



# Complete Agenda

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



Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh.

Meeting

## LANGUAGE COMMITTEE

Date and Time

**10.00 am, MONDAY, 9TH FEBRUARY, 2026**

Location

### **Virtual Meeting**

For public access to the meeting, please contact us

Contact Point

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## **LANGUAGE COMMITTEE**

### **MEMBERSHIP (15)**

#### **Plaid Cymru (10)**

##### Councillors

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

Beca Brown  
Elfed Wyn ap Elwyn  
Jina Gwyrfai  
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 for Corporate Services and Legal and 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 13 October 2025 be signed as a true record (attached)

## 5. REPORT BY THE EDUCATION DEPARTMENT ON THEIR 11 - 18 IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033

To consider the report.

## 6. REPORT BY THE HOUSING AND PROPERTY DEPARTMENT ON 19 - 23 THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033

To consider the report.

## 7. REPORT BY THE CORPORATE SERVICES DEPARTMENT ON 24 - 40 THEIR IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS REALISING THE WELSH LANGUAGE STRATEGY 2023-2033

To consider the report.

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## LANGUAGE COMMITTEE 13 OCTOBER 2025

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### PRESENT:

**Councillors:** Menna Baines (Chair) and Meryl Roberts (Vice-chair)

Rhys Tudur, Menna Baines, Alan Jones Evans, Olaf Cai Larsen, Elfed Wyn ap Elwyn, Jina Gwyrfai, Gwynfor Owen, Elfed Williams, Gwilym Jones, Hefin Underwood, Beth Lawton and Anne Lloyd Jones.

**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 5: Dafydd Wyn Williams (Head of Environment) and Carwyn Meredydd (Senior Executive Officer)
- Item 6: Ffion Madog Evans (Assistant Head of Finance Department - Accountancy and Pensions) and Huw Ynyr (Assistant Head of Information Technology)
- Item 7: Steffan Jones (Head of Highways, Engineering and YGC) and Sion Arwel Jones (Business Development Manager)

### 1. APOLOGIES

Apologies were received from Councillor Beca Brown.

### 2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received.

### 3. URGENT ITEMS

No urgent items were received.

### 4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 23 June 2025 as a true record.

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

The report was presented by the Head of the Environment Department and the Senior Executive Officer. They referred briefly to the following main points:

Members were reminded that the department included a range of front-line services and came into contact with the public regularly through fields such as waste and recycling, transportation, planning and public protection. Reassurances were given that every effort

had been made to ensure that these services were delivered in the customer's language of choice, ensuring that the services are available through the medium of Welsh.

It was reported that the Department was leading on the Council Plan project of preparing a new Local Development Plan, which is a priority within the 2023-28 Council Plan (A Green Gwynedd). Similarly, it was noted that the Planning Policy Team was monitoring the Joint Local Development Plan 2011-26 and regularly prepared Supplementary Planning Guidance. It was emphasised that Planning Policy PS1, which related to the Welsh language and culture, is central to these Planning and Guidance. Pride was expressed that this provision went further than the Welsh Government's statutory requirements on the Welsh language, sharing an example that the requirements and guidance on Welsh language assessments and statements within the field were in more detail than what is expected nationally.

Attention was drawn that Cyngor Gwynedd was the first local authority in Wales to introduce the Article 4 direction, noting that it was a tool to ensure that houses in Gwynedd were available to residents and that the Welsh language was being supported. It was acknowledged that the direction was currently facing challenges, but that it continued to be operational.

It was highlighted that the Building Control Service was responsible for naming streets and naming and numbering properties. Assurances were given that the service was taking a proactive approach to highlight the historical and cultural significance of Welsh names on properties, although it was acknowledged that they had no powers to refuse applications unless names were duplicated or if the choice of name was inappropriate. It was reported that 113 applications had been received to change or register property names and that 88% of the names registered were Welsh names. Furthermore, pride was expressed that 18 property owners had changed the name of their property from English back into Welsh following discussions with the Service. Likewise, reference was made to the Planning Service where a planning condition was imposed on 54 new businesses and 110 new houses to ensure that they were named in Welsh.

Following a request by committee members, an update was provided on the 'Tir a Môr' bilingual education pack led by the Pen Llŷn a'r Sarnau Special Area of Conservation team. Pride was expressed that hard copies of the pack had been distributed to every primary school in Gwynedd since the Department submitted their previous report to this Committee. It was elaborated that the Special Area of Conservation team were also working to produce a bilingual magazine, 'O Dan y Don', to raise awareness of the area's unique marine environment and promote the use of Welsh alongside the English.

An update was given that the Department had been working on providing necessary training in Gwynedd primary and secondary schools. Pride was expressed that around 3,500 children had received general training on road safety through the medium of Welsh. It was elaborated that around 800 pupils had received cycling training.

Pride was expressed that the Department had collaborated with historians in the Bethesda area, the local community, as well as the Council's Archives Service, to set a bilingual time-line near 'Coeden Meurig' to commemorate historically important events that had happened in Dyffryn Ogwen over the 500 years since the tree had been planted. It was elaborated that another display board had been installed to emphasise the significance of the tree and the plants and animals nearby, noting that the public's response to the project had been very positive.

It was reported that 93% of the Department's staff had completed their language self-assessment and that 89% of those staff members reached the language designation of

their job. It was considered that the confidence of individuals about their linguistic skills was a factor that affected this result, as some staff members downplayed their skills. However, it was ensured that the Department was taking every opportunity for staff members to attend training and practice their Welsh skills.

Gratitude was expressed for the support of the Council's Information Technology service, which had been collaborating with the Environment Department to ensure that Welsh versions of some software programmes were available in Welsh, where that was not possible previously. It was explained that several of the systems of the waste service and route planning systems were only available in English as they were specialist systems and were produced outside Wales, but this collaboration with the Information Technology service had been approved for the Council to offer the software in Welsh for the public.

During the discussion, the following observations were made:

In response to an enquiry about introducing a project like the 'Coeden Meurig' notice board in Bethesda in other areas of Gwynedd, the Head of Department confirmed that he would be happy to collaborate with other communities to develop such schemes. However, it was emphasised that this project had been funded with grant money and therefore, funding options would need to be considered when considering any further projects. In response to further enquiries about collaborating with nature reserves to carry out such projects, the Head of Department explained that this would be more challenging to deliver as the Council did not manage the land.

In response to an enquiry about how the Department ensured that the Welsh language was given fair consideration when drawing up the Local Development Plan, the Head of Department gave assurances that every effort was being made to ensure that the Welsh language was central to the Plan. It was explained that a Working Group had been established to develop the Plan and that most of the conversations being held were associated with the language in order to ensure that they were robust in all aspects of it.

A comment was received that it was considered that many of the officers of the Waste and Recycling Service in the Meirionnydd area were non-Welsh-speaking and that there was general negativity towards the service's work in the area, asking the service what work was progressing to change the public's mindset towards the work in order to attract people to follow a career within the service. In response to the comments, the Head of Department acknowledged that there had been challenges within this service in the past but now the public's satisfaction was much higher and that the number of complaints brought to the Department's attention had reduced substantially. It was elaborated that new technology that had been installed on the lorries could be beneficial to respond to complaints, such as cameras showing the condition of the streets and recycling equipment following collections from the service's staff. It was emphasised that the Department was not aware of any linguistic difficulties within the service, explaining that regular visits were being carried out around the county and that not many staff members needed the translation equipment on offer as a part of those visits. It was elaborated that work was progressing to gain staff members' confidence to use Welsh more often and ensure that staff members continued to work within the service as a part of their career path.

In response to an enquiry on the preparedness of home owners to change the name of their property to a Welsh name, the Head of Department confirmed that home owners were eager to have a Welsh name in most cases. It was explained that the process of encouraging owners to change house names was simple, where officers held discussions to explain the significance of the Welsh names and any historical link they had. It was noted that the owners tended to like the Welsh names once they understood their meaning

and chose to use them. It was emphasised that the Department did not have the powers to force Welsh names on houses but that this encouragement was adequate at present.

In response to an enquiry as to whether the Department arranged for simultaneous translation equipment to be available in advance when arranging road safety training, the Head of Department confirmed that the training for children was held through the medium of Welsh. However, it was explained that work was done in advance when arranging training for adults on every occasion, in order to ensure that simultaneous translation equipment was available for anyone who wished to attend but did not understand Welsh.

The members expressed their thanks for the report.

**RESOLVED**

**To accept the report, noting the observations received during the discussion.**

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

The report was presented by the Assistant Head of Finance - Accountancy and Pensions, and the Assistant Head of Information Technology. They referred briefly to the following main points:

Members were reminded that the Department implemented the Cyngor Gwynedd Digital Plan 2023/2028 by encompassing 29 projects in order to be a 'Digital Council'. Specific attention was drawn to the Organisational Management System, which assisted the payroll and human resources systems, which had now reached the procurement system. Pride was expressed that the Department had gone beyond the expectations of linguistic measures when undertaking the procurement procedure for this system. It was explained that 26 questions relating to the Welsh language were included within the process, which was substantially higher than the Gwynedd and national standard procurement arrangements.

It was highlighted that artificial intelligence was a major technical development at present. It was explained that a pilot was currently being held to assess the strength and accuracy of the Microsoft 'Copilot' software, which was an artificial intelligence resource. Attention was drawn to the fact that this could not be done in the past as it was not available in Welsh.

An update was given that the Council's phone systems had now been updated. It was explained that the phone systems had now been installed on the computers of staff members and the default had been set as Welsh, in the software that allowed this, on all of the Council's corporate computers, as well as all computers in Gwynedd schools. Pride was expressed that this system was innovative, and that the Council had been able to sell this software for external use.

It was reported that Audit Wales was auditing the accounts of Cyngor Gwynedd, North Wales Economic Ambition Board, Gwynedd Harbours, Pensions and GwE, with the cooperation of the Finance Department which had developed and administrated those accounts. Pride was expressed that meetings with Audit Wales officers were still being conducted through the medium of Welsh. Members were reminded that challenges had arisen when trying to hold discussions with them in Welsh in the past; however, pride was expressed that those difficulties had led to the development of training plans within the

organisation in order to ensure that more Welsh speakers were available to carry out audits.

Attention was drawn to the Council's Trainee and Apprenticeships plan, confirming that the department had taken advantage of this plan this year by appointing two professional trainees as well as four new apprentices. It was detailed that those individuals worked in the field of pensions, taxation and benefits, and were an important recruitment source to meet the needs of the department by offering a strong career pathway. Pride was expressed that Tomos Pritchard, who was an apprentice in the accountancy service, had received an invitation to represent the Council on a panel at the Welsh Language Commissioner's conference in Cardiff, which would be discussing the use of Welsh in the workplace. Pride was also expressed that this opportunity had emerged to share his experiences with other apprentices, and the importance of speaking Welsh in the workplace.

It was expressed that the Pensions Service had introduced a new self-service system for the pension fund in April 2024. It was noted that the Gwynedd Pension Fund was the first fund in Wales to upgrade to this new site. Unfortunately, this meant that there was no Welsh version of it available at the time; however, the service has been working a lot with the providers to ensure that a Welsh version of the site will be forthcoming. Reference was made to an innovative development as a part of this self-service system, namely an avatar which detailed the annual pension statement of the individual. It was confirmed that a Welsh avatar had been developed, which shared information simply and explicitly for users. A video clip was shared of the avatar, explaining sections of the annual statements during the meeting so that Members could see this new technology in practice.

Pride was expressed that the Department promoted Welsh nationally as other Pension Funds upgraded to the self-service system. It was confirmed that the Pension Funds of Powys, Torfaen, Swansea and Rhondda Cynon Taf used the site, noting that it was expected for more Funds to upgrade over the coming months. It was explained that an ongoing effort was being made to introduce extra items to the self-service site, as well as technological work to improve how the avatar pronounced Welsh terms. It was added that the Pension Fund had received positive feedback following the success of their stall at the 2023 National Eisteddfod in Boduan, and that further positive feedback had been received as the Fund shared a stall with the Clwyd Pension Fund at the National Eisteddfod in Wrexham this year. Attention was drawn to the fact that most people were non-Welsh-speaking in the Clwyd Pension Fund, hoping that this collaboration would lead to a greater use of Welsh in that fund. Also, it was reported that the Pension Service officers had provided a dictionary of Welsh terms to the Local Government Association and HM Tax Inspectors to ensure that they used those terms.

During the discussion, the following observations were made:

In response to a query about perceptions of the pilot in practice on the work of Microsoft Copilot on the Council's Information Technology systems, the Assistant Head - Information Technology confirmed that full results were not available at this time. However, it was explained that a trial of the software had been carried out in the past and that the transcript of virtual meetings developed in Welsh through the system at that time was very poor. Nevertheless, it was confirmed that the initial results of the pilot suggested that the software had developed a lot recently and that the Welsh transcripts being developed from virtual meetings within the software was much more accurate.

It was asked whether the Council was proactive when selling software being used by other organisations and Councils, and whether there was an income for the Council from selling these products. It was explained that specific promotion work was done on educational

software developed by Cynnal; before this service was transferred to the Finance Department. It was confirmed that these, such as the 'on-line IDP' programme had been promoted and sold to other counties. Nevertheless, attention was drawn that the promotion of other software, such as a system to track fleet vehicles, had not come to fruition as other Counties had not shown much interest in purchasing it. However, it was noted that there was more interest in this type of software by now. Attention was drawn to the fact that there was more interest in software if it was promoted by other councils, instead of through Cyngor Gwynedd promotion.

In response to an enquiry as to whether there was any conflict within systems as artificial intelligence software was integrated into the Council's current systems, it was confirmed that the development of artificial intelligence had received specific attention within the Cyngor Gwynedd Digital Plan. It was explained that a temporary budget had been identified to appoint a staff member to lead on this field and ensure that it was embedded accurately and securely within the Council's system.

The members expressed their thanks for the report, congratulating the department on their innovative work.

## **RESOLVED**

**To accept the report, noting the observations received during the discussion.**

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

The report was presented by the Head of Highways, Engineering and YGC and the Business Development Manager. They referred briefly to the following main points:

It was reported that the department was leading on three of the Council Plan projects at present, namely Clean and Tidy Communities, Acting on flood risks and Extending opportunities for play and socialising for children and young people in the County.

It was reported that 11 smart benches had been installed in Gwynedd this year. It was explained that these benches could report nearby local history, by working with well-known individuals such as Casi Wyn, Rhys Iorwerth, Guto Dafydd, Gwyneth Glyn, Manon Steffan Ros and Cedron Sion. Pride was expressed that this project was innovative as it was a new method of sharing local history through the medium of Welsh. Attention was drawn to the fact that the benches had been installed in Bangor, Caernarfon, Pwllheli, Cricieth, Tywyn and Porthmadog.

Members were reminded that Ymgynghoriaeth Gwynedd was being run as a commercial entity, confirming that the new Business Plan had been launched in April this year, which would be valid for the next five years. Assurances were given that this business plan was developed and disseminated through the medium of Welsh. It was elaborated that improving staff's language skills was a goal during this period, by providing Welsh education and training. The Ymgynghoriaeth Gwynedd recruitment video that would be shared on social media soon, was shared.

It was confirmed that the department was collaborating with local businesses and sub-contractors on a regular basis, sharing an example that the Environment Category Team had held an event in Tŷ Gwyrrdfai in Penygroes with the cooperation of the Council's other departments, Adra Cyf Housing Association, as well as other companies. Similarly, it was noted that the Department was attending job fairs and events to engage with the people

of Gwynedd, by holding face-to-face conversations on the opportunities of the company and the benefits of working for an organisation with a Welsh workforce.

The Finance Department and the Information Technology service were thanked for developing a system to manage the Council's Fleet through the medium of Welsh, as it assisted with the process of ordering materials, recording work, managing drivers, conducting a maintenance programme and keeping vehicle details. It was noted that this programme was Welsh and had been sold to other authorities, as noted previously during a previous item at this meeting.

An update was given that the Department was in the process of updating the fleet vehicles to be electric vehicles, and it was noted that 88 electric vehicles were in the fleet at present. It was acknowledged that using electric vehicles continued to be a new experience for Council staff members and therefore a Welsh video '*Sut i ddefnyddio cerbydau trydan*' (How to use electric vehicles), was being developed by the Department to assist staff members when using the vehicle and charging it.

It was detailed that the Department employed 433 staff members and that 265 (61.2%) had achieved their language self-assessment. It was emphasised that the other 149 staff members were front-line workers, and the managers had completed the self-assessment on their behalf. It was confirmed that only 19 staff members had not achieved any type of language assessment at present. Pride was expressed that 96.9% of the Department's staff members reached the language designation of their job, noting that work was being done to offer Welsh training for the 13 staff members who did not reach the relevant language designation for their job.

It was acknowledged that some systems used by the Department were English only, ensuring that every effort was being made to ensure that they were translated to Welsh in the future for the benefit of the staff members and the public.

Pride was expressed that the Ymgynghoriaeth Gwynedd service had an Investors in People accreditation, taking pride in the fact that the survey could be carried out to receive the accreditation through the medium of Welsh.

During the discussion, the following observations were made:

It was considered that the number of staff who had completed the language self-assessment was very low, asking the officers for further information on this matter. In response to the considerations, the Head of Department explained that this derived from the fact that many staff members in the department were front-line workers, and they did not have a Council computer by virtue of their post, meaning that they did not have access to the assessment. The Business Development Manager elaborated that work was progressing to ensure that the Manager of those staff members who did not have access to the assessment completed them with them, on their behalf. The Welsh Language Learning and Development Officer confirmed that the comments presented by the Manager during language assessments could be a fairer reflection of the staff's actual linguistic position, as individual tended to lack confidence in their linguistic skills when self-assessing.

The Department was praised for promoting their work in various ways, considering that the recruitment campaigns had been successful. In response, the Head of Department confirmed that several exciting jobs had been advertised recently. It was noted that the Department's main challenge was to attract people back to Gwynedd to work, because of the presumption that no specialist jobs were available here. Pride was expressed that the Department had managed to offer specialist jobs and attract people back to the area and

raise the profile of the Department and Ymgynghoriaeth Gwynedd as a local employer. It was hoped that the recruitment video that would be shared on social media soon would be an added boost to this aim in the future, confirming that the Department offered jobs and apprenticeships. Likewise, the Business Development Manager confirmed that the Department had promoted the Department's work to over 40 students with the assistance of MSParc recently and that work experience students were regularly accepted to learn more about what the Department was achieving.

The members expressed their thanks for the report.

**RESOLVED**

**To accept the report, noting the observations received during the discussion.**

The meeting commenced at 10.00am and concluded at 11.25am.

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**CHAIR**

# Agenda Item 5

## Report of the Education Department on the implementation of the Language Policy and contribution towards the realisation of the Welsh Language Strategy 2023-2033

<b>Date</b>	9 February 2026
<b>Department</b>	Education
<b>Author</b>	Siwan Llwyd Roberts

### 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

##### **Cyngor Gwynedd's Welsh in Education Strategic Plan:**

Gwynedd's WESP sets out the purpose, objectives and actions of the Council and reflects the Council's vision to create a Welsh and bilingual education system that puts the needs of all learners in the county at the centre. The plan sets out a clear direction for ensuring that learners in Gwynedd achieve the highest standards in order to maintain the language, culture and economy locally.

##### **Gwynedd Education Language Policy:**

The aim of the Gwynedd Education Language Policy is to ensure that all pupils in the county have appropriate language skills in both Welsh and English. The provision is expected to be suitable so as to enable all pupils to develop their bilingual proficiency. Gwynedd schools are expected to nurture the skills of those pupils who are Welsh speakers, and to introduce the Welsh language to those who are new to the county. All education institutions in the county are also expected to reflect and reinforce the policy in their administration, social life and pastoral procedure as well as in their curricular and extra-curricular provision. A Revised Education Language Policy in draft form has been submitted to the Cabinet in December 2025, and engagement takes place during January and February 2026 before a Draft Policy is submitted to Governing Bodies before September 2026.

##### **National Strategy Cymraeg 2050 - A Million Welsh Speakers:**

The Welsh Government wants to see the number of Welsh speakers rise to one million by the year 2050.

##### **National Welsh Language Charter Framework:**

The Welsh Language Charter programme contributes to Cymraeg 2050 by aiming to inspire children and young people to use and enjoy the Welsh language in all aspects of their lives. The Welsh Language Charter is part of a series of Welsh Government programmes that aim to increase children's and young people's use of the Welsh language in informal situations.

##### **Curriculum for Wales:**

The Welsh Language Charter programme supports the Curriculum for Wales, with the principles of the programme supporting the four purposes in order to create ambitious learners, enterprising contributors, ethical citizens and healthy, confident individuals who are ready to lead fulfilling lives as valued members of society. The Charter is an integrated part of the Curriculum for Wales, bridging between elements of the curriculum and adding to educational experiences as well as enriching extra-curricular experiences and informal playtime.

**The Welsh Language and Education (Wales) Act 2025** which has now been placed on the Statute Book is the new legislative framework for the development and strengthening of Welsh language education in Wales. The Act places statutory duties on the Welsh Government, local authorities and schools to plan and increase the provision of education through the medium of Welsh, with the aim of enabling all pupils to make meaningful progress in the Welsh language and become confident speakers by the end of their statutory education. The new duties on local authorities and schools will come into force in stages over the next few years, to ensure an orderly and sustainable future transition.

**The Well-being of Future Generations Act:**

The Well-being of Future Generations Act requires public bodies in Wales to consider the long-term impact of their decisions. Included in the act are seven Well-being Goals, the purpose of which is to ensure that everyone is working towards achieving the same goals. One of those goals is to work towards a Wales with a vibrant culture where the Welsh language thrives.

**Projects in the Council Plan:**

**Gwynedd Yfory (Tomorrow's Gwynedd) - Extending play and socialising opportunities for children and young people in the county**

A joint project between Gwynedd Youth Service and the Urdd is aimed at increasing opportunities for young people to take part in activities through the medium of Welsh. This includes the joint employment of a Youth Officer, who organises activities through the medium of Welsh during and after school hours and aims to encourage young people to use the language in social and informal situations, helping to strengthen the use of the language outside the classroom. In addition, Gwynedd Youth Service continues to offer a range of opportunities for young people aged 11-25 to develop language, personal, social and educational skills in places where the use of Welsh is not as widespread. Five Community 'Aelwydydd' have been developed in Felinheli, Bangor, Caernarfon, Arduwy and Bala where various sessions are held outside the school timetable in six secondary schools in the county.

This year 3754 sessions have been organised through the medium of Welsh by the Youth Service, offering a wide range of activities. Community youth clubs, outings, occasional trips, workshops in schools, small group work, one-to-one work and commissioned provision for partners are offered.

The following data was collected:

- 21305 participations
- 1228 accreditations completed
- 97% reported enjoying the sessions
- 96% reported feeling that their well-being had improved
- 98% had learned a new skill/had a new experience
- 96% wanted to continue attending.

The Youth Service receives £20,000 annually from the Welsh Government to address increasing Welsh language provision for young people. All activities offered in Gwynedd are in Welsh or are bilingual. A Youth Worker is based in all secondary and special schools and works by bridging with the community. Community projects are taking place across Gwynedd.

**Gwynedd Gymraeg (A Welsh Gwynedd): Modernising and extending the immersion provision to teach Welsh to children**

Since the establishment of the revamped Immersion Education System in January 2023, six strategic locations across Gwynedd provide a service for new speakers to acquire Welsh. Work has taken place to realise the vision of the Council's Cabinet, including Welsh Government capital expenditure of £1.1m to establish new immersion education sites for years 5–9 pupils in Bangor and Tywyn, as well as improving

resources at the Eifionydd immersion education site. Following further expenditure of £1.1m of Welsh Government capital funding, three primary centres have been opened for pupils in years 2–4. A new centre was opened at the Ysgol Cymerau site in Pwllheli in April 2025, and new purpose-built centres were opened on the Maesincla and Bro Idris Dolgellau schools sites in September 2025.

The centres have been purposefully designed to provide an innovative and contemporary immersion education in strategic areas of the county that are of linguistic significance. They are within reasonable reach of facilities such as Gwynedd Libraries, Byw'n Iach Centres, shops, clubs and social enterprises.

This provision ensures the best opportunity for all our learners to become confident Welsh speakers who can use the language in all aspects of life.

### **Other projects and schemes**

#### **Revising Gwynedd's Education Language Policy:**

During 2024-25, under the leadership of the Language Consultant, Meirion Prys Jones, Cyngor Gwynedd held a series of comprehensive engagement sessions with key stakeholders including Gwynedd school headteachers, pupils and members of Language Forums, representatives of Language organisations and representatives of the Welsh Language Commissioner in order to inform the development of Gwynedd's Language Education Policy. On 16 December 2025, the Cabinet was invited to approve a draft of Gwynedd's Language Education Policy to be presented as a model policy for the purpose of public engagement. The engagement period opened in January 2026, and will close on 25 February 2026. Afterwards, a further report will be submitted to the Cabinet in order to report back on the outcomes of the engagement. The Cabinet will then have to consider the outcomes of the engagement, and decide whether to adopt the Exemplar Education Language Policy or not.

#### **Evaluating the Immersion Education System:**

Following the implementation of the new Immersion Education System since January 2023, Bangor University was commissioned to undertake an Impact Study to evaluate its effectiveness. The aim of the study was to assess whether the provision succeeds in providing a solid foundation for Gwynedd pupils to learn Welsh. Stakeholder views were gathered through meetings, observations in the immersion units and in the schools, and during the transition periods. The final report of the evaluation was submitted to the Education and Economy Scrutiny Committee on 16 October 2025, providing research evidence and making recommendations for further developments. The System is implementing a number of the recommendations in terms of addressing the need for provision for older learners, improving communication with schools and ensuring that immersion staff work more effectively in schools on Fridays.

#### **Schools Strategy 2026–2036**

A draft Strategy was submitted to the Education and Economy Scrutiny Committee on 11 December 2025. Following a period of engagement, the Gwynedd Schools Strategy will be considered by the Cabinet in February 2026. The purpose of the Strategy is to set out the county's vision and ambition for an inclusive, sustainable education system of the highest quality, enabling all learners to realise their full potential. The Strategy confirms Gwynedd's commitment to ensuring access to a Welsh-medium and bilingual education throughout every child's educational journey, contributing directly to the national vision *Cymraeg 2050*.

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

Implement recommendations following the public engagement process on the **Language Policy**. Submit a draft of Gwynedd's Exemplar Education Language Policy to all governing bodies before September 2026.

Following engagement, respond to observations and submit the **Schools Strategy** for consideration by the Cyngor Gwynedd Cabinet, February 2026.

**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?**

In terms of Gwynedd schools, the focus at the moment is to support schools to use the Hwb platform to its full potential and to monitor the impact of that on standards in our schools. The impact is already being seen in schools in terms of digital inclusion. All learners have equal access to digital devices which reduces the digital divide and ensures that the equipment is already configured to support learners in relation to the Welsh language, e.g. user interface in Welsh, and applications and configurations to support the Welsh language.

In our immersion centres, Aberwla is an innovative virtual ICT platform that simulates a digital village full of interactive locations, enabling learners to practise and reinforce their vocabulary and Welsh language patterns through play.

During the Estyn inspection in March 2025, it was noted that teacher collaboration on the development and implementation of the Aberwla scheme had supported a contemporary immersion provision that systematically builds on the principles of language acquisition. Through consistent, entertaining activities and innovative virtual resources, pupils are given bespoke and inclusive opportunities to develop their vocabulary, sentence patterns and Welsh language skills in real-life contexts. This has had a positive impact on the pupils' confidence and enjoyment in using Welsh in their community.

The resource is now being used successfully in immersion centres and units across Wales, offering a high-quality up-to-date immersion provision that supports the development of speaking, listening and reading skills. By normalising the Welsh language on an appealing digital platform, Aberwla fosters positive attitudes towards the Welsh language as an everyday language. The platform has now been launched nationally on Hwb through the support of Adnodd.

**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,***

*e.g. Early years 1. The reach data of WESP in terms of the number of childcare placements and the number of children receiving Welsh-medium education. 2. Number of Ti a Fi groups, Parent and Child groups that are supported/maintained. 3. Number of activities specifically targeted towards young families/parents and infants by Council services. 4. Number of family activities arranged by the language initiative. 5. Number of campaigns to share resources and information. Learning 1. WESP monitoring statistics. 2. Number of Council staff receiving training to improve skills. 3. Number of apprenticeships being offered by the Council. 4. Number of training/accreditation opportunities being offered by the youth service. Work and service 1. Number of businesses receiving financial support through the Arfor scheme. 2. Number of staff supported to learn Welsh or develop skills. 3. Number of staff participating in buddy/champion schemes. The community 1. Number of activities held by Council services and the language initiative for different groups. 2. Number of enterprises supported by means of Regeneration and Economy schemes. Research and Technology 1. Number of research projects carried out or commissioned by the Council. Any other relevant data.*

**Early Years**

There is a specific target within the Childcare Sufficiency Assessment 2022-27 for 'Ensuring Welsh/Bilingual Language provision for all children in the county'.

The 2025 Progress Report states that, in line with the information DEWIS retains in relation to the language of our provision, 36% of our provision is monolingual Welsh with 56% providing bilingually and 7% providing in English with bilingual elements. (The information counts all the services listed on Dewis because one provision may be offering more than one service, e.g. cylch meithrin and after-school club.)

Below is our current situation regarding the percentage of nursery/three-year-olds educated through the medium of Welsh.

Number and percentage of three-year-olds receiving their education through the medium of Welsh (PLASC data):

Year	Number	Percentage
2024-25	466	100%

Cylchoedd Meithrin data (provided by Mudiad Meithrin):

Year	Number of venues	Number of children	Number transferring to school	Number transferring to a Welsh-medium school	Percentage transferring to a Welsh-medium school
2023-24	63	1957	853	852	99.88%

Welsh Medium Flying Start data:

Year	Number of venues	Number of children
2024-25	34	319

Other Welsh Medium Provisions:

Nature of Provision	Number of Provisions
Nurseries	10 Welsh 9 Bilingual
After-school Clubs	7 Welsh 21 Bilingual
Holiday Clubs	4 Welsh 15 Bilingual
Carers	10 Welsh 28 Bilingual 7 English with elements of Welsh

### Reception Class and Year 1

98.56% of the county's Reception Class learners and 98.47% of Year 1 learners receive their education through the medium of Welsh. Effective practical support is in place to increase provision in one transitional primary school in order to achieve the target of 100% within the lifetime of the Welsh in Education Strategic Plan.

### Immersion

A proportion of the late immersion grant is used to employ an experienced teacher to collaborate with Reception and Year 1 classes staff and learners at a transitional school in Bangor to model successful immersion methods and the teacher is also supporting in two other schools in Bangor to embed early immersion methods in the Reception Class. She works with Foundation Phase staff to map learners' Welsh

language development along the language continuum and prepare regular opportunities to reinforce the Welsh language within the principles of the Foundation Phase in areas within the classroom. She encourages the learners to assimilate their language skills in a cross-curricular context, e.g. role play, café, shop. Information Technology is increasingly used in an attempt to normalise the Welsh language in a school where over 71% of pupils have moved to Wales from abroad.

In the transitional school, important days such as St David's Day and St Dwynwen's Day are celebrated, and once again this year a school eisteddfod was held through the medium of Welsh. Each class also presented two Welsh songs at the school's Christmas concert at Pontio. There is also an effort to develop the principles of 'Cymraeg Campus' throughout the school with the intention of building on this foundation to implement the Welsh Language Charter Framework in the next academic year.

The Estyn report of the Immersion System in Gwynedd noted that: "The peripatetic Welsh teacher, who teaches the youngest pupils in three schools in a particular area of the county, supports pupils beneficially when introducing the language. A range of purposeful activities are provided to encourage pupils to use vocabulary and simple sentence patterns with increasing confidence. This contributes firmly to their confidence as they learn and play through the medium of Welsh."

During the 2024-25 academic year, 202 learners in years 2-9 were provided with support and access on an intensive 10-week immersion course in the immersion units across the three regions within the county, which is an average of 67 pupils each term. In addition, 198 learners were provided with aftercare support during the academic year in 23 primary and five secondary schools in the autumn term, 27 primary and six secondary schools in the spring term, and 28 primary and seven secondary schools in the summer term. 46 learners in years 7, 8 and 9 attended a short course to regain confidence over three weeks in the secondary schools that host the Primary/Secondary Transition immersion units. We prioritise access to the Regaining Confidence course for learners who have been assessed as cohort C1 by primary school teachers.

32% of all Primary learners, and 21% of all Secondary learners who have accessed late immersion education in Gwynedd this year are Black, Asian and Minority Ethnic learners.

73.57% of all learners in one transitional primary school in Bangor are learners from Black, Asian or Minority Ethnic backgrounds, and all Reception and Year 1 pupils at that school have access to a teacher who introduces early immersion principles. Pupils at that school, like all other pupils between Year 2 and Year 9, have access to an Immersion Centre to receive late immersion provision.

### **Transition**

In Gwynedd we have a robust staffing structure to monitor linguistic progression in the primary and secondary including transition. The Language Charter Coordinator leads in the primary, the Language Strategy Coordinator is responsible for the secondary, and the Catchment Language Coordinators operate in each cluster. This means that it is possible to track the linguistic development of our learners along the language continuum and to plan ahead to ensure that appropriate provision is in place so that our learners make appropriate progress when transferring from one sector to another.

The pupils' Language Cohorts are gathered at the end of year 6 and transferred to secondary schools to ensure continuity and progression. We also gather, collate and analyse 'Gwe Iaith' (language web) data in the primary and secondary sectors in order to identify strengths and areas for improvement in the context of learners' social use of the Welsh language and their confidence and habits when using Welsh within the school. This is the baseline for planning the activity of the Language Charter.

In the Bangor and Tywyn catchment areas, additional input into transition activity was provided through the Late Immersion Grant. Creative workshops were held for years 5 and 6 learners with artists at Nyth in Bangor, to encourage the learners to get creative and set about, with help, to create a production of their choice

through the medium of Welsh. A combination of workshops was organised in the primary schools as well as sessions with other schools within the cluster in the Nyth building in Bangor.

Once again this year, a show by Hywel Pitts and Gareth the Orangutan was commissioned for schools in the Dwyfor, Arfon and Ogwen catchment areas, which promoted the Welsh language. All pupils in years 6 and 7 in the catchment areas were invited to attend. The financial contribution from Menter Iaith Gwynedd to ensure the success of the tour is appreciated.

Collaboration took place with the Menter Iaith to hold language awareness sessions in Tregarth, Manod and Eifion Wyn schools.

The expertise of Urdd staff was drawn on to collaborate on projects, as part of the Welsh Language Grant schemes, in some catchment areas in Gwynedd.

A St David's Day parade took place in Tywyn, with primary and secondary schools taking part.

There was collaboration with the Books Council to hold the county rounds of the 'Gornest Lyfrau' (bookslam). Seven schools in Gwynedd competed this year, and Ysgol Waunfawr and Ysgol y Gelli went on to represent Gwynedd in the national round in Aberystwyth.

Several schools are enthusiastically involved in celebrating key events in the Welsh calendar, such as 'Shwmae/Su'mae' Day, St Dwynwen's Day, and Welsh Language Music Day. Various activities are held for St David's Day and 'Cymru Cŵl' Week, and schools take part in eisteddfodau and attend Urdd camps. A significant number of schools pay prominent attention to these activities by sharing them very extensively on their social media.

Pamphlets and posters promoting the benefits of bilingualism were produced, and these were shared with all primary and secondary schools within the county.

'Seren a Sbarc' visited a number of primary schools, receiving a very warm welcome!

By the end of this academic year, all secondary schools in Gwynedd will have received a visit from the Coleg Cymraeg to promote the benefits of bilingualism. A visit was secured to all schools in the last two years. These visits were very successful.

Talks were held with two Special Schools in Gwynedd to discuss how the criteria of the Language Charter could be adapted to be more inclusive. Amendments to the existing guidance were drafted, and were submitted to the Welsh Government for discussion. A meeting was held in July 2025 to discuss the adjustments made.

## **GCSE**

There were 1267 learners in Year 11 and 1330 in Year 10 in Gwynedd secondary schools in October 2024.

Here is the current data against the three indicators of Welsh language qualifications at the end of the statutory age period of 16 – which includes all pupils in the county:

<b>INDICATOR</b>	<b>PERCENTAGE</b>
Percentage of year 11 pupils who study at least three KS4 subjects through the medium of Welsh as well as GCSE Welsh First Language	73.95%
Percentage of year 11 pupils who study at least five KS4 subjects through the medium of Welsh as well as GCSE Welsh First Language	73.4%
Percentage of year 11 pupils who sit the GCSE Welsh First Language exam	86.82%
Percentage of year 11 pupils who sit the GCSE Welsh Second Language exam	11.84%
Did not register for GCSE Welsh	1.34%

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

99.5% of primary teachers and 89% of secondary teachers are confident to teach through the medium of Welsh. Based on the Education Workforce Language Census data we are targeting and supporting some schools across the county to ensure that they are able to respond to the linguistic needs of their staff by

promoting access to opportunities to learn Welsh or to increase their confidence in Welsh, as well as respond in full to the language policy of Gwynedd schools in terms of the teaching medium and the administrative language of the school. Our two transitional secondary schools are aware of the support available to them through the National Centre for Learning Welsh and there are tutors and projects in place at those schools to support staff.

The authority and the county's secondary schools have been an integral part of developing Welsh-medium training in collaboration with CYDAG and the WJEC on the new qualifications. The county's schools are part of a new CYDAG North Wales forum promoting Welsh-medium education across the north.

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

Following the completion of the Education Workforce Language Skills Questionnaire, work has been undertaken to examine the findings, and to consider what linguistic training and support is needed for our schools' workforce. Courses and training have been organised to respond to the needs highlighted by the implementation of the questionnaire to ensure that appropriate Welsh language learning courses are available for the education workforce at Foundation, Intermediate and Higher level or for language improvement and confidence building. The entire education workforce is expected to update the Language Skills Questionnaire annually at the beginning of the academic year to ensure that the data is up to date, and to allow for the planning of appropriate training and support for them.

The linguistic situation of teaching staff in our schools in Gwynedd remains healthy. The positions do not remain vacant as a result of linguistic challenges – our recruitment challenges are more specific to the field of leadership and in specialist curriculum areas.

## A Report by the Housing and Property Department on their implementation of the Language Policy and contribution towards realising the Welsh Language Strategy 2023 -2033

<b>Date</b>	9 February, 2026
<b>Department</b>	Housing and Property Department
<b>Author</b>	Carys Fôn Williams, Head of Housing and Property Department

**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)**

### Policies and strategic plans

#### **Cyngor Gwynedd Housing Action Plan**

The Housing Action Plan contains 30 ambitious and exciting schemes which aims to tackle the housing crisis in Gwynedd. The aim of each scheme is to ensure that Gwynedd residents have access to quality, affordable housing which improves their standard of life.

Since the Plan's inception, over 11,300 local individuals have received support and assistance in various ways through the Housing Action Plan, be that receiving a grant or Council tax exemption to renovate an empty house, a loan through the Homebuy Scheme, supported housing through one of our schemes for the homeless, or a grant for disable people to make home adaptations so that they are able to continue to live independently at home.

The Empty Homes Scheme aims to bring empty properties back into use by supporting owners renovate houses to an acceptable living standards, keeping residents in their communities. 128 grants have been given to purchasers of vacant homes with a local connection so that they can be renovated to an acceptable living standard. This is part of an overall larger total of 321 empty homes which have been brought back into use as a result of the Council's support, many of these to local first time buyers, which has enabled them to stay in their community. To ensure we continue to respond to the demand, the empty homes grants scheme was expanded in late 2025, by making changes to the way properties qualify for the grant, and also by increasing the eligibility income threshold for potential applicants. This follows a previous amendment made in 2024 to make all types of buyers (not only first time buyers) eligible, and an increase in the maximum grant available per applications (from £20,000 to £25,000) to address the increase in building materials costs.

A thorough consideration has been made to the Well-being of Future Generations (Wales) Act 2015 as this Plan was put together, including the goal surrounding the Welsh language, and each scheme in the Plan shows how they contribute towards those goals. In May 2025,

the Plan was reviewed and expanded to meet Gwynedd residents' needs today, extending the Plan's lifetime to 2028/29.

As part of preparing an Impact Assessment on Equality Characteristics, the Welsh language and Socio-economic disadvantage, the Plan is considered to have a positive effect on all equality characteristics and the Welsh language by increasing the number and breadth of houses within the county addressing the needs of different communities. There will be a positive effect on the Welsh language by helping approximately 63% of Gwynedd residents that have been priced out of the market have access to affordable homes, or through loans, grants, tax reliefs etc. Data about residents' ability in Welsh collected by our housing partners on new social housing developments shows that 95% of residents on average can speak Welsh. On average, these estates contained 26% more Welsh speakers than the ward in which they're located, and 31% more than the county's percentage. For example, on the Gwêl y Foel estate in Dinas, Llanwnda, 94% of residents can speak Welsh to a 'good' or higher standard, which is 13% more than the ward, and 30% higher than Gwynedd. On the Cae'r Gors, Tregarth estate, 96% of residents can speak Welsh to a 'good' or higher standard, 57% higher than the ward.

### **Cyngor Gwynedd Housing Strategy 2019-24**

The aims and objectives of the Strategy is as true today as they were when the document was put together in 2019 and the Housing Action Plan continues to directly tackle those objectives. The Department is currently updating the Strategy for the next period and preparing a consultation with partners and the public during the year.

### Projects in the Council Plan

#### **A homely Gwynedd**

- **Increasing the supply of housing for local people** – Through the fact that 97% of social housing allocations go to someone with a Gwynedd connection, and roughly 60% to someone with a connection to the community in which they wish to live, our Common Housing Allocations Policy goes as far as possible to ensure that local people are given reasonable priority when allocating housing. Last October, we had a positive meeting with the Language Commissioner's Office. They were glad to see that our housing policy, which places a strong emphasis on a local connection, that being on two levels – a Gwynedd level and a community level, helps to strengthen the Welsh language, and there is evidence to support that. This good practice was praised and it was noted that others should emulate Cyngor Gwynedd's example. Our intermediate housing lettings also attracts several local families when advertised through Tai Teg, with 10 families on average applying for every available house. By providing grants to new owners to bring empty houses back to an acceptable living standard, we succeed in supporting an average of over 3 local contractors on each application. This helps local companies and the local economy.
- **Dealing with the energy cost crisis and fuel poverty** – We work closely with partners to facilitate energy-saving schemes, and provide grants and energy vouchers to help residents who are in fuel poverty. To date, 1,118 homes have seen their

energy performance certificate (EPC) improve, and 5,865 energy vouchers have been distributed to Gwynedd residents. Unfortunately, in the recent UK Government's Autumn Budget, it was confirmed that the ECO4 scheme would come to an end on 31 March 2026, with no ECO5 scheme to follow. As a result, the funding available through the ECO4 and GBIS Flex schemes is very limited, and several approved ECO providers who deliver Gwynedd schemes has no access to funding.

**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?**

- Update the Welsh Language Impact Assessment on the Common Housing Allocations Policy – this will be done at the same time as possible modifications to the Policy as a result of new legislation in the area of Homelessness. This is solely dependent on the Government's schedule and the publication of the new legislation
- Continue to take every possible opportunity within our ability to help local Gwynedd people have access to affordable homes by continuing to offer opportunities for tenancies, grants, loans or support.
- Continue to receive data on the Welsh abilities of new social housing estates tenants

**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?**

Generally, the situation has not changed from the last time we reported to the Committee. Our main back-office systems purchased from external companies are available in English only, however the Department makes great use of internally developed apps (through Microsoft PowerApps software), and these are all created in Welsh only.

The online portal is in the process of being completed by an external company, which will give direct online access to individuals to a social housing application form or to a live application – for the first time ever. Although paper and phone processes will still be used and available to anyone who does not have access or is not comfortable using the internet, this will make things a lot easier for anyone who wishes to submit a form online or need information outside normal office hours.

We managed to ensure that the portal will be available completely bilingually. Issues have been identified when testing the portal, which means it is not ready to be launched yet however the company is currently working on solutions. It was not possible for the back-office system (which is used internally by officers) to be available in Welsh as that would mean translating the whole system, incurring significant extra costs beyond the available budget. However this will not have an effect on the public's ability to access their information or the portal in Welsh.

**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 social housing application form records an individual's language of choice for communication only, and it does not form part of the allocations process. Historically, our system did not allow us to report this data, and the team would check and deal with each application individually. However, as a result of procuring the new system which came into use in November 2025, it is now possible extract this data for those who have been recorded\*. The available data is as follows:

**Table 1: Correspondence language data – Housing Options**

Language	Number
Welsh	855
English	805

*\*The data is not complete as the data was not recorded on the system for applications which have transferred from the old system to the new system*

The Homelessness Service records an individual's choice of correspondence language since the new system came into operation in autumn 2024. The data is as follows:

**Table 2: Correspondence language data – Homelessness**

Welsh	95
English	254
Other	5

We ensure that all initial correspondence always go out bilingually, with the Welsh language first, in order to encourage and promote the language wherever possible. We also ensure that any Department social media post is posted so that the Welsh is read first, e.g. we publish the English post first so that the Welsh post appears above and first in someone's social feed.

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

The latest Language Specifications report (December 2025) indicates that 95.8% of the Housing and Property Department's staff have received some kind of assessment (whether that be a self-assessment or a line manager assessment).

Of these, 95.6% reach the Language Specifications of their posts. From looking at those who do not reach their posts' Language Specifications, we note that many of them merely lack confidence, and we have no doubt of their ability to provide a bilingual service to Gwynedd residents. The vast majority of our workforce are on Proficiency or Advanced level.

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

Last October, the Department was acknowledged and praised by the Language Commissioner's Office in relation to our housing allocations policy. As explained above, they were glad to see that our housing policy, which places a strong emphasis on a local connection, that being on two levels – a Gwynedd level and a community level, helps to

strengthen the Welsh language, and there is evidence to support that. This good practice was praised and it was noted that others should emulate Cyngor Gwynedd's example. The Commissioner is currently preparing a blog which will be published on their website, detailing this matter.

**The departments report to the Language Committee in 2025:**

[Housing and Property Report.pdf](#)

## Report of the Corporate Services Department on the implementation of the Language Policy and contribution towards the realisation of the Welsh Language Strategy 2023 – 2033

<b>Date</b>	9 February 2026
<b>Department</b>	Corporate Services
<b>Author</b>	Ian Jones, Head of Department

### 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)

The Corporate Services Department has specific policies, strategic plans, projects and work streams that contribute to the objectives of the language strategy.

Below are examples of how the Department contributes to the objectives of the language strategy:

#### Relevant strategic policies and plans:

**Procurement Policy** - The Sustainable Procurement Policy and Procurement Strategy have been updated during 2025 and are currently being submitted to the relevant committees for adoption. The policy and strategy include Language requirements.

**Cymraeg 2050 - 'A million Welsh-speakers'** – The Welsh Government's Cymraeg 2050 Strategy sets out the Government's long-term approach to reaching the target of one million Welsh-speakers by 2050. There are three main themes, namely 'increasing the number of Welsh-speakers', 'increasing the use of Welsh' and 'creating favourable conditions'. We are constantly working towards trying to promote the use of Welsh in line with the Welsh Government's Strategy.

**The Well-being of Future Generations (Wales) Act 2015** – 'A Wales with a vibrant culture and thriving Welsh language' is one of the main well-being goals of the Act.

**Equality Plan 2024 – 2028** - The purpose of the equality plan is to reduce inequality between people who have equality characteristics and people who do not share one of the characteristics. The objectives of the plan touch on all areas of work within the Council, and put in place a framework to improve fairness within the organisation and to ensure that we treat people according to their needs. The Welsh language is central to all aspects of the plan.

### Council Plan Projects 2023 - 2028

- **Keeping the Benefit Local** - The Keeping the Benefit Local project seeks to maximise the local benefit and in turn promote and develop the language. It is possible for us to assess tenders on this basis and language measures have been developed. The measures include an assessment of the financial amount and time resource that companies offer when carrying out work. The Unit has also been working with the Language Team to identify companies to target for the Welsh Language Commissioner's 'Welsh Language Offer' scheme.
- **A Welsh Gwynedd** - 'A Welsh Gwynedd' is a work stream of the Council Plan, with the Corporate Services Department leading on projects to 'Promote the use of Welsh by Gwynedd residents'. All projects under the Gwynedd Language Strategy 2023 - 2033 contribute to the work. The work of the Gwynedd Language Strategy is divided into 5 action areas, and we also show how the objectives of our strategy contribute to the 3 main areas of the Cymraeg 2050 strategy.
- **Research** - The Research and Information Service analyses and shares information about the Welsh language situation in the county, in order to inform decisions and policies across the Council including the Council Plan.

### Ffordd Gwynedd Plan Priorities 2023 - 2028

- **A Satisfied and Healthy Workforce** – A Satisfied and Healthy Workforce is one of the work stream priorities of the Ffordd Gwynedd Plan. A staff Well-being Plan has just been adopted as part of that work stream and the well-being support available to staff is fully bilingual with a great emphasis on the language in the procurement process on matters such as staff Counselling Service etc.
- **Workforce Planning and Talent Development** – Workforce Planning and Talent Development is a Ffordd Gwynedd Plan work stream. The project focuses on attracting and retaining staff in the long term, by ensuring that there is an adequate supply of staff available to meet service needs, and in particular therefore Welsh-speaking staff.
- **The Council's Digital Plan:** The Council's Digital Plan is part of the Ffordd Gwynedd Plan's Digital Transformation priority work stream. Work on information and data is being undertaken by the Research and Information Service and in collaboration with other Departments, to facilitate access to data and information both inside and outside the Council. This includes information on the Welsh language and through the medium of Welsh.

### Other projects and schemes by the services of the Corporate Services Department:

- **Research and Information Service** –The service's research programme includes several projects relating to the Welsh language in Gwynedd, e.g. analysing trends in

the proportion of speakers over time (which forms part of the Well-being Assessment of the different areas for the Well-being of Future Generations Act) and looking at the impact of the second home Council Tax Premium on housing use in Gwynedd.

The service analyses and shares a range of statistical information about the Welsh language in Gwynedd and shares it among Departments to form an evidence base for policies and decisions.

- **Procurement Service** – A new Procurement Strategy has been designed, which sets out a strategic direction for all procurement activity in Cyngor Gwynedd.

The Strategy brings together the laws, rules and policies that govern public procurement, as well as the Council's local priorities, by establishing seven priority areas that have been identified as key areas in the context of procurement in Cyngor Gwynedd to maximise the benefit of procurement activity. Promoting the prosperity of the Welsh language was an important factor in the original formulation of the Strategy, and it is seen that it has been included as one of the priority areas, with one of the aims including the promotion and encouragement of the Welsh language in the Council's procurement and contract processes. Other priority areas in the Strategy are also considered to have a positive impact on the Welsh language, such as the priority area of maximising social value through procurement activity. The Strategy states that social value should be regularly included as part of tender evaluation criteria, where appropriate, which promote the Welsh language as some of the social value measures reflect the well-being aim of 'A Wales with a vibrant culture and thriving Welsh language'. The Strategy has already been submitted to the Education and Economy Scrutiny Committee, and will be submitted to the Cabinet on 20 January 2026.

While the Strategy sets out a strategic level vision and priorities, the Policy covers the operational details. The Procurement Service is currently reviewing and updating the Council's Procurement Policy, aiming for it to be operational from 1 April 2026, to ensure that the Council's operational procurement arrangements are robust. As in the previous Policies, the new Policy will set out the duties in relation to the Welsh language in procurement ensuring that the Procurement Policy and the Council's procurement activity comply with the Council's Language Policy as well as the relevant Welsh Language Standards.

The Procurement Service has obtained legal opinion on the use of the Welsh language in the Council's procurement processes – the legal opinion stated that the Council was doing as much as possible, within legislative constraints, to fulfil its duty to protect and promote the Welsh language in its procurement processes. The Procurement Strategy and Policy align with that legal opinion.

- **Support Service** – The modules for staff within the Staff Self-Service system are developed bilingually. The Support Service is still waiting for the DBS Service in Liverpool to develop an on-line application form in Welsh.

- **Customer Care and Registration Service** - In setting up the new Webex telephone system, the Customer Contact team has consulted with the Language Team to agree how the Council intends to deliver telephone messaging, i.e. Welsh and English side by side or the two languages separately. This information was shared with the voice network team to ensure consistency across the Council. Galw Gwynedd's telephone system has been adapted to comply with the Language Policy, each message on the telephone system puts the Welsh first then the English. CRM system - staff record notes about customer requests in Welsh or the customer's language. A 'live chat' provision is available on the Council's website and is available bilingually for residents to use.

With regard to the Blue Badge, customers receive a mobility assessment in Welsh if this is their wish.

The Registration Service is working with the General Registration Office to develop a new internal system to ensure that the standard of Welsh is acceptable. All appointments are offered bilingually to residents. All marriage / civil partnership ceremonies are welcomed bilingually even if the couples are monolingual in English. The offer is given at the start of all registrations (birth and death) if they wish to register bilingually.

The Customer Contact and Registration Service has pressed the Welsh Government several years ago to change the way a face-to-face assessment is carried out for a blue badge, instead of sending out an interpreter the assessor will carry out the assessment in Welsh (if this is the customer's choice).

There have been changes to the September 2024 Death Registration Legislation, where the coroner has the ability to register deaths – this template has been provided by the General Registration Office but is currently available in English only. Gwynedd Coroners and Registrars have requested a bilingual leaflet in order to be able to register bilingually.

The Customer Contact and Registration Service is working with the General Registration Office to test the new Digital Registration System (DRS) which will be rolled out during the year.

An automation system has been provided bilingually at Galw Gwynedd – Welsh first / then English to promote the language to customers.

- **Health, Safety and Well-being Service** - Internal policies as well as training are available through the medium of Welsh from the Health and Safety Unit and the Occupational Health Unit.

Work has taken place in conjunction with IOSH (the leading professional organisation in the field of Health and Safety nationally) to accredit a Managing Safely course in Welsh, and Cyngor Gwynedd is the only organisation in North Wales to offer it through the medium of Welsh. This work has taken place in collaboration with Aberystwyth University. Managing Safely courses have been programmed for

2026 in Welsh – the first time this international course has been presented in a language other than English.

Site Management training is available through the medium of Welsh. In addition, arrangements have been put in place to ensure that the latest I-Act course is translated into Welsh.

A "Safety Models" Questionnaire has recently been submitted to Council management to assess the Council's health and safety culture, ensuring that the questionnaire is available through the medium of Welsh.

- **Communications and Engagement Service - Social media** - a single account is used where messages are published in both languages. This means that our followers all see our messages in Welsh as well as English. Each message is published in such a way that the Welsh message is at the top of the stream.

Videos - We produce our social media video clips in Welsh and add English subtitles to normalise the use of the language.

The press and the media - We provide answers all through the medium of Welsh to the Welsh media. As our officers, Leader and Cabinet Members are Welsh-speakers, we provide a large number of contributors for Welsh language media.

Communicating with staff - Cyngor Gwynedd is innovative in how we communicate with staff and it helps normalise the language through technology, e.g. our use of the staff Facebook group / Chief Executive live session. The home page and news section on the intranet and staff magazine are monolingual, with an English copy available on request.

The Council's Website - All on-line content and services on Cyngor Gwynedd's website and app are bilingual and we are taking proactive steps to encourage users to use the website in Welsh.

Public Engagement – All engagement exercises are conducted entirely bilingually and any focus groups, public meetings, drop-in sessions etc. are conducted by bilingual facilitators and officers.

- **Democracy and Language Service - Compliance with Welsh Language Policy and Standards** - Over the past year, it was decided to focus on providing training to managers on the language policy and Welsh Language Standards by visiting management teams in order to improve compliance. Attention has also been given to providing information to managers on the intranet, holding language awareness sessions, developing a language awareness video for the induction session for new staff and supporting teams facing difficulties in recruiting Welsh speakers. The department has also been part of the Welsh Language Commissioner's Use Your Welsh Campaign, which aims to encourage the public to use services through the medium of Welsh.

Project 15 - An external company was commissioned to implement Project 15, a project that aims to get young people to use more of the Welsh language on social media. As a result, the reach of the social channels has increased significantly, with +814.9% more interacting with the content since this period last year on Instagram and 12K likes on Tiktok, which is an increase of 12K since last year. There was collaboration with several influencers as well as local and community groups to create suitable content.

Gwynedd Language Forum - The forum, which includes over 20 organisations, is coordinated by Council officers. The main aim of the forum is to promote the use of the Welsh language and to work together to avoid duplication of work. This year, the forum's young people's sub-group consulted with young people about their attitude and use of Welsh. The main conclusion was the lack of awareness of the Welsh language as a skill in the world of work. The data highlighted that there is a difference in the quality of the Welsh language and the confidence to use it on social media where the Welsh language is at its weakest and also a fall in those who are confident in writing in Welsh, compared to speaking it. The sub-group is working on a project that will tackle this.

Working with others to promote the Welsh language - A representative from the department remains a member of several partnership boards, including the Public Services Board's Welsh Language Sub-Group, the Welsh Language Commissioner's Increasing Use in Workplaces Group, the World Heritage Site Partnership Board and the benefits sub-group and the WISERD Network which addresses minority languages research. The Public Services Board's Welsh Language Sub-Group is working on the Dispelling the Myths project, which produces resources for public organisations to use to help dispel the myths surrounding the Welsh language and assist in the recruitment of Welsh speakers to organisations. Discussions are continuing on how the impact of a world heritage site on the Welsh language can be assessed following a pilot in the Dyffryn Ogwen area with Bangor University. There has also been collaboration with the Wales TUC on the Growth Charter, the Welsh Language at Work Charter, which contains four core principles to support the process of increasing the use of the Welsh language at work. The official national launch of the charter was attended by the TUC at the National Eisteddfod and an officer was a member of a panel discussing the importance of the Welsh language in the workplace and what others can do to increase the use of Welsh in the workplace. We look forward to seeing the Council and trade unions adopt and sign the charter in early 2026.

Place Names Project - Several elements of the project's original programme of work have been achieved, including holding a property naming training session for staff as well as numerous workshops in schools on place names and how to record on Cyngor Gwynedd's place name map. Cyngor Gwynedd's official name list app has been created and collaboration was undertaken with Community Councils and the Civic Society to organise the installation of new signs in certain places and streets to visually promote the Welsh language in society. Advice was also given to other county councils on the process of naming properties. There has also been

collaboration with Ordnance Survey and North Wales Wildlife Trust on the use of Welsh names on beaches and waterfalls.

Language Use Survey Pilot - An evaluation was undertaken of a pilot language use survey by customers using some of Cyngor Gwynedd's frontline services. The results show:

- That Welsh is a living language used daily by Gwynedd residents with 71.8% of the surveyed sample choosing Welsh language services and 28.2% choosing English language services;
- That it is children who speak Welsh the most;
- That there is a decrease in the use of Welsh as we get older;
- That people tend to use Welsh in places that provide informal services in the community such as the leisure centre and library rather than a call centre which provides a service for more formal services.

Gwynedd language initiative - A grant was awarded to Menter Iaith Gwynedd for the delivery of some elements of Gwynedd's language strategy and to contribute towards staffing costs in 2025-2026.

Early years - The initiative collaborated with Sesiwn Fawr Dolgellau to host a Welsh language nursery rhymes event for parents and children. This project is one that the Menter is developing with folk musicians to introduce/re-introduce the people of Gwynedd to traditional nursery rhymes that can be sung to children. The work includes a playlist that will be professionally recorded so that people can listen and sing along at home. A play session of playground games in Welsh was also held at Ysgol y Garnedd in Bangor and activities for children, with the opportunity to discuss with parents, at Ysgol y Faenol in Bangor during their summer fair.

The Language of Learning - Attention was paid to raising awareness and creating positive messages for young people about the Welsh language and its value in the world of work. Collaboration took place with Siarter Iaith Gwynedd (Language Charter) officers to host a tour of Arfon secondary schools with Gareth the Orangutan and Hywel Pitts, a total of 5 schools. This was a show for children of transitional age with elements of the show discussing what jobs require Welsh language skills after leaving school. A music tour around Gwynedd schools also took place, with Ed Holden conducting rapping workshops and Mei Emrys doing commentary workshops with visits to Brynrefail, Tywyn, Ardudwy, Friars, Moelwyn and Dyffryn Nantlle. An officer from the Menter attended a meeting of the schools' Language Council (full school council in some schools) and a language awareness session was held to discuss how the Menter could support them to promote the Welsh language in the school.

Work and Service - Attention was paid to developing the use of the Welsh language by businesses and offering more services to the public in Welsh, targeting 20 businesses in Dolgellau and Porthmadog in this period. As a result, 20 businesses are now displaying the "Hapus i Siarad Cymraeg" sign following a visit and encouragement. There will be a county campaign to raise awareness of the scheme,

amongst learners, Welsh speakers and Businesses, in conjunction with Cyngor Gwynedd's Language Unit and Economy Department, in November 2025.

Communities - Attention was given to increasing informal training and learning opportunities in the community and ensuring there are opportunities available in every part of the county by discussing with the Urdd, Youth Service and Byw'n Iach to ensure that there is no duplication of activities in some areas and that resources are targeted in the best places. There are plans to support local volunteers to start a new 'aelwyd' (group) for young people in Llanystumdwy and Penrhosgarnedd from September 2025.

A total of 13 activities and community chat sessions were also held for learners, one in each well-being area in Gwynedd, which gave learners the opportunity to practise and gain confidence in an informal atmosphere. Community organisations were supported to increase the use of the Welsh language locally including the Rhiwlas hall committee and a group in Dinas Mawddwy. Progress has also been made with the Sports Clubs Project. Sports clubs were consulted and an outline pack put together that will support them to use more of the Welsh language/ continue in Welsh while also welcoming new arrivals to their clubs and to the language. The following clubs - Felinheli FC, Cae Glyn FC, Bethesda Rugby Club, Caernarfon Rugby Club, Dolgellau FC and Llanystumdwy FC attended a special event in Porthmadog mid-August to see the contents of the pack and input ideas.

- **Organisational Learning and Development Service – Learning and Development Handbook** – The handbook offers advice and guidance on language designations, language self-assessment and the support available to encourage staff to use Welsh in the workplace and in training.

Talent and Apprenticeships - A Welsh Language Provision Report 2025 was completed and its results were shared with the Talent and Apprenticeships Board. The report included the response of Cyngor Gwynedd's apprentices and members of staff across the Council who are on a work-based learning scheme. The use of English alone has decreased slightly. Mixed media usage has increased significantly (+7.7%). The use of the Welsh language alone has remained similar, but slightly lower.

In terms of language confidence, the number of individuals who are confident in using Welsh has remained stable, with partial confidence having increased significantly. High confidence has remained stable. The increase in partial confidence (+7.7%) suggests that more individuals feel comfortable with certain aspects of using the language. In addition, the number who say they are not confident at all has decreased significantly (-6.3%), indicating a positive improvement.

Despite this progress, and although we have made great strides in achieving the objectives of the first year of the action plan, several challenges remain. For two

consecutive years, the percentage wishing to study through the medium of English has remained at 80.0%, with 20.0% wishing to study through Welsh. Although there has been an improvement in Welsh provision, this has not yet led to an increase in the demand for studying through the medium of Welsh.

Language Training:

- 29 members of staff are currently receiving language training, with an additional 10 registered for training which is yet to commence. A consultative conversation was held with eight other members of staff who are yet to register on a suitable course.
- A series of ten 'Developing Language Skills' sessions have been organised for staff from January-March 2025. The sessions were organised through the Cymraeg Gwaith scheme and were delivered by a tutor from Learning Welsh North West. Due to their success and the demand for such a course, a similar course has been organised again for January-March 2026.
- Language Training in the Care Field Project - collaboration with the Adults, Health and Well-being Department, Learning Welsh North West and Social Care Wales. The project has allowed us to have a Welsh tutor specifically for the Care field in Cyngor Gwynedd from September 2025-March 2026. Staff from care homes and domiciliary care staff are part of the scheme and around 50 members of staff are now receiving Welsh lessons. The tutor offers Entry level lessons for those without Welsh skills/who have very basic skills, and confidence-building sessions for staff who can speak Welsh but have not used it for a while or are not confident to use it at work.
- A short session was organised with Social Care Wales to let Cyngor Gwynedd's care home managers know what they offer to help staff develop their Welsh language skills.
- Care staff induction arrangements/session – The Welsh Language Learning and Development Officer worked with staff from the Children and Supporting Families Workforce Development team to ensure that more information was available to new staff joining the care workforce. A video was recorded to be included in the induction session which provides information on the support available to staff to develop their Welsh language skills while working for Cyngor Gwynedd. A link to the Welcome: Health and Care course, which is provided by Cymraeg Gwaith has also been included as part of new staff induction arrangements.
- A Clear Communication training session has been created and delivered to staff for the first time. This training supports staff to write in Welsh that is clearer, concise and understandable. It is hoped that this, in turn, will encourage more of the public to choose and read the Welsh version without having to resort to English.
- In March, together with staff from the Language Unit, a session was held for a group of people who were on a Language Skills Certificate course at Nant Gwrtheyrn (10 learners and 2 tutors). They wanted to visit a workplace that works through the medium of Welsh. Reference was made to the situation of the Welsh language in Gwynedd, in the Council and what we are doing to promote the Welsh language.

One of the Council's Welsh learners came to us to share her experiences and feedback from another learner was also shared.

Staff Language Skills:

- Power BI Language Designations Dashboard for headteachers – the Research and Information team has created the dashboard to ensure that heads of department have direct access to their department's language data.
- The Cyfeillion Cymraeg scheme continues offering additional opportunities for staff to practise their Welsh skills with other members of Council staff who volunteer to support them. 7 individuals are currently receiving support.
- Welsh Tip of the Month continues to be created and shared internally and with Nant Gwrtheyrn.
- The in-house Language Training Hub is constantly updated with opportunities for language training and information on useful resources.
- Constant collaboration with the Language Unit on work and relevant projects. Over the past year, we have focused on holding Language Awareness sessions for staff and managers, as well as attending the management teams of some of the departments to pass on information about the language policy, Welsh Language Standards and opportunities for language training. We also support staff and departments by looking at the Council's use of clear Welsh.
- **Human Resources Advisory Service:-** the Service ensures that staff have access to information and advice about all aspects of their employment through the medium of Welsh, and works with trade union officials to ensure that staff can receive support from them through a choice of staff language. This includes arranging that an interpreter is available at formal employment hearings.

All Council recruitment and appointment arrangements are bilingual including the procedure of receiving application forms for vacant posts.

**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?**

*(e.g. education, resources, families, promoting service use through the medium of Welsh)*

Over the next year, ongoing work will take place within the Department to raise the status of the Welsh language and ensure opportunities for people to use Welsh.

Within the **procurement** field, the National Procurement Legislation for Wales is being developed. There may be a need to report on the use and development of the Welsh language in the supply chain or the ability to protect the opportunities of smaller tenders within the County or region.

In the **health and safety** and **occupational health** fields, work will continue to take place to ensure that all new training materials are available bilingually. In addition, any digital resources e.g. e-learning modules will be available through the medium of Welsh. There will also be ongoing opportunities for Council staff to use the Welsh language in technical meetings and well-being sessions that will be arranged.

In the **democracy and language** field, it is intended to create a complete guide for impact assessments on the Welsh language, in order to guide people through answering the language questions. Alongside that, collaboration will take place with equality to produce a video on the new electronic system.

Collaboration will take place with IT on language statements under the standards to ensure compliance.

Following a successful pilot in some services, the Democracy and Language Service will consider how language choice can be measured consistently in the future and extended to more services.

A great deal of work is undertaken by the **Organisational Learning and Development Service**. There is a need to look at how training meets the linguistic needs of staff receiving training from us who are outside the Council e.g. Ambition Board, Byw'n Iach and Trunk Roads. Council staff receive all training through the medium of Welsh, unless a provider's expertise is a priority and that trainer is unable to speak Welsh. Any staff who require support with their Welsh can request this by contacting the provider. A few specialist training courses (e.g. iACT) are currently unable to deliver booklets through the medium of Welsh, but work is being done to liaise with the main providers and get the books translated.

#### Talent and Apprenticeships:

The Talent and Apprenticeships Team is now in the second year of a three-year action plan, and continues to promote learning opportunities through the medium of Welsh and monitor the situation to ensure continuous improvement. The objectives of year two can be found on page 16 of the [report](#).

For over a year now, the Welsh language, promoting opportunities to use it, and building confidence has been a fixed item on the agenda of every Professional Apprentices and Trainees network, which meets three times a year.

An officer from the Coleg Cymraeg Cenedlaethol came to discuss the resources available to apprentices, and the opportunities on their learning portal.

The team also ensured that Apprentices and Professional Trainees had a session with the Welsh Language Learning and Development Officer under the banner of our 'expert sessions' at the start of the year.

The Gwynedd and Anglesey Public Services Board is currently undertaking research into the use of the Welsh language in the workplace and its impact on the job application process. Cyngor Gwynedd's Apprentices and Trainees have contributed to this research, which is mainly focused on dispelling myths. The findings will be shared with the Board shortly, with the potential to influence wider across Wales once the work is complete.

Throughout the year, the team has attended job fairs and visited schools to promote jobs and the various opportunities to work through the medium of Welsh. There has also been significant promotion on the Work Experience scheme, to ensure that opportunities reach young people who are interested in work experience with the Council.

The team regularly shares opportunities with apprentices and professional trainees to attend language refresher and confidence building sessions.

Undeb y Dyfodol's innovative scheme came to fruition, with their first event (enabling staff with less than five years of service to engage and socialise through the medium of Welsh in a relaxed atmosphere.) A reading club was held. They meet on a monthly basis. Corporate activities will start in 2026 and the hope is to have more clubs/social activities.

#### Language training:

It will be necessary to seek to secure funding to continue the language training project in the field of care after March 2026. There has been very positive feedback to the work so far - the members of staff who are receiving lessons seem fully committed to the work and are already making greater use of their Welsh skills in the workplace. Around 50 members of staff are currently receiving lessons from the tutor, and more are also expected to be part of the scheme.

Welsh Language Technology training will be developed in 2026 to ensure that staff are aware of the resources available on-line to support them when working through the medium of Welsh, e.g. Cysgliad, on-line dictionaries etc.

Basic Welsh training will also be developed. The purpose of this training will be to give an opportunity to examine some of the main basic elements of Welsh grammar, e.g. adjectives, verbs, nouns, genders.

The **Customer Care and Registration Service** continues to collaborate and put pressure on the General Registration Office to review legislation to enable customers to register events in Welsh/English/Bilingually if this is their wish.

**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?**

The **Procurement Service** has seen that developments in the 'Sell to Wales' national tender publishing system have disrupted the use of the language with many advertising in English

only. The system is not easy to use and requires an understanding that both Welsh and English need to be included within a single advertisement.

The **Communications and Engagement Service** notes evidence that translation tools on platforms such as Facebook mistranslate the Council's messages and hinder residents' ability to receive information through the medium of Welsh.

The social media analytics technology currently available does not work in Welsh (sentiment measurement, the use of tags, campaign organisation etc.). This means we are unable to use the technology to the fullest.

The commercially available press monitoring services do not monitor Welsh language media. Therefore, this monitoring work has to be done internally. Also, the subtitling and transcribing software on platforms such as YouTube do not work in Welsh. We therefore have to undertake laborious work here internally.

The **Democracy and Language Service** notes that the Translation team now uses software that includes machine translation, which speeds up the translation process for the team. However, the need to check and proofread any machine translation output is necessary, and the team takes great care in doing this to ensure that the usual standards are maintained.

In addition, advances with technology now allow anyone to use artificial intelligence to translate documents, but there is a risk to the Council if this technology is used without careful proof-reading. Any official documents should be translated through the Translation team.

The **Health, Safety and Well-being Advisory Service** has not seen that the development of technology has impaired their ability to provide opportunities to use the Welsh language. However, they are continually trying to ensure that e-learning platforms and digital systems support the Welsh language. They do this when commissioning e-learning systems or training ensuring that the requirement is clearly stated in the brief.

In terms of the **Research and Information Service** iGwynedd (the Council's electronic filing system) works fully bilingual, promoting the Council's ability to operate internally through the medium of Welsh.

The service has developed and shared a series of data and information dashboards (Power BI) for internal/external use, and has pioneered the development of these in Welsh or (for external use) bilingually with the ability to switch between one language and another.

The **Customer Care and Registration Service** deals directly with customers, they do not order a system other than that we have the ability to use both Welsh and English.

#### **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 **Communication and Engagement Service** collects data on uptake of the Council's website through the medium of Welsh.

As part of the ongoing work in relation to Project 15, which is led by the **Democracy and Language Service**, between June and November 2025, an additional 151 followers on Instagram and 95.2K have viewed the content. In terms of Tiktok, the content of Project 15 has reached 346K (which is an increase of 338K since last year.)

Data is collected by the **Organisational Learning and Development Service**. The Welsh Language Learning and Development Officer holds information on the language levels of all Council staff (using the language self-assessment questionnaire available on Staff Self-Service) as well as information on all Council staff attending language training.

Across the Council, 29 members of staff are currently receiving language training, with an additional 10 registered for training that is yet to commence. A consultative conversation was held with eight other members of staff who are yet to register on a suitable course.

In terms of corporate training on the MoDS system, a record of what medium staff have carried out their training is collected. The data for 2025 is:

Corporate Training 2025	Title	Event	Total individuals attended
Welsh Medium	78	270	2,461

The **Health, Safety and Well-being Service** collects information about the number of staff who have attended training through the medium of Welsh for their courses. The data for 2025 is:

<b>Health and Safety Training</b>	<b>Number of individuals who have received health and safety training through the medium of Welsh 1.1.25 – 31.12.25</b>
IOSH Managing Safely (three-day course)	83
IOSH (Refresher)	26
iAct	58
Manual Handling of People (2 days)	93
Manual Handling of Objects	346
Site Management	83
Incident Reporting Training (Accidents and Near Misses)	31

The **Customer Care and Registration Service** keeps a record of self-service CRM system accounts that have chosen Welsh as their main language.

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

There are **171** staff members in the Corporate Services Department. Of the **171**, **164** have completed the language questionnaire and **166** have some form of language assessment (having completed the questionnaire or received a simple assessment from a line manager).

In terms of the dispersion of language levels, there are **6** individuals at Intermediate level, **40** at Advanced level and **118** at Proficiency level. **2** individuals have received a language assessment from their line manager and **5** have no language assessment so far.

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

Below are examples from the Corporate Services Department of obstacles, complaints and praise associated with the provision and promotion of Welsh-medium services:

##### **Praise:**

The **Organisational Learning and Development Service** has been praised following the provision of training in the field of language, see example:

*"After doing a confidence building course in the summer - I've just enrolled in an on-line Advanced 3 course.*

*Now I'm able to send an e-mail in Welsh and also speak with more confidence with clients. I keep going for coffee every week with my Welsh buddy - time to have a chat in Welsh about everything without worrying about being correct - just time to practise and build confidence."*

Feedback was also received following a session for a crew on a course at Nant Gwrtheyrn, see example:

*"Just a note to thank you very much for organising Wednesday afternoon, the [tutors] praised you very much and the learners enjoyed it too. I really appreciate that you gave your time to them."*

The **Health, Safety and Well-being Service** has received positive feedback from managers about having an IOSH course in Welsh. Having this training available through the medium of Welsh is a very important step in promoting the Welsh language in a technical field.

### **Obstacles:**

Lack of availability of Welsh-medium provision by public sector partners such as WLGA and North Wales Police. This shortcoming means that we as an organisation are given extra work to constantly establish an alternative way of working. The field of training is one example.

The **Procurement Service** states that businesses do not look at Welsh versions of tenders and that they tend to respond in English. Procurement regulations, templates and guidelines tend to be produced in English, cost and time of translation, higher costs of obtaining systems/services through the medium of Welsh, and an argument that there is less risk in having a monolingual contract. In addition, some of the systems are not easy to use and there is a sense of work duplication.

In terms of the **Organisational Learning and Development Service**, and the Talent and Apprenticeships Team in particular, for two consecutive years, the percentage wishing to study through the medium of English has remained at 80.0%, with 20.0% wishing to study through Welsh. Although there has been an improvement in Welsh provision, this has not yet led to an increase in the demand for studying through the medium of Welsh. Our reach as a Talent and Apprenticeships Team is limited, ideally we need a central and stable point within the Council that is linked to influence over members across the Council who study on a work basis, to ensure improvement.

For language skills there is a barrier in terms of the accuracy of staff language skills - there have been problems with the data since May 2025. Although resolved, another problem arose but IT has confirmed in December 2025 that everything is fine at the moment. The amount of data that has been collected now means that the IT system is overloaded. As a result of this, the IT service has prevented the ability to extract comprehensive reports from

the 'Staff Language Skills' section in MoDS. As a new system will be used by the end of the year, no developmental work will be carried out in the meantime.

The **Research and Information Service** believed that the naming of statistical areas ('Lower Layer Super Output Areas' or 'LSOAs') was an obstacle as the naming system is inconsistent between Welsh and English, and it is difficult to match data with each other as different datasets can use different versions of the names. Over the last year, we have worked with the Welsh Government to agree on a single set of names for them, which use the Welsh name on areas (and trying to make them more meaningful to local people too). The benefit of this was recently seen when the Welsh Index of Multiple Deprivation 2025 was published using these new Welsh names for Gwynedd.

The **Health, Safety and Well-being Service** has seen an obstacle in technical limitations on some international training platforms that are difficult to fully translate.

Due to legislation, the **Customer Care and Registration Service** notes that it is not currently possible for residents to register in Welsh only. Discussions are underway to emphasise the importance of giving residents a choice in which language we would like to register events. Complaints are received from customers who are unable to register birth events in Welsh, these are referred to the General Registration Office as this is blocked by legislation and not by the Council's arrangements.

The Welsh language provision on the blue badges website (direct.gov) is not very good. This has historically been raised with the Welsh Government meaning that we do not promote a blue badge self-service on the Council's website.

The Registration Service has some forms provided by the General Registration Office in English only. This has been reported to the General Registration Office. Trying to get the General Registration Office to provide a bilingual form on the direct.gov website is very difficult.

**The departments report to the Language Committee in 2025:**

[Corporate Services Department Report.pdf](#)