Information Technology Service, we continue to ensure that any public-facing systems are available in both Welsh and English.

Work is underway to install a new waste computer system commissioned by an external company. By working with the company and with the support of the Council's IT Service, we have been able to ensure that the data is available bilingually or in Welsh to internal staff, although it has not been possible to change the back-office menus which are in English only.

We ensure that any initial correspondence goes bilingually, with Welsh first, in order to try and encourage and promote the use of the language wherever possible.



#### 4. How do you keep a record of the people who use your service through the medium of Welsh? Can you share relevant data?

Although there is no easily accessible data on the number of people receiving a service in Welsh, details of the chosen language of members of the public and stakeholders are entered through our systems ensuring that any correspondence is provided in the preferred language of the recipient.

We always ensure that any initial correspondence is provided bilingually, with Welsh first, trying to encourage and promote the use of the language.

#### 5. What are the language skills of your staff?

The latest figures (September 2025) show a positive increase compared to the previous year in the number of Departmental staff who have received a language assessment, whether it is a self-assessment or a line manager's assessment.

Number who have received an assessment (self-assessment or line manager assessment) – **93.83% (380)**

Number who have completed a self-assessment – **82.96% (336)**

Number who reach the language designations of the post – **89% (337)**

However, it should be noted that just because a member of staff does not meet the language requirements, this does not mean they are unable to offer a Welsh language service, and the Department promotes any opportunities for staff to attend training to develop language skills or a refresher.

There are regular efforts to draw the attention of staff to opportunities to improve and develop Welsh language skills, and a member of staff in the Waste area has recently registered to attend a course.

#### 6. Please provide examples of any obstacles, complaints and commendations associated with the provision and promotion of Welsh-medium services.

The Llŷn and Sarnau Special Area of Conservation (SAC) team have led work to prepare the bilingual 'Land and Sea' education package for primary schools. It offers resources for teachers to use with their classes, with a digital version available which widens access for teachers, pupils and families.

By embedding the Welsh language in all activities, the pack reinforces the use of the language in the classroom and in the wider community. It also helps to expand pupils' Welsh vocabulary by introducing specialist terminology, including species names and environmental terms, giving learners more confidence to use Welsh in different contexts.

The pack has been developed in partnership with a wide range of organisations through the Llŷn and Sarnau SAC team, promoting the Welsh language beyond the education sector and supporting collaboration with other authorities. Isle of Anglesey County Council has already adopted the pack, and there is interest in rolling this out as an all-

Wales resource through future funding. The feedback from teachers and pupils has been overwhelmingly positive.

In terms of general obstacles, it has already been noted regarding the challenges that can be experienced in terms of external computer systems. Although elements of the back-office element are in English, positive collaboration with the Council's Information Technology Service ensures that internal systems are available in Welsh, and any elements facing the public are fully bilingual.

When a public sector body wants to buy any goods, works or services over a certain value ("threshold") it must advertise through the Find a Tender system (FTS). FTS does not accept notifications in Welsh only, as English is the mandatory language for this publication, but we arrange bilingual notifications.

A copy of the Council's Language Policy is included in any tender documents of the Department, and all applicants are asked to read it to ensure that they understand what the requirements are in terms of the Welsh language but also that they understand the importance of the Welsh language to Cyngor Gwynedd. The language requirements (which reflect the Council's Language Policy) of every contract are determined according to the needs of that contract.

**The department's report to the Language Committee in 2024:**  
[Report of the Environment Department.pdf](#)

<b>Meeting</b>	Language Committee
<b>Date</b>	13 October 2025
<b>Title</b>	Welsh Language Promotion Plan – Finance Department
<b>Purpose</b>	Present information about the contribution of Finance Department to promote and further the Welsh language
<b>Author</b>	Dewi Morgan, Head of Finance

**1. What policies and plans are in place within your department to contribute to the objectives of the language strategy? Identify the priority area (early years, learning, work and service, community or research and technology)**

**Projects in the Council's plan**

**Cyngor Gwynedd Digital Plan 2023/2028**

The scheme covers 29 projects to support Cyngor Gwynedd to become a DIGITAL COUNCIL, where technology is used wisely for more economic and effective service delivery, and where the customer is increasingly central in everything we do.

The principles of equality and well-being run throughout the Plan, including the Welsh language and the sustainability element of the Five Ways of Working, with the commitment to include the Welsh language in a Digital Suitability Assessment regime for the installation of any digital development within the Council. The suitability assessment will bring on digital standards published by the Welsh Language Commissioner, implementing them for any internal development or solution procurement by third party companies.

**Other projects and schemes**

**Day-to-day use**

We are proud that the whole department provides its services through the Welsh language and we believe that the ability to work day-to-day through the medium of Welsh has been a great help in attracting and appointing new staff. We have evidence that this culture has built the confidence of many of our new staff and strengthened their use of the language.

**Audit Wales**

Officers from the department hold meetings in Welsh only with Audit Wales staff. We believe this has given Audit Wales the impetus to strengthen their Welsh language arrangements and we believe this has been an opportunity for Audit Wales staff to develop their Welsh as well and make greater use of it.

**Training**

Cyngor Gwynedd's Finance Department is one of those rare employers offering professional training in finance and information technology through Welsh. We offer Welsh language placements for Apprentices and Trainees in the Accountancy Service, Taxation and Benefits Services, Pension Service and Digital Services. In addition to

trainees and apprentices who had been appointed in previous years, we have appointed two new trainees and four apprentices in 2025 who will work through Welsh.

### **Organisation Management System**

During 2025 we have prepared a detailed specification for the introduction of a new HR and Payroll system for the Council. The specification contains linguistic requirements that promote the Welsh language beyond compliance with the standards. The procurement procedure is currently taking place.

## **2. What more needs attention in the next year to raise the status of the Welsh language and ensure opportunities for people to use Welsh?**

We believe that the services we provide to the public in the financial areas (e.g. taxation, benefits) are fully bilingual, including the literature and forms we provide. However, we are aware that things are changing very rapidly in the benefits area in relation to collaborating with bodies from outside the Council and we will continue to be vigilant to ensure that the standards are upheld.

In terms of digital matters, it is seen in part 1 above that this is an ever-evolving area and in setting up new systems as needed we will act to ensure compliance with our expectations.

## **3. Has the development of technology impaired your ability to provide opportunities to use Welsh? If applicable please provide an example. How do you ensure that the development of technology does not affect your ability to provide opportunities to use the Welsh language?**

As a department, we are looking for every opportunity to be innovative and to use technology to promote the Welsh language.

The Digital Plan sets out the need to include the Welsh language in any digital provision, but the digital market is not always supportive of the provision of bilingual systems.

It was reported last year that Microsoft's long-awaited full product for artificial intelligence (Copilot) did not include Welsh as a supported language, and as a result, opportunities to divert tasks such as preparing minutes through this medium are being lost for meetings held in Welsh. The provision has now been significantly strengthened, and we are currently piloting Copilot through Welsh.

As a result of a partnership between Cyngor Gwynedd and Cisco, a global technology company, the Council's new telephone system is provided on a multilingual platform (including Welsh) and this is now available to any user worldwide.

Another innovative development is the Pension Service's use of artificial intelligence technology to read pension account information online to members of the fund using an avatar that goes through the information in detail. This transforms the way the information is presented and is a much better experience for the user than looking at figures in a formal statement.

A video can be seen here which gives an example for John Smith, of a fictitious member of the fund: [https://youtu.be/7rSY-D\\_YM2k](https://youtu.be/7rSY-D_YM2k)

#### **4. How do you keep a record of the people who use your service through the medium of Welsh? Can you share relevant data?**

The majority of services offered by the Department relate to supporting other Council departments and supporting them to provide services to the rest of the Council.

However, the department is able to influence the services we offer and support the Welsh language through the Council.

##### **Digital Services**

All corporately delivered laptops are provided with the operating system set up in Welsh. Further statistics will be collected to check the number who choose to continue with the Welsh setting or proceed to change it to English.

The laptops provided by the Digital Learning Service are provided with the operating platform in Welsh, but no installation has been provided for measuring if the setting is changed. Developmental work is underway with the HWB team in Welsh Government to enable a means of reporting into the future.

##### **Gwynedd Pension Fund**

We have introduced a new self-service system to the pension fund in April 2024. The Gwynedd Pension Fund was the first fund in Wales to upgrade to the new site, and we had to work with the company to develop a Welsh language version of the site. This was a significant process, but now the site is being used nationally as other funds make the upgrade.

The site is currently being used by Powys Pension Fund, Torfaen Pension Fund, Swansea Pension Fund, and Rhondda Cynon Taf Pension Fund. We are continuing to develop the system, with the aim of introducing additional elements over the coming months. The remaining Welsh pension funds are also expected to transfer to the new site during this period.

Pension Service officers have also provided a dictionary of Welsh terms to the Local Government Association and HMRC for wider use.

## 5. What are your staff's language skills?

The latest Language Designations report was provided on 1 October 2025, using data as at that date. The report notes that 218 Finance Department staff have completed a language self-assessment, which is 96.9% of the workforce. There are 7 members of staff who haven't submitted a self-assessment on that day – these are all new staff and we will be following up during the first weeks of their employment.

Of the 218 who have submitted a self-assessment, 99.1%, which is 216 reached their job language designation. In other words, only two members of staff have concluded that they do not meet their job designation but we maintain support for these officers to support them to improve their language skills.

One of these officers is currently following weekly Welsh learning lessons at Foundation level. The job requires an Intermediate level, so the individual is about one level lower than the job requires.

## 6. Please provide examples of any obstacles, complaints and commendations associated with the provision and promotion of Welsh-medium services.

### **Gwynedd Pension Fund**

The Pension Fund attended this year's National Eisteddfod in Wrexham, with a stall on the field to promote the fund and the benefits available to our members. The stall was a collaboration with the Clwyd Pension Fund, an organisation where most of the staff are non-Welsh.

Our staff were pleased to support Clwyd staff by welcoming and responding to their members' queries in Welsh. There was a positive response from members of the fund and Clwyd staff alike, with the linguistic support being greatly appreciated.

Members were pleased to see the Pension Fund present at the Eisteddfod, and we hope that we have reached individuals who would not normally come into contact with us through the traditional channels.

### **Apprenticeship and Trainees Scheme**

As a department we are now employing a number of Apprentices and Trainees in various areas including Information Technology, Accountancy, Pensions, Taxation and Benefits, with new Apprentices and Trainees starting with the department during the summer. They all work through the medium of Welsh.

Following the success of the scheme, Tomos Mabon Pritchard, an Accountancy Apprentice was invited to represent the Council on a panel at the Welsh Language Commissioner's Conference in Cardiff about the use of Welsh in the workplace. Tomos gave his perspective as he is an Apprentice at Cyngor Gwynedd who works through the medium of Welsh, as it

was a different experience to that of others at the conference. He had the opportunity to speak and to praise the opportunity to be able to use Welsh in the workplace and the importance of that.

### **Income Service**

The instructions for customers on the debit and credit card payment acceptance system "Call-secure" which went live in September 2024 are available bilingually. The Unit worked with the suppliers, Access Paysuite, along with the Council's Translation Unit to prepare the scripts in Welsh.

However, it is not currently possible for the Council to use an "Open Banking" payment acceptance module (again from Access Paysuite) because some elements of the procedure are not available in Welsh, which is an example of 3rd party suppliers not being able to meet the requirements at this time.

The Departments report to the Language Committee in 2024: [Report of the Finance Department.pdf](#)

## The Highways, Engineering and YGC Department report on the implementation of the Language Policy and contribution towards the achievement of the Welsh Language Strategy 2023- 2033

<b>Date</b>	13 October, 2025
<b>Section</b>	Highways, Engineering and YGC
<b>Author</b>	Steffan Jones

### **1. What policies and plans are in place within your department to contribute to the objectives of the language strategy? State the priority area (early years, learning, work and service, community or research and technology)**

#### Relevant policies and strategic plans

#### **The Council's Language Strategy 2023 – 2033:**

#### **Projects in the Council's scheme:**

**Clean and Tidy Communities** - Recent engagement work has highlighted that clean and tidy communities are essential if we are to promote community pride. In response to this we will facilitate physical improvements to the built environment within and around towns and villages in Gwynedd, by focusing on public open spaces. We will also promote local ownership and develop a sense of community pride by working together and building relationships with local groups/organisations, volunteers and the third sector.

**Action on flood risks** – Risks of flooding and coastal erosion increase with the impact of climate change which means that sea levels rise and more intense storms occur more frequently. Gwynedd has the largest coastline in Wales and due to the nature of our landscape a high percentage of our communities, and the infrastructure that serves them, are on the coast. We will work with other agencies, to prioritise our coastline based on risks, and draw up an action plan to address the risks where possible. There is also a risk of inland flooding when water accumulates and rivers overflow. We will draw up area plans to help avoid/respond to current and growing threats into the future.

**Extending play and socialising opportunities for children and young people in the County** - Play opportunities are important to a child's development and providing quality playgrounds is one way we can promote these opportunities. We will therefore review all our playgrounds and develop a plan that will consider how we can improve and maintain them. We will also be looking at how the new provision for youths is working across the county and what outcomes it delivers for young people.



### Other projects and schemes:

As part of Gwynedd Council's Shared Prosperity Fund to improve the infrastructure of Town Centres, Porthmadog, Penygroes and Tywyn have been identified as important destinations of the North West Wales, Slate Landscape World Heritage Site. As a result of this, a series of improvements were introduced in order to create a buzz locally and celebrate the rich heritage.

There were 2 specific projects that the department led, namely:

**Smart Benches Project** - 11 smart benches were introduced in Gwynedd at the beginning of the year.

Here is a list of the venues:-

1. Tan y Fynwent, Bangor (2 Benches)
2. Y Maes, Caernarfon (2 Benches)
3. Pwllheli (1 Bench)
4. Criccieth (2 Benches)
5. Tywyn Promenade (2 Benches)
6. Y Parc and Llyn Bach / Cob Crwn, Porthmadog (2 Benches)

In addition to the benches we commissioned SAIN to create audio clips that tell the story of the local area. An exclusive package will be introduced for each bench reflecting the location of the bench. The audio clips will have been voiced bilingually by well-known people from these areas:-

- Bangor (Casi Wyn)
- Caernarfon (Rhys Iorwerth)
- Pwllheli (Guto Dafydd)
- Criccieth (Gwyneth Glyn)
- Tywyn (Manon Steffan Ros)
- Porthmadog (Y Parc) (Cedron Siôn)

### Slate Strips

Slate strips have been placed on footways in Tywyn and Porthmadog. Slate strips will be introduced at Penygroes within the next few months. Manon Steffan Ros wrote verses especially for the slate strips at Tywyn. See pictures of the slates in Appendix 1. We will be promoting the work on our social media platforms in due course.

### YGC

**YGC Business Plan** - YGC's new Business Plan was launched on the 4th of April at a staff event. The third part of the Business Plan includes a Local and National Contribution - Welsh Language and Welshness - "Since we were established in 1996, we have provided services bilingually and ensure compliance with the Welsh Language (Wales) Measure 2011. We will continue to provide our services through the medium of Welsh, including maintaining and promoting the use of the language in technical areas. **Our Aim** - Improving Language Skills: We aim to develop the language skills of our workforce by providing Welsh language education and training, including language education courses and campaigns for staff. Through this, we will develop and improve the workplace environment for Welsh speaking staff, improving the sense of belonging and inclusion of all members of staff".

**YGC Recruitment Video** - Using internal resources, we created a bilingual recruitment video focusing on maintaining a Welsh language workplace and opportunities for academic and professional development while still being able to live locally.

**Events** – We had a stall at the Eisteddfod in Wrexham with a focus on career development with YGC, highlighting that YGC offers bilingual services to all our clients. The stall was in partnership with the North and Mid Wales Trunk Road Agency. By cascading daily messages on Traffic Cymru's media, as well as YGC and Gwynedd Council, it was possible to reach a wide audience of people across North and Mid Wales.

## **2. What else needs attention during the next year in order to raise the status of the Welsh language and ensure opportunities for people to use Welsh?**

**Working with Local Business – Subcontractors** - Our Environment Category Team held an event at Tŷ Gwyrddfai in Penygroes during December in collaboration with other Council departments, the Housing association Adra Cyf and other companies.

**Promoting Jobs, Careers and Services** - The Department supports job fairs and events and we ensure that we attend these events to engage with the people of Gwynedd and the general public. The service offers specialist jobs in many areas and such events provide an opportunity for a face-to-face conversation with people, discussing the benefits of working for the Council, as a Welsh workplace and the type of services the Department offers bilingually to the customer.

Here are examples of the type of events:-

- Supporting Gwynedd Job Fairs across the County.
- Holding an event for contractors at Tŷ Gwyrddfai Adra.
- Attend a careers event at M-Sparc.

## **3. Has the development of technology disrupted your ability to provide opportunities to use Welsh? If applicable, please give an example. How do you ensure that the development of technology does not affect your ability to provide opportunities to use Welsh?**

While challenges arise with the introduction of systems in Welsh, we have examples of good practice that have taken place.

**Fleet Asset Scheme** – By working together, the Fleet Service and Gwynedd Council's Information Technology Department have developed a system to manage the Council's Fleet. This development includes the recording and retention of details of vehicles, the ordering of materials, the recording of work completed on vehicles, the managing of drivers, the maintenance programme, amongst a number of other aspects required to meet the Council's statutory needs in vehicle management.

The second part of the development is about to be introduced - a specific "app" to allow drivers to be able to record checks and report defects.

The system has been developed in Welsh and is available bilingually, and is the only such system (as far as we are aware) that is available fully through the medium of Welsh.

We are already in discussions with other authorities for its procurement and use.

**Videos - “How to use electric Vehicles”** - The Business Unit has collaborated with the department's fleet service to create a series of short bilingual videos to show staff how to operate electric cars. A number of staff had expressed concern about driving the vehicles and how to charge them so short videos were created which are available for all staff to learn step by step how to charge electric vehicles. The videos also contain good practices and answers to frequently asked questions.

The team has also collaborated with the care service to create a video to encourage carers to use electric pool vehicles.

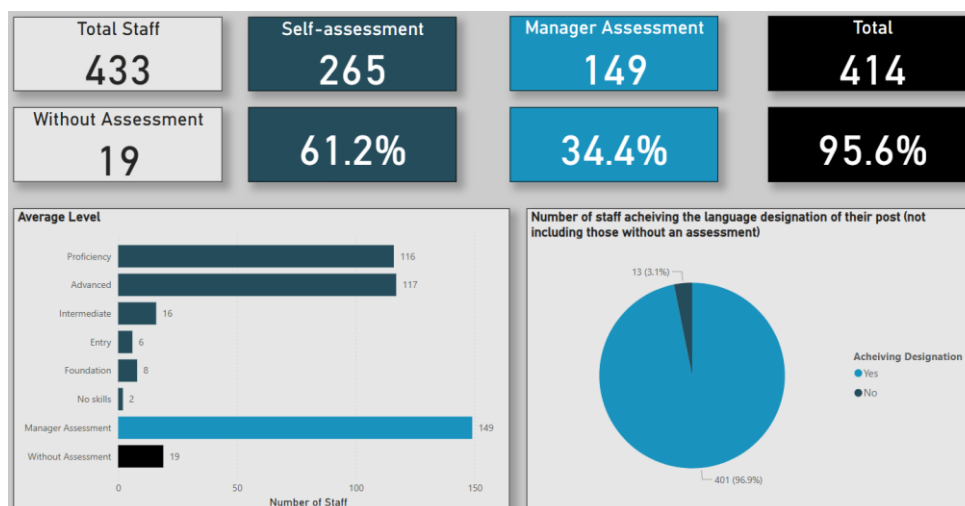
#### 4. How do you keep a record of the people who use your service through the medium of Welsh? Can you share relevant data?

*Any other relevant data*

The Department's general enquiries are recorded in the Council's internal FFOS system. We have arranged for any initial correspondence to be bilingual, with the Welsh language being the primary. This will ensure and encourage the use of the Welsh language. We also ensure that any post on the Department's social media shows the Welsh language first.

#### 5. What are your staff's language skills?

As of the 1<sup>st</sup> of October 2025, here is the departments' situation regarding language skills.



- The department employs 433 members of staff
- 265 of the staff have completed the Language Self-Assessment which equates to 61.2%.
- For a further 149 of the workforce (frontline), the line managers have completed an assessment on their behalf.
- This leaves 19 who have no language assessment at all.
- 96.9% of staff meet the language designation of their post.

- There are 13 members of staff who do not meet the language designations of their posts. Two of these individuals are currently receiving language training.

We support our staff to attend relevant training, see below for a record of the numbers who have attended training this year.

1 x Entry Course 2  
 1 x Intermediate Course 2 – Learn Wales  
 1 x 'Using' Welsh Advanced Work Course – Nant Gwrtheyrn  
 1 x Confidence Building Course

#### **6. Please provide examples of any barriers, complaints and compliments associated with the provision and promotion of Welsh-medium services.**

The Department makes extensive use of systems but we recognise that there is a lack of Welsh language provision for many of these systems. We are working hard to ensure that any public-facing system is available bilingually.

The YGC Service is accredited by Investors in People (IIP) - This accreditation was recently renewed and all stages of the accreditation were carried out with IIP from the first meeting to receiving the renewal certificate through the medium of Welsh.

Attending Events - It was clear from the feedback we received at the Anglesey County Show and at this year's careers events that there was a great appreciation, not only for the service provided to our residents, but also for the use and promotion of the Welsh language in everything we do. This was encouraging and confirmed that we were on the right track in our approach to the language.

Road Signs - The Department has not received criticism for our use of the language. However, we came across one external contractor who was working on behalf of the Road Maintenance Service with an English only sign. The issue was immediately resolved by reminding the contractor of the requirements of our work agreement.

\*See Appendix 1 for examples of photographs that greet elements of the report.

The department's report to the Language Department for 2024: [Report of the Highways Engineering and YGC Department.pdf](#)

## APPENDIX 1

### 1. Slate Strips





## APPENDIX 1

### 2. Promoting Jobs, Careers and Services

#### YGC and NMWTRA Stall at Wrexham National Eisteddfod 2025



### 3. Image from the Intranet - Videos How to use electric vehicles



#### Gwefru Cerbydau Gwahanol

Fideos sydd yn dangos i chi sut mae gwefru gwahanol gerbydau'r Cyngor.

[Cliciwch ymlaen i ddarllen →](#)

PWNC

#### Defnyddio ceir trydan yn y gweithle

Gofalwyr Cymunedol y Cyngor yn rhannu eu profiad o ddefnyddio ceir trydan yn y gwaith.



PWNC

#### Arferion Da

Yn y darn yma cewch wybodaeth am y pwyntiau gwefru a chanllaw gyrru.



4. Investors in People Accreditation Logo

**INVESTORS IN PEOPLE™**

**We invest in people Standard**

**Rydym yn buddsoddi mewn pobl Safonol**