



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, 29TH JUNE, 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

(Vacant Seat)
Elfed Wyn ap Elwyn
Jina Gwyrfa
Gwynfor Owen
Elfed Williams

Independent (5)

Councillors

Wendy Cleaver
Gwilym Jones
Hefin Underwood

Beth Lawton
Anne Lloyd-Jones

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

AGENDA

1. ELECT CHAIR

To elect Chair for 2026-2027.

2. ELECT VICE-CHAIR

To elect Vice-Chair for 2026-2027.

3. APOLOGIES

To receive apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

5. URGENT BUSINESS

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

6. MINUTES

4 - 9

The Chairman shall propose that the minutes of the previous meeting of this committee held on 20 April 2026 be signed as a true record (attached)

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

10 - 22

To consider the Report.

8. WELSH LANGUAGE ANNUAL REPORT

23 - 67

To submit the draft Annual Report to the members.

9. RESULTS OF THE PILOT STUDY ON THE USE OF WELSH IN PUBLIC PLACES THAT PROVIDE SERVICES ON BEHALF OF CYNGOR GWYNEDD

68 - 75

To present the results of the survey.

LANGUAGE COMMITTEE: 20 APRIL 2026

PRESENT:

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

Anne Lloyd Jones, Jina Gwyrfai, Gwilym Jones, Elfed Williams, Rhys Tudur, Elfed Wyn ap Elwyn, Alan Jones Evans and Cai Larsen.

Officers: Vera Jones (Democracy and Language Service Manager), Nia Lewis (Language Adviser) and Rhodri Jones (Democracy Services Officer).

ALSO IN ATTENDANCE:

Item 5: Sioned Eirian Williams (Head of Economy and Community Department).
Item 6: Iwan Gwilym Evans (Head of Legal Service).

1. APOLOGIES

Apologies were received from Councillors Gwynfor Owen, Hefin Underwood, Wendy Cleaver and Beca Brown. Apologies were also received from Llywela Haf Owain (Senior Language and Scrutiny Adviser) and Llio Mai Dafydd (Welsh Language Learning and Development Officer).

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 09 February 2026 as a true record.

5. REPORT OF THE ECONOMY AND COMMUNITY DEPARTMENT ON THE IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS THE REALISATION OF THE WELSH LANGUAGE STRATEGY 2023-2033

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

It was reported that all the Department's policies and strategic plans contributed to the objectives of the Language Strategy, such as the Gwynedd Economic Development Strategy which was currently being developed. Specific attention was drawn to other policies such as the Area Regeneration Framework, the Sustainable Visitor Economy

Plan, the World Heritage Site Management Plan: The Welsh Slate Landscape as well as the Gwynedd Culture Plan which were currently in draft form.

Members were reminded that the Department was leading on a number of projects that were part of the Council's Plan and it was emphasised that consideration of the Welsh language was central to them all. It was highlighted that those projects were:

- A Prosperous Gwynedd
 - Promoting our culture and a sustainable visitor economy
 - Regenerating communities and town centres
 - Creating the best possible conditions in Gwynedd for businesses and community enterprises to thrive, and to support the people of Gwynedd into work.
- A Caring Gwynedd
 - Supporting People's Well-being

It was confirmed that language assessments were carried out when the department operated major schemes and procedures, recognising that there was room for improvement to assess the extent to which they were successful in doing so with smaller projects. It was emphasised that this was a regular discussion within the Department's management team to ensure that more language assessments were carried out on smaller projects in the future.

Due to the diverse and broad nature of the Department, it was explained that all managers within the Department had submitted an update on how their services are operating to contribute towards the objectives of the language strategy. Some specific areas were highlighted such as the Gwynedd Library Service and Neuadd Dwyfor which played a key role in supporting people to learn Welsh, access Welsh resources and knowledge whilst also learning about culture, heritage and offering activities. Similarly, it was explained that the 'LleCHI Lle Ni' project: Our World Heritage Site, Our Pride, Our Future promoted the Welsh language in the community while also focusing on four strong principles to promote the Welsh language.

This was expanded upon by referring to the Tourism, Marketing and Events Service which had been publishing articles that promoted the special qualities of our area, the Welsh language and local culture, as part of the Diwylliesiant project. Similarly, it was confirmed that the budget for the ARFOR programme had now come to an end but the Department was working to distribute and promote packages created during the programme period to ensure that young people continued to receive encouragement to return to the region to work whilst also promoting the use of Welsh.

It was explained that the Department's services had highlighted opportunities to raise the status of the Welsh language and ensure that it was used. A specific example of this was shared by referring to the Maritime Service's plans to: Encourage and support staff to speak and correspond in Welsh; providing training opportunities for staff to improve language learning while also ensuring that successes were celebrated; and improving the bilingual content of the County's harbours and beaches.

It was highlighted that challenges had been highlighted within the Economic Development Service as the ARFOR programme had come to an end. It was explained that a total of £500,000 had been shared between the 4 Counties that were part of the programme's region to ensure the continuity of the programme's activities until the 2026 Senedd election, noting that there was no assurance of the programme's continuation thereafter. However, it was emphasised that the Department was seeking to incorporate the

objectives of the ARFOR programme into other projects such as Llwyddo'n Lleol to ensure that work continued to encourage young people and those who can speak Welsh, to return to Gwynedd to live and work.

Pride was expressed that some officers within the Department felt comfortable using technology, and software such as 'ChatGPT' to develop their confidence in Welsh. It was emphasised that the Department was aware of the risks that existed in the use of such technology, but it was noted that it may be a valuable tool for the linguistic development of staff.

The members were reminded that Gwynedd's libraries were part of a national network and that they shared resources with other Counties. Reference was made to the 'Borrowbox' system which allowed users to borrow resources digitally, acknowledging that the Department had received comments on some of the terms used for that software, and the need to maximise the Welsh language. It was confirmed that the Department was working with the company to ensure that their use of the Welsh language was correct and that any errors were corrected to ensure that the Welsh language received equal attention.

It was confirmed that the Department regularly collected information on linguistic use and the numbers of people who used a service through the medium of Welsh in order to monitor performance.

There was pride that 90.6% of the Department's staff had completed a Language Assessment and that 94.8% of those individuals met the language designation of their posts. It was stressed that arrangements were in place to encourage and support workers who were not currently meeting the requirements. It was explained that the majority of staff members who had not completed the language assessment were seasonal members of staff, such as Beach Wardens, and it was explained that the term of employment had ended before valuable language development could be offered to them. It was noted that this shortcoming was a challenge for the Department and that considerations were in place to find a solution.

During the discussion, the following observations were made: -

In response to an enquiry on how the Department supported non-Welsh speaking businesses and individuals applying for grants to boost and promote the language, the Head of Department confirmed that assurance and commitment to carry out this was a specific condition of the contract before they received the grant payment. It was confirmed that the Department monitored all approved grant applications to ensure that there was a follow-up in terms of commitments to promote the Welsh language. It was noted that this could only be done for the operational period of the grants, explaining that the Department was very dependent on grants as the core budget was small. It was clarified that there were no grants currently in place but that the new Local Growth Fund was awaited in the coming months, adding that promoting the language would also be a specific condition for the applicants of that grant. It was pointed out that the Department also promoted the language in different ways, such as by supporting organisers of live events with the aim of influencing the language of the event and promoting the Welsh language.

Pride was expressed that the officers of the Monitoring Service made every effort to encourage the staff of the service to learn and develop their Welsh skills. This encouragement was felt to be effective as staff developed confidence to use the language consistently and in committees. The Department was thanked for supporting the workforce to develop their language skills.

In response to a request for additional information regarding the challenges faced by the Department in ensuring that seasonal staff met the language designation of their posts, the Head of Department explained that this was being further considered by officers. The situation **was detailed and explained** that the Department employed approximately 30 seasonal beach wardens to protect and assist the public. It was noted that these roles were carried out outdoors and those staff did not have access to technological equipment to be able to carry out language training. It was emphasised that a change to the Department's arrangements meant that a language assessment was carried out before staff formally took up their role. It was also mentioned that there had been difficulties in the past with the recruitment of beach wardens as the staff applying were usually young or unable to drive. Reference was also made to a common challenge where there was no interest in specific areas, as it was not local to where the candidates lived, explaining that the staff wardens were likely to apply for jobs on their local beaches. It was confirmed that this challenge of providing training and supporting staff to learn and use Welsh was not unique to the Maritime Service, noting that similar challenges could also arise within the Museums Service. It was emphasised that the Department's aim for any seasonal staff was to ensure that there was adequate time for staff to respond to enquiries about their language ability as well as to attend language training.

In response to an enquiry on the work the Department was doing to bring Welsh names for locations and areas back into use, the Head of Department explained that they were working with Eryri National Park on a place names project. It was elaborated that they had received a grant from The National Lottery to ensure that the project was actively used and promoted effectively.

In response to an enquiry on the work the Department was doing within agriculture to support the rural community and promote the language, the Head of Department confirmed that the agriculture sector was a key part of the Council's Economic Strategy. It was also noted that the farming unions were leading members of the development forum. It was recognised that ARFOR had also been supporting rural communities and supporting businesses wishing to diversify.

In response to concern that the Welsh language did not receive equal attention within the towns of the County, the Head of Department confirmed that support had been provided through the ARFOR scheme to assist with this, and Members were reminded that that scheme had now ended. It was confirmed that there were no grants available at the moment but the support that Mentrau Iaith could offer to develop the visibility of the Welsh language and to assist businesses with bilingual signage was highlighted.

In response to considerations that the Maritime Service's data confirmed low levels of Welsh language correspondence, the Head of the Department emphasised that this reflected the language of the users of those services. It was confirmed that Welsh language information and forms were available in both languages and all procedures were in place to ensure that users of all services within the department were aware that the information or form they were looking for was available in Welsh.

In response to an enquiry on the Department's use of Microsoft, Cysill and ChatGPT services to assist with writing in Welsh, the Head of the Department emphasised that these software packages were only used in informal situations to increase the workforce's confidence with the Welsh language. It was confirmed that they were not used for the preparation of documentation or formal reports. Examples of where the software was being used were shared such as if a member was alone and needed to check information quickly to deal with queries. It was mentioned that informal use of this type was a great help to the staff and assisted the Department in the delivery of services. It was confirmed that the Department was aware of the risks of using artificial intelligence, noting that the situation

was being continuously monitored, with the aim of developing clear guidance on this issue. It was hoped that a guide would be developed more widely for the Council for clarity on the future use of such software.

The members expressed their thanks for the report.

RESOLVED

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

6. REPORT OF THE LEGAL SERVICES ON THE IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS THE REALISATION OF THE WELSH LANGUAGE STRATEGY 2023-2033

The report was presented by the Head of Legal Services. He referred briefly to the following main points:

It was reported that the Legal Services were responsible for propriety (including the Monitoring Officer role, legal services, Elections and Electoral Registration Team as well as Coroner's Support.) Regional work that the Service had been undertaking in recent years was highlighted, by providing support to GwE, the Growth Deal and the North Wales Corporate Joint Committee (CJC).

It was recognised that legal requirements for the North Wales Corporate Joint Committee had increased significantly, and to cope with that work the CJC had formed an independent legal team, with Cyngor Gwynedd's Legal Services having now withdrawn from the partnership. It was stressed that Democracy and Finance Services continued to support the CJC. There was pride that there was a presence in the process of developing CJC procedures and systems as it was formed, which was essential to ensure bilingualism and that the Welsh language received equal attention, as good practice had been demonstrated and implemented.

It was explained that the Electoral Team promoted the Welsh language and insisted that bilingualism was ensured on all occasions. Examples of the importance of bilingualism were shared such as on documentation, training, and when election results were announced verbally. Pride was expressed that the Electoral Team was successfully promoting the language and that the work was being carried out to ensure that the Electoral Commission's bilingual systems were now standard. It was emphasised that there was room for improvement, highlighting that the Electoral Team emphasised that the English only provision of documentation or training was not acceptable.

Thanks were given to the Coroner, who worked at a national level and also promoted the Welsh language through her work. It was explained that the Gwynedd and Anglesey Coroners' Service had not been incorporated into a regional body across North Wales due to the linguistic emphasis placed by the Coroner in this area, noting that this reflected the importance of the language to the Service. Pride was expressed that this work was able to influence other Coroners' areas by ensuring that documentation was available for use in both Welsh and English.

Pride was expressed that the Legal Services were now able to carry out all elements of their duties bilingually, such as the most technical aspects of the work, the provision of contracts and transcripts of court proceedings for work in Gwynedd and regionally across north Wales. Members were reminded that this was not possible in recent years because locum solicitors had been appointed to assist with regional work, where the need for specific expertise dominated the need to ensure that those individuals were proficient in

Welsh. It was acknowledged that the Legal Service had experienced recruitment challenges in recent years but emphasised that recruitment needs had now eased and that the Service was able to attract experienced and Welsh language skills staff when any staff turnover arose, taking pride in the highly enthusiastic and hard-working workforce.

The linguistic challenges facing the service were similar to other Council Departments. It was confirmed that there were some challenges beyond the control of the service and the Council, whilst work was being done to influence other places linguistically, as had already been noted. It was recognised that some linguistic challenges arose from the need to work jointly with external, national and specialist companies, where it was still not possible to ensure that relevant expertise was available through the medium of Welsh. However, it was emphasised that this joint working was done in Welsh, if the service was available. It was pointed out that this joint working with experts was only one aspect of the service's work, and pride was taken that most of the work was being carried out in Welsh or bilingually.

It was confirmed that the Service was taking advantage of the opportunities provided by the Council, such as Cynllun Yfory and Apprentices, to develop qualified and experienced staff through the medium of Welsh. It was explained that two apprentices were currently employed with the Service, in a role within the Electoral Team and in a para legal role and that ongoing consideration was being given to identify new opportunities.

During the discussion, the following observations were made: -

In response to an enquiry, the Head of the Legal Service explained that information had not been presented to the committee on what needed to be addressed during the next year to raise the status of the Welsh language and ensure opportunities for Welsh speakers, within this report as there were no specific examples of practical activity that could be identified within the Service at this time.

In response to an enquiry, the Head of the Legal Service explained that he would welcome an expansion of the opportunities for apprentices and work experience for law students. It was reiterated that two apprentices were already working within the Service and the Service would endeavour to take advantage of these opportunities in the future, as required. However, it was explained that the main challenge within the area of short-term work experiences was to ensure access to the services' electronic systems for an adequate period of time, when work experience individuals were only in the office for a limited period. It was confirmed that individuals had been on work experience in the past, and that work was being done to find a way to be able to offer this in the future.

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 11.10am.

CHAIR

A Report by the Adults, Health and Well-being Department and the Children and Supporting Families Department on their implementation of the Language Policy and contribution towards realising the Welsh Language Strategy 2023-2033

Date	29.06.2026
Department	Social Services
Author	Nia Wyn Evans and Gwen Ffion Davies

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)

Please see below examples of how the Social Services contribute to the objectives of the language strategy:

Relevant policies and strategic plans

Social Services and Well-being (Wales) Act 2014 - The Act places duties on local authorities, health boards and Welsh Ministers which require them to work to promote the well-being of those who need care and support, and carers who require support. This is the basis for all the Service's work.

More than just words - 'More Than Just Words: Strategic Framework for Welsh Language Services in Health, Social Services and Social Care' was published in 2016. Steps should be taken to adopt **More than just words** and implement it in social care and childcare services to help improve the quality of care and outcomes for people living in a bilingual country. The aim of 'More than just words' is to create a higher level of recognition among service providers that the use of Welsh is not only a matter of choice but also a matter of need for many people. Service providers, therefore, have a responsibility to meet these needs.

Procurement Policy - A Sustainable Procurement Policy and Procurement Strategy already exist and include language requirements. The policy and strategy will be updated during 2025.

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.

Quality Assurance Policy - Work is underway to produce a Quality Assurance policy for the Department which will identify the linguistic needs and expectations.

Gwynedd Welsh in Education Strategic Plan 2022-2032 - Council Departments, schools and wider partners are committed to achieving all the aims and objectives of the Welsh Language in Education Strategic Plan and thereby supporting the Welsh Government's strategy to reach the goal of one million Welsh speakers by 2050, ensuring that there are opportunities at all stages of an individual's life to learn Welsh and to learn through the medium of Welsh. We are responsible for leading and ensuring the provision of nursery education (10 hours a week for three-year-old children) and a Flying Start childcare provision (12.5 hours a week for two-year-old children).

Projects in the Council plan

- **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 areas of action, 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.
- **Tomorrow's Gwynedd - Extending play and socialising opportunities for children and young people in the county.**

Play opportunities are important to a child's development, and the Early Years Unit funds providers who are on the Activity Provider Framework to run a range of play sessions across the County, all of which are in Welsh or bilingual.

The Play Trailer also goes to locations across the County during school holidays to hold free play sessions for children up to the age of 12. The Unit staff are all fluent Welsh speakers and provide the activities in Welsh.

There is a clear focus on developing children's linguistic skills in Welsh, and this is done by the Play, Development and Language Officers who serve in the Flying Start areas and the rest of the county. Camau Bach (Small Steps) and homework sessions take place. The team also promotes the use of Welsh language resources such as books and for families to join Libraries.

Meithrinfa Plas Pawb offers quality childcare in a Welsh language atmosphere to children from 3 months of age upwards.

The Family Information Service promotes play and socialising opportunities for Gwynedd families through several ways on social media channels

[Activities, Events, Training and Groups for Families in Gwynedd](#)

- **A Prosperous Gwynedd - Keeping the Benefit Local**

Keeping the Benefit Local project seeks to maximise the local benefit and in turn promote and develop the language.

The Early Years Unit ensures that any childcare tenders go to the County's childcare providers to apply, with a Welsh language skills questionnaire as part of the criteria.

With Government grants we order resources, books, etc. from local companies, and encourage childcare providers to use any grant budget to order from local companies.

- **A Caring Gwynedd** - Ensuring that children, young people and their families live happy lives and reach their potential in terms of their education, health and well-being.

The support that the Early Years Unit provides to the County's childcare providers is key to ensuring the highest quality of early education and care with a number of providers receiving an 'excellent' rating from Estyn and Care Inspectorate Wales.

There is also high-quality childcare provision at Meithrinfa Plas Pawb. We have recently collaborated with the Care Academy to offer childcare apprenticeships that build on the future Welsh childcare workforce.

- **A Welsh Gwynedd** - 'A Welsh Gwynedd' is a workstream of the Council's Plan, with the Early Years Unit ensuring that Nursery Education provision (10 hours per week for three-year-olds) and Flying Start childcare provision (12.5 hours per week for two-year-olds) immerse children in Welsh.

Through in-depth research into the Childcare and Play Sufficiency Assessment, the gaps are assessed, producing a clear programme of work for the team to work with the sector to push improvements in the future.

- **A Green Gwynedd** - Early Years Unit staff are urging childcare providers and Nursery Education to recycle, not to order plastic resources (single use) to use charity shops for resources, furniture and any suitable equipment needed at the setting.

The 'A Caring Gwynedd' Priority:

- **Modernising our care resources to meet future needs**

We will modernise our care homes, update our community resources and expand the accommodation options that are available to Gwynedd residents.

- **Using technology more effectively to improve the ability of Gwynedd residents to access support and care**

We will enable the people of Gwynedd to live their best life for as long as possible within their local communities.

- **Working with Health Services to enable people to live their best life in the community**

To ensure that we fully promote the well-being of individuals, it is vital that we are able to

change our culture and ensure that we work effectively with the Health Board to deliver comprehensive care and health services in the future.

- **Developing training and employment opportunities for individuals in need of support**
We will promote training and work opportunities for individuals who need support.
- **Llechan Lân**
We will prepare an analysis of the demographics of Gwynedd; the demand for service; and adult social services best practices to understand and highlight the demand for service and the associated resources that will be needed for the next twenty years.
- **Llechan Las**
Very similar to Llechan Lân but that Llechan Las looks specifically at social services, education and housing for disabled children in Gwynedd. This is in order to understand the demand and resources needed.
- **Supporting People's Well-being**
Some residents find it difficult to cope with life's challenges and the situation of a number of residents has been exacerbated as a result of the cost-of-living crisis. These residents need support to cope, to thrive, to be safe, and to stay healthy. We have an extensive network through our communities which helps and supports residents to cope and to respond to their various needs. This network requires support to sustain that voluntary effort, and we will work to strengthen this essential work over the coming years.
- **Autism Plan**
Autistic children, young people and adults find it difficult to get the specialist support they need, especially in Welsh. We will therefore improve our provision and make it easier for individuals and their families to transfer between different services.
- **Develop a residential provision for looked after children in small group homes.**
We want to improve the experiences of children looked after by the Council who have profound and complex needs, who currently have to leave the county or Wales to receive suitable provision. We will develop registered residential homes for small groups of up to two children, which will allow them to be looked after in Gwynedd, attend local schools, and participate fully in the lives of their communities.

Other projects and schemes

Early Years Language

Activity Provider Framework - a list of providers on this Framework have completed a Welsh skills questionnaire, and are able to provide activities in Welsh, or bilingual.

List of Approved Childcare Providers – the approved childcare providers have completed a Welsh language skills questionnaire, and provide childcare in Welsh, or bilingual. Any providers who are not approved due to language skills are referred for support:

- [CAMAU Scheme](#) to encourage the childcare sector workforce to use and improve their Welsh language skills
- [Croesi'r Bont Scheme](#) (Mudiad Meithrin) for the immersion of the Welsh language within cylochoedd meithrin and increase language transition with schools. There are currently 17 settings on this scheme.

The Language of Learning

Securing work-related learning opportunities, such as apprenticeships, can be challenging. The Council is working with further education providers to deliver courses through the medium of Welsh, but social work apprenticeships are scarce in Wales. Work is underway with the Care Academy in Gwynedd to provide a clear professional career path, including training and qualifying through the medium of Welsh.

The strategy also encourages more Council staff to learn Welsh and improve their language skills. Since April 25, 62 members of staff have been on language courses, including language learning courses from scratch, language skills enhancement courses, and language refresher courses. A language tutor is currently available specifically for the care area until March 2027 – this is funded through the Welsh Work and Social Care Wales scheme. More staff are receiving Entry level language training and Confidence Building. In addition, a few members of staff have been on a week-long course to Nant Gwrtheyrn. Freeing up the time of front-line staff for language training is challenging due to recruitment challenges and ensuring consistency of care.

We are already implementing a Welsh speaker matching scheme and hope to maintain more informal opportunities for learners to use their Welsh skills in the future.

[CYFEILLION CYMRAEG SCHEME](#)

We will be placing more focus on the development of Welsh language skills among the workforce, particularly due to the challenges of recruiting a care and specialist workforce. The issue of enforcing language training and ensuring improvement within a certain period of time has been raised at a meeting of the Gwynedd More than Just Words Group, and discussions are ongoing. It is important to note that we have made a conscious decision not to employ agency staff, as it was not possible to ensure a Welsh-speaking workforce, so it is important that we give adequate time to training and supporting our staff to speak Welsh.

Language of the Community

Gwynedd is a county famous for its high percentage of people who can speak Welsh. According to the 2021 Census, 64.3% of the population over the age of 3 were able to speak Welsh, which is 73,558 people out of 114,312. Gwynedd is home to some of the most notable strongholds of the Welsh language, so it is extremely important that Gwynedd Social Services can respond to that.

Language and Work

We have already referred to the challenges in terms of the language skills of our workforce and recruitment difficulties, and the same information could be revisited in relation to the language strategy's objectives to go beyond the requirements of the Welsh Language Standards and focus on increasing use in order to be able to evidence the need more effectively. Social services have been part of Bangor University's ARFer research project, which looks at how the language practices of work teams can be influenced.

Communication is fundamental to the ability to understand and respond to individuals' needs. Although the social work teams are confident in their ability to provide support through the medium of Welsh, measuring success is not easy. There are circumstances where adults or children must be

placed in settings where there is no Welsh language provision, and the support of Social Workers is essential in these situations.

The "More than Just Words" strategy is important to strengthen Welsh-language services in health and care, including a proactive offer to identify the need for Welsh-language services and provide them by default. A small group has been established to lead on the work arising from the Government's latest 5-year plan in this area.

The two Departments, the Adults, Health and Well-being Department and the Children and Supporting Families Department promote the use of the Welsh language on the corporate website. In addition, the service has contributed to specific campaigns to promote the use of Welsh, such as Galw Gofalwyr (Dare to Care) or the Foster Wales campaign.

We must emphasise the need to support the private sector to use the Welsh language, including language clauses within domiciliary care agreements and residential and nursing agreements. The service has started to address language clauses within adult and childcare agreements in order to ensure clarity and strengthen them to align with the principles of the "More than Just Words" framework.

Research and Technology

We know that the provision of technology in Welsh can create a problem, whether that is because it is not available or because of the standard of the language, but we must note how vital technology is in our day-to-day life. We also believe that technology is central to meeting the challenge of a growing demand in the care field, see below our main work-stream in relation to research and technology.

1. Help Yourself

Software that provides a virtual occupational therapist service to enable adults, children and their families to obtain advice through our website on ways they could try to support themselves from day to day.

The self-assessment system, following our collaboration with the company, is now available in Welsh to everyone throughout Wales.

The name of the system in Gwynedd will be 'Helpu'n Hun'.

[Helpu'n Hun: online self-assessment tool](#)

<https://www.facebook.com/share/r/1Fs5vVXxVn/>

2.The AiDi App:

An app commissioned to support unpaid carers and young carers.

The app provides caregivers with an ID card, useful information, and discounts at local shops. It can also be a tool for keeping in contact with the school.

This is the only bilingual app of its kind, and consequently there are discussions taking place regionally and nationally with the aim of other authorities also adopting the app.

3.Telecare:

New digital telecare equipment will be rolled out by December 2025.

It was a contractual condition with the provider company that the technology is available through Welsh.

We as a telecare team are working with our digital equipment provider, Chiptech, to translate the code in the telecare units to have a unit that has Welsh-speaking capability.

The latest modern technology being developed in the field of care is often developed by large companies (e.g. Amazon), and enabling the use of this technology in Welsh is a challenge.

4. More than Just Words Group:

We continue to address the linguistic difficulties that exist when trying to work multidisciplinary with staff teams where Welsh language skills vary.

Develop a plug-in to enable professionals to view a translated version when recording on a social care database.

Several Welsh and English videos have been created to promote the use of More Than Just Words in the workforce. The videos are constantly being shared on social media.

5. Neuro App

An interactive 'Neuro' App was launched earlier this year for autistic/ND individuals, their families, professionals and the public to access information, advice and guidance.

This is the only bilingual app of its kind, and consequently there are discussions taking place regionally and nationally with the aim of other authorities also adopting the app.

6. Direct Payments.

Social Services recently took responsibility for this service and thus transformed the Welsh language service. For example, now every conversation starts in Welsh.

8. Dementia Actif Groups

Dementia Actif now has a presence across Gwynedd, ensuring sessions for people in Welsh. Dementia Actif offers group physical activity opportunities to support and enhance the quality of life of people living with dementia, the activities include exercise classes, boccia league, on-line activities and much more.

9. Mosaic

One of the most prominent changes coming in the next year to our workforce is the transfer of the Service's internal recording system from WCCIS to Mosaic.

Mosaic was a system that was available nationally in English only. Councils across the border were already using it therefore we know of its success, but Cyngor Gwynedd has been progressive in ensuring that the system will be available in Welsh. There was significant discussion and it was made clear that the system must operate in Welsh before we would agree to buy it.

Thanks to this work there will be an opportunity for other counties in Wales to benefit from the system in Welsh.

10. Beam Notes

Beam Notes has been piloted by a group of staff over the past few months, and following a successful phase of trialling is being rolled out more widely across the Adult, Children's and TA Departments. Beam Notes is software on a working laptop or mobile phone that listens to a face-to-face chat, Teams chat or recording and records and summarises the content of the conversation. It can reduce the administrative burden and pressure of taking paper notes, improve the accuracy and consistency of notes and helps feed information into systems such as WCCIS/Mosaic. The trials have proven that Beam Notes is proficient in the Welsh language and delivers a standard language for the language needs of Cyngor Gwynedd.

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?

Over the next year ongoing work will take place within the Service in order to raise the status of the Welsh language and ensure opportunities for people to use the Welsh language. We as a Council operate in Welsh first, and it is important that we continue to do so while also emphasising the need to raise the confidence and ability of our staff in the language. In addition, there will be a virtual offer to support staff to improve their written communication skills in Welsh.

The whole of the Social Services will continue their effort to prepare clear communications in all areas of their work, whether that be for the public or for staff. We will continue to make improvements to our pages on the Council's corporate website, prepare updated and accurate information for our service users and prospective service users and all this will be in both Welsh and English.

Improvements in the world of Telecare, led by the Business Department and the Adults, Health and Well-being Department, will certainly raise the status of the language. We must also emphasise the work of Dementia Support workers. They offer a Welsh-medium service and support across the county. Speaking in your mother tongue while living with Dementia is very important and we hope to develop this work further in the coming months.

Looking at the Children and Supporting Families Department, we will hope to further develop the small group homes project to increase our offer of local accommodation for looked after children. This will raise the status of the Welsh language as we will be able to ensure that the children and young people of our county will have the opportunity to stay in Gwynedd and nurture them in the Welsh culture.

Secondly, the Neuro App will be further promoted to give the residents of the County the opportunity to interact in Welsh. Providing opportunities for such information in Welsh certainly raises the status of the language. Other Counties are now also starting to invest in the app as Gwynedd is at the forefront of being able to offer an app through the medium of Welsh for users.

When considering the Early Years Unit all the staff are Welsh speakers and have a host of activities to raise the status of the language. Firstly, the Mam, Dad a Magu podcast - currently a monolingual Welsh podcast series, aimed at supporting families on their parenting journey. The first series has received positive feedback; the research continues to produce more podcasts on topics about some of the common challenges parents face.

Secondly is the Play trailer – holding more free play sessions for children and families during the school holidays. Providing the sessions in Welsh will promote the use of the language.

The business department is about to launch a new system to collect data. PERCCI (Person-Centred Community Care Inventory) is a short questionnaire that helps to measure the quality of care from the perspective of the person receiving it. It consists of 12 questions that are scored by the respondent, and then the points are counted to create an overall score. These questions have been co-designed with people who have direct experience of receiving care and have been rigorously tested to ensure effectiveness. Half of the questionnaire focuses on the care workers who have been helping the individual, while the other half looks at the overall care and support. A Welsh version is available, and we would be pleased to be able to offer this service through the medium of Welsh and distribute it so that everyone can participate in the way that feels natural to them.

Finally, we have also ensured that every child living outside of Gwynedd or outside Wales has a Welsh-speaking advocate. This is for children in foster care or residential care. The ability to discuss in Welsh is crucial and we feel that this provision makes it easier for the child to discuss. Similarly, we have insisted that the regional board offers a Welsh-language provision for the assessment of parents. Gwynedd was the only county to insist on this provision, which is a true example of raising the status of the language.

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?

The Council's Digital Plan states: 'There is a clear place for the Welsh language in all digital developments, with all internal developments being done bilingually, without exception, and the default setting in Welsh. The Welsh language has its rightful place in all developments, and this is reflected in the Digital Suitability Assessment which will be a compulsory step before any of the Council's departments acquire a digital system or service'.

With this in mind we as a Social Service try to ensure that any technology, we use to provide care services is available in Welsh, but this creates challenges. Very often, the latest technology available is very specialist in nature and is only available in English. We try to work with companies to develop resources in Welsh but are finding it difficult to gain their interest in doing so unless there is an additional financial incentive available to them.

**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***

In accordance with the census in Wales (2021) the highest percentage of people aged three and over who can speak Welsh live in north-west Wales, with 64.4% in Gwynedd. These are the residents that we serve. A large proportion of Social Workers speak Welsh, in accordance with Cyngor Gwynedd's job requirements, and therefore our service users can receive a service through their preferred language.

Adults, Health & Well-being:

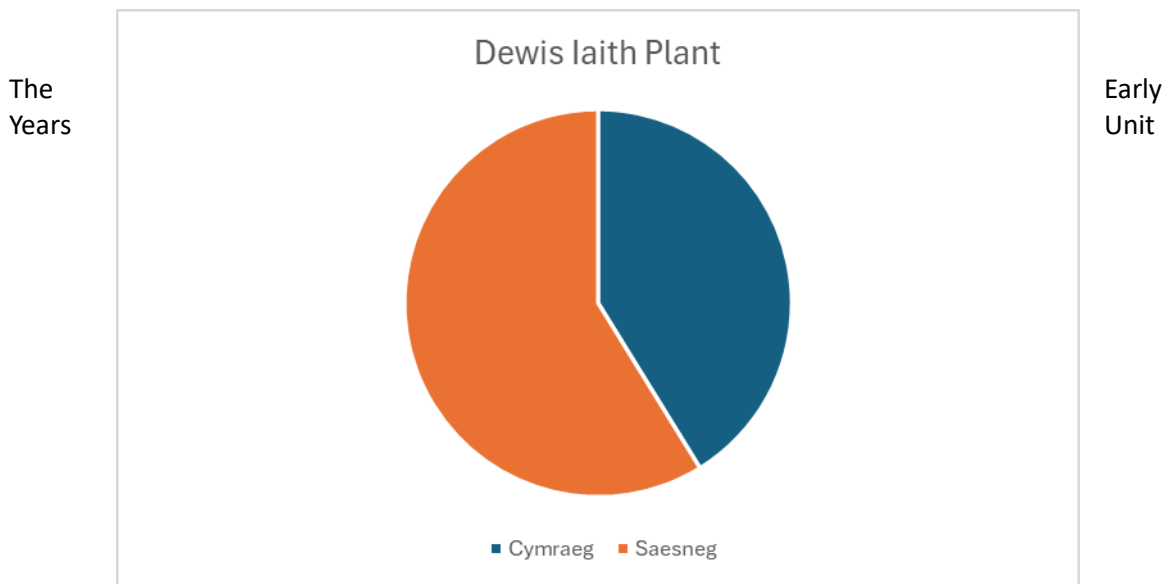
During an initial assessment with the Adults, Health and Well-being Department, a service user will have the opportunity to complete a 'What matters?' document. In this document the service user will indicate their language preference, and it also asks if the worker/assessor started the

conversation in Welsh. There is also an opportunity to explain the reasons for not conducting the assessment through the medium of Welsh. This information is kept on the individual's file.

We have recently reviewed and modified our assessment form to strengthen our ability to record language preference and ensure compliance with More than Just Words requirements.

Children and Supporting Families:

The Children and Supporting Families Department operates in a similar manner. This information is gathered during the initial assessment. The annual Children's Census for 2024/25 shows that 367 children (aged 3 and over) chose Welsh as their language of choice out of 891 (41%).



operates a little differently. There is a national telephone line for the Welsh Childcare Offer. They respond to phone calls from parents and childcare providers across Gwynedd, Anglesey and Conwy. In the last 60 days there have been 84 calls on the Welsh helpline, and 265 on the English helpline. Of those who call the English helpline, around 2% speak Welsh once they understand that the officer who has answered is a Welsh speaker.

There is also Flying Start and Childcare for 2-year-olds – these services are provided in Welsh in accordance with Cyngor Gwynedd's language policy. Now with the expansion of provision, there are two locations providing a service bilingually.

Then there's Information for Families – the Information for Families team keeps statistics as a record of linguistic preference by enquirers. In the year 2025-26, 217 enquiries were received and 74% of them chose the option to communicate through the medium of Welsh. 36% of visitors to the Teulu Gwynedd website have chosen the Welsh option.

The family support team offers support to families in parenting and behaviour up to the age of eighteen, and in the year 2025-26, 44% of families received the support through the medium of Welsh.

The family support team also offers support to families in Language Development, play and developmental skills in the early years. In the year 2024-25, 62% of families received the support through the medium of Welsh.

5. What are the language skills of your staff?

Across the social services, there are around 1,600 staff, see below for data on their language skills.

ADULTS, HEALTH AND WELL-BEING DEPARTMENT

Have had a language assessment	1131 83.6%
Have completed the language self-assessment	916 81.0%
Reach the job's language designations	775 82%
Do not reach the job's language designations	170 18%

CHILDREN AND SUPPORTING FAMILIES DEPARTMENT

Have had a language assessment	438 86.6%
Have completed the language self-assessment	419 82.8%
Reach the job's language designations	412 94.1%
Do not reach the job's language designations	26 5.9%

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

Barriers

1. Recruitment Challenges

As already mentioned, the difficulty of recruiting a care workforce that meets the language requirements of the job, especially in some areas. Particular problems in recruiting in the field of occupational therapy, forcing the appointment of non-Welsh speaking therapists.

The establishment of the Care Academy assists with the work of overcoming these problems, as the Welsh language and the principle of the active offer will be focal to these developments. A Workforce Plan has been developed across both departments. The plan includes:

Recruitment Campaigns: Promotional material, videos, ongoing social media campaigns calling for carers and promoting the field.

Workforce Planning Workshops: Holding workshops with services.

Working with Human Resources: The Council's new jobs website and exit interview arrangements.

2. Care Provisions

There are restrictions in securing an intensive care placement for children or adults with Learning Disabilities, and we often have to go out of county. As mentioned, projects have been identified as part of the Cyngor Gwynedd Plan 2023-28 to address this lack of provision here in Gwynedd:

Developing a residential provision for children: Registered small group homes for up to two children, allowing them to be looked after in Gwynedd, attend local schools, and participate in the life of their communities.

Supported Housing in the Community: A minimum of 6 new homes across the county to provide suitable and secure care homes for individuals with Learning Disabilities. This will prioritise individuals who are placed out of the county to return to Gwynedd if they wish.

3. Young Offenders

In the same manner, we are also concerned about the language needs of young offenders who receive a custodial sentence. This means that young offenders are placed in England due to a lack of suitable provision in North Wales, which weakens the contact with their family, language, and culture. It is a matter of concern and has been escalated to the Welsh Government for years, but the situation remains the same, putting young people from Gwynedd at a disadvantage.

The hard work of the Youth Justice Service is a great comfort, as no one has received a prison sentence since June 2023 and there has only been 1 instance of imprisonment in the last five years.

4. Working with partners

Running integrated services in conjunction with the Health Board creates challenges for us in respect of language, as many of the meetings start in English. We do try to influence, for example by pressing on them to ensure a simultaneous translation provision in more formal meetings. The same is true when we attend regional and national meetings in the field. A number of our partners do not offer a translation provision, particularly in virtual meetings, and we often have to ask and press on them to be able to contribute in Welsh.

Working with the Government also presents barriers in terms of the lack of accurate translation of documents into Welsh and the discrepancy between Welsh and English.

5. Collaborating with Internal Communications to promote 'More than Just Words' (TikTok/Insta/facebook)

Working with the internal communications team on issues related to data security can pose challenges for several reasons. There are technical risks and the legal aspects involved in protecting sensitive information. There is significant pressure on the Council not to breach regulations such as GDPR.

When considering platforms like TikTok, the risks increase. TikTok has been under international audit due to concerns about how it handles personal data, it could lead to data breaches or instances of sharing sensitive information without permission.

6. Complaints and compliments

No formal complaints or commendations have been received during the year relating specifically to Welsh or bilingual services. Of course, we have received many compliments in relation to individuals and families' satisfaction with the services they receive, and many of these services are in Welsh, therefore we believe that meeting individuals' language needs naturally contributes to the quality of the service.

The provision of services through the medium of Welsh is an integral part of ensuring that service users can use their preferred language.

The departments report to the Language Committee in 2025: [Microsoft Word - Adroddiad Iaith Gwasanaeth Cymdeithasol Saesneg.pdf](#)

Meeting	Language Committee
Date	29 June 2026
Title	Welsh Language Annual Report
Authors	Nia Haf Lewis and Llywela Haf Owain, Welsh Language Advisors Llio Mai Dafydd, Welsh Language Learning and Development Officer
Purpose of the Report	To submit the draft Annual Report to the members for them to recommend that the Cabinet Member approves publishing the report

1. BACKGROUND

1.1 In accordance with the requirements of the Language Standards, imposed on the Council under Section 44 of the Welsh Language Measure (Wales) 2011, the Council is required to *"produce and publish an annual report by 30 June following the financial year to which the report relates regarding your compliance with the operational standards with which you had a duty to comply."*

1.2 The Standards set out specific requirements for annual reporting (158, 164 and 170), noting that we must include information on the following:

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

1.3 Other than the above-mentioned information, the Council is free to include any information we feel adds to the public and the Welsh Language Commissioner's understanding of the Council's work in the context of the standards and promoting the use of Welsh medium services, and any information about specific steps taken to ensure compliance with the Standards.

1.4 As the Language Committee is responsible for maintaining oversight of the implementation

of the Language Standards, the attached report, for the year to the end of March 2025, is submitted to committee members for information, and they are asked to recommend that the Cabinet Member approves it to be published.

1.5 The final report will need to be published on the Council's website by 30 June 2026.

2. SUMMARY OF THE REPORT

2.1 The report contains key information about recruitment and staffing arrangements, which ensure that the Council's workforce continues to be able to offer Services through the medium of Welsh as a default and wherever it is needed across the Council. Key data includes:

- 99.3% of Council staff have some degree of Welsh language skills.
- 91.6% of Council staff meet the Language designation of their post.
- 111 attendees for language training.
- 1,092 members of staff completed the Language Awareness e-module.

2.2 The report specifies compliance queries or complaints that have reached the Welsh Language Team during the year, in relation to the Council's language policy, Welsh Language Standards and place names.

2.3 Included this year, are examples of good practice, to reflect a sample of the Welsh Language Teams' work, project from each department of the Council and collaborating work, which promotes the Welsh language and contributes to the Council's Language Strategy. They're unique, progressive examples, which emphasize that Gwynedd is at the forefront of offering Welsh or bilingual services to the public. Highlights include:

- Over 100 workstreams across Council departments that have focused on promoting the Welsh language
- 328K viewers across Project 15 TikTok videos
- Support for Menter Iaith Gwynedd's work in our communities
- Place Names Project
- Niwro Cymru App
- Common Housing Allocation Policy

2.4 It also highlights some of the challenges that will be addressed by the Council over the next year in order to raise the status of the Welsh language for residents and to ensure full compliance with the Welsh Language Standards.

3. RECOMMENDATIONS

3.1 Members are asked to:

- Accept the contents of the Annual Report
- Offer any observations on the matters included in the report
- Recommend that the Cabinet Member publishes the report before the 30 June 2026.

Welsh Language Annual Report 2025-6



Welsh Language and
Scrutiny Team

Corporate Services



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Welsh Language Report 2025-26

Reporting period	1 April 2025 - 31 March 2026
Purpose	Reporting on Cyngor Gwynedd's compliance with Welsh Language Standards during 2025/26, as well as promotion projects that contribute to the Language Strategy.
Authors	Welsh Language and Scrutiny and Learning and Development Team Officers, Cyngor Gwynedd.

Foreword

It's great to see a positive report again this year, which reports an increase in the number of Council staff with Welsh language skills and also notes an increase in the number who have attended training to develop their language skills. This year's report includes an additional section that gives due attention to promotion and support work across the Council, with each department sharing a good practice project. Our vision as a Cabinet and as a Council is to increase opportunities for all residents of Gwynedd to see and use the Welsh language in different contexts. The projects in question give a taste of the innovative opportunities offered to the residents of Gwynedd to use their Welsh on a daily basis.

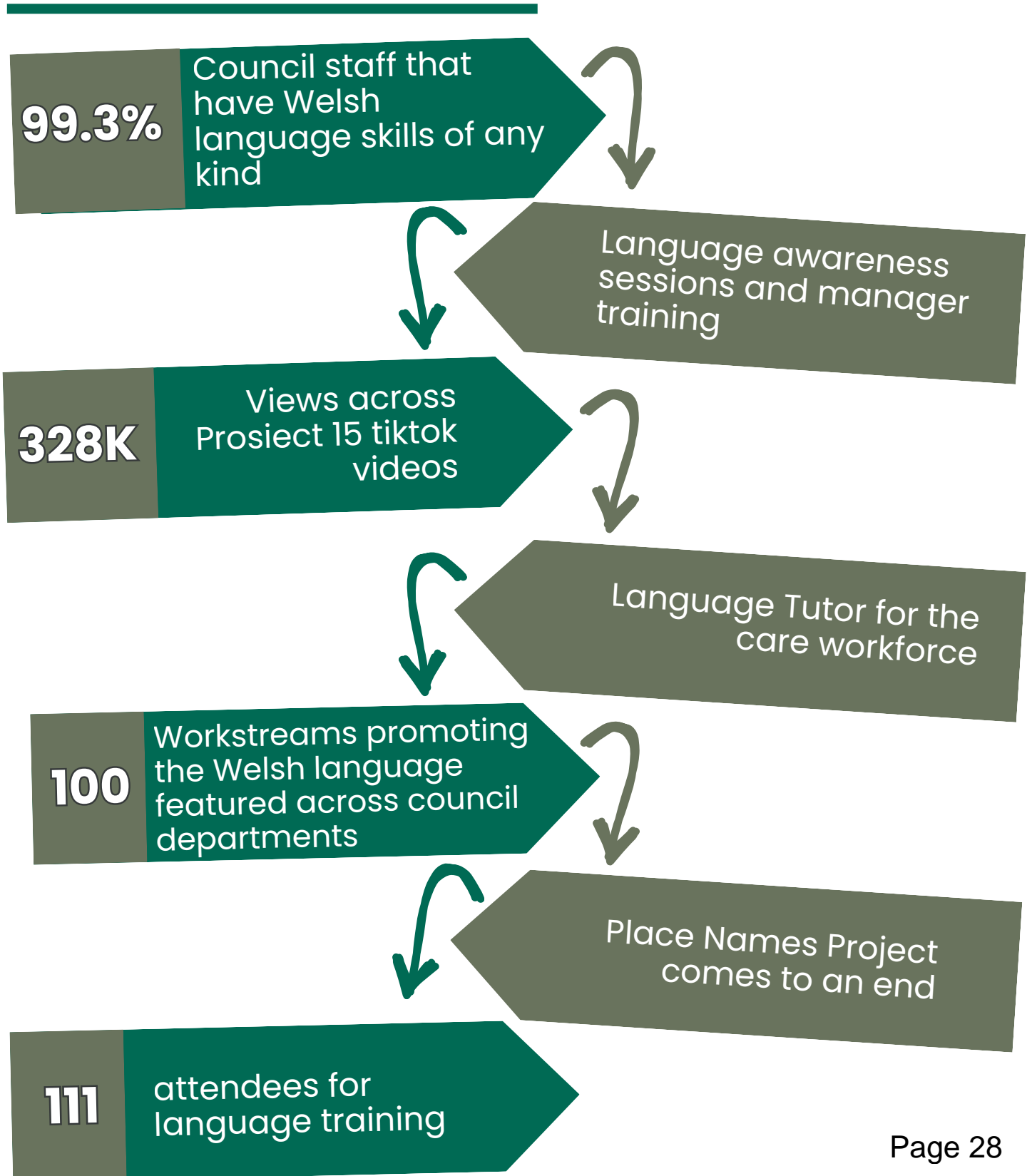
One of the Council's strengths is working together and it is pleasing to recognise the successes of all Council departments in complying with Welsh language standards and their contribution to the language strategy in their reports to the Language Committee. The collaboration between the Welsh Language Team and the Welsh Language Commissioner, Arfor, the Gwynedd and Anglesey Public Services Board and the Network, to name but a few, is a strong foundation for learning from other organisations and providing a platform for the good work that is happening in Gwynedd.

Next year is also set to be an extremely important year for the Welsh language in Cyngor Gwynedd with a number of key projects to be completed. I look forward to seeing the development of the Twf Charter: The Welsh Language at Work, the Language Education Policy and the establishment of a Welsh Language Programme Board.

Councillor Llio Elenid Owen

Cabinet Member for Corporate and Legal Services and for the Welsh Language during 2025-26

Summary



Background

The Council is required to comply with the Welsh Language Standards, on 30 March 2016, 147 standards became operational, with 4 promotion standards coming into effect on 30 March 2017.

Standard 170 states that the Council is required to publish an annual report of the way it complied with the Welsh Language Standards during the past year. The exact requirements are listed in this section.

Background

A) Duties of the Standards

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

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

The Language Standards are divided into five fields:

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

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

The notice set out the specific standards with which the Council is required to comply, and on 30 March 2016, 147 standards became operational, with 4 promotion standards coming into effect on 30 March 2017.

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

Background

B) Accountability

Compliance with the Welsh Language Standards is a priority for Cyngor Gwynedd and a responsibility for all Council departments and staff. The monitoring work is carried out by Cyngor Gwynedd's Language Committee.

The role of the Language Committee is to:

- Provide strategic direction and compliance with the Welsh Language Standards, taking into account the work of the Council and any partnership or collaborative work
- Review and scrutinise issues relating to the implementation of Cyngor Gwynedd's Language Policy
- Receive information on matters relating to the Welsh language as required
- Act as an advisory body on strategies for promoting the Welsh language within the county and to make recommendations to the Cabinet as necessary
- Annually (in line with the committee's calendar year), each department reports on projects that feed into the implementation of our Language Strategy and the Council Plan, addressing 5 priority areas namely early years, learning, work and service, the community and research and technology.

A link to each department's report is provided below:

[Education Department Report](#)

[Environment Department Report](#)

[Finance Department Report](#)

[Economy and Community Department Report](#)

[Corporate Services Department Report](#)

[Legal Service Report](#)

[Report of the Adults, Health and Well-being Department and the Children and Families Department](#)

[Highways, Engineering and YGC Department Report](#)

[Housing and Property Department Report](#)

This Annual Report has been submitted to the Language Committee on 29 June 2026, for approval. The Council's Welsh Language and Scrutiny Unit is responsible for the content of the report as well as ensuring that the standards are implemented.

Any questions about the content of the report should be directed to the Welsh Language Team via iaith@gwynedd.llyw.cymru

Background

C) Reporting in accordance with the requirements of standard 170

The Council must produce an annual report which provides information on compliance with the Welsh Language Standards. The exact requirements are listed in standard 170:

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

(2) The annual report must contain the following information (where relevant, to the extent that you are under a duty to comply with the standards referred to) –

- (a) the number of employees who have Welsh language skills at the end of the year in question (based on the records you kept in accordance with Standard 151);
- (b) the number of members of staff who attended training courses you offered in Welsh during the year (based on the records you kept in accordance with standard 152);
- (c) if a Welsh version of a course was offered by you during the year, the percentage of the total number of staff who attended the course and who attended the Welsh version (based on the records you kept in accordance with standard 152);
- (d) the number of new jobs and vacancies advertised by you during the year categorised as posts where-
 - i. Welsh language skills are essential
 - ii. Welsh language skills needed to be learnt when appointed to the post,
 - iii. Welsh language skills are desirable, or
 - iv. Welsh language skills are not necessary (based on the records you kept in accordance with standard 154);
- (e) the number of complaints you received during the year that related to your compliance with the operating standards with which you had a duty to comply.

Compliance with the Standards

Cyngor Gwynedd commits to complying with the Welsh Language Standards and the main aim of not treating the Welsh language less favorable than English.

In this section, there's data and information on the arrangements in place, complaints and enquiries, staff language skills data and training data.

Compliance with the Standards

General arrangements to improve compliance with the standards

Service Delivery

Having held more language awareness training sessions, staff are aware of their requirements to follow the Welsh Language Standards and also Cyngor Gwynedd's Language Policy. Staff take pride in Welsh being the internal language and attend Welsh language meetings across the Council.

The procurement policy was reviewed over the course of the year and it was ensured that it continued to give due attention to the Welsh language. With Galw Gwynedd having updated their call systems during the year, the decision was made to set the telephone answering machine bilingually, rather than giving the customer the language options from the first point of contact. We feel that this arrangement gives status to the Welsh language among non-Welsh speakers who will also contact the Council, they will hear Welsh, even if they do not continue the enquiry in the language.

Following the Welsh Language Commissioner's report on 'Empowering the Welsh language through strong governance', a work program has been created to ensure full compliance across standards.

Policy Making

Most Council Department management teams have now received a presentation/training on completing equality and language impact assessments, to ensure they understand the requirements and to provide an overview of the new on-line format. The good relationship between the Welsh Language Team and services such as equality and engagement means that officers are referred to us regularly to obtain feedback and advice on consultation questions and impact assessments.

Action

We have been looking at our complaints procedures which led us to realise that we need to highlight how to report any complaints about the Welsh language on the Council's website. With a new website in place, the new system will better highlight that it is possible to lodge a complaint through the corporate complaints system and also through the Welsh Language Team, with a prominent link on both pages of the website.

Compliance with the Standards

Complaints and enquiries - compliance with the Language Standards

Enquiry Line – Complaints Procedures

A request was received for information on arrangements for dealing with complaints about the Welsh language. The information was shared with the relevant officer.

Local Housing Allocation Policy

A request was received from the Welsh Language Commissioner to receive more information about the local housing allocation policy following comments from some members of the public that language requirements should be imposed when letting a social house. Subsequently a letter was received from the Commissioner stating that it is not clear whether any language requirements that could legally be included as part of a letting policy would be likely to make a difference in Gwynedd and that Gwynedd already prioritises people with a local connection. It was reiterated that the existing evidence shows that this requirement already means that a high percentage of social housing tenants speak Welsh. It was added that the percentage is likely to be significantly higher than what could be legally achieved by imposing a language requirement as part of the lettings policy.

Thematic report: Social account verification surveys 2025-2026

The recommendations of the social accounts survey were considered in relation to supervisory arrangements, corporate identity, consistency in posting messages and videos. It was reported that the self-regulatory processes had been reviewed and a full audit of all social accounts had been conducted with the intention of conducting random surveys annually. It was reiterated that there was consistency with the publication of messages and that plans were underway to draw up more detailed guidance for staff regarding video production for social media.

Thematic report: Local Authority Leisure and Library Website Verification Surveys 2025-2026

The recommendations of the survey were considered and meetings were held with the relevant officials. Staff were reminded of the requirement to ensure that there is no discrepancy between Welsh and English and it was noted that there was an intention to carry out random checks more regularly. It was discovered that updates are being made to some systems but that the system does not always translate everything correctly to Welsh. It was explained that officers are working with the companies responsible for the systems to try to find a solution and ensure that the Welsh language is always displayed.

Enquiry on the number of registrars operating in each area and the number who are able to offer a registration service through the medium of Welsh.

A request was received to provide information about the registration service offered through the medium of Welsh including the number of registrars and the number who are able to provide a Welsh language service and any challenges. It was reported that there were 24 registrars and that all were able to offer a Welsh language service.

Compliance with the Standards

Complaints and enquiries - compliance with the Language Policy

Department	The matter relating to the complaint	Explanation and actions taken
Environment	A recycling lorry with only English writing on it on the recycling collection route.	It was confirmed that the vehicle in question was a hired recycling collection vehicle (temporary). When a vehicle is out of service or at the garage, sometimes it is necessary to hire from outside Wales as there are no spare vehicles. The complainant appeared satisfied with the response.
	Cyngor Gwynedd's decision to discriminate against non-Welsh speakers, when discussing a new housing planning application in Trefor, was questioned following comments from the local Community Council.	A response was sent back stressing that the Community Council's position does not represent that of Cyngor Gwynedd as an Authority, and that the Council does not restrict the occupation of housing on the basis of language, as that is not legal.
	Questioning the criteria of housing language requirements in relation to the Welsh language, after seeing a story in the press, when discussing a new planning application for housing in Trefor. Worried about whether she would qualify for a house, if her situation were to change, as she doesn't feel that her Welsh is strong enough.	A response was sent back stressing that the Community Council's position does not represent that of Cyngor Gwynedd as an Authority, and that the Council does not restrict the occupation of housing on the basis of language, as that is not legal.
	Staff member unable to speak Welsh at Pwllheli Recycling Centre.	It was noted that the officer in question was a casual staff member as there was a shortage of staff on the day. The Department is committed to ensuring that the specific officer receives basic Welsh training in order to be able to greet the public. We will check that there is skills development training for casual staff and remind managers across departments of the language policy.

Compliance with the Standards

Complaints and enquiries - compliance with the Language Policy

Department	The matter relating to the complaint	Explanation and actions taken
Corporate Services	Not clear enough how to make a complaint about the Welsh language on the website.	We receive complaints about the Welsh language through the Council's corporate complaints process and that process is on the central website. A complaints procedure document is attached under the Welsh language standards and policy page on the website under 'The Welsh Language', but we are in the process of adding a new tile on that page to make it clearer how to make a complaint about the Welsh language.
	An individual has questioned why there is a shortage of support workers, which is having an impact on families. Note that this is not taken into account, as the Welsh language is required to work for the Council. She has a basic understanding, but unable to have an interview through the medium of Welsh.	We shared with the complainant clauses of the language policy which state that a manager has the freedom to re-advertise and interview candidates who do not meet the language requirements but are willing to learn/develop Welsh skills.
Finance	A customer complained to the service about receiving an English-only form from them.	An apology was sent to the customer, and it was stated that the manager would have a word with the staff member about the situation, as well as reminding all staff of the language policy.

Compliance with the Standards

Complaints and enquiries - compliance with the Language Policy

Department	The matter relating to the complaint	Explanation and actions taken
Housing and Property	Enquiry regarding the percentage of social housing residents, allocated through the Local Allocation Policy, who speak Welsh.	It was explained that the Council does not collect data on the linguistic ability of applicants for social housing as language skills are not relevant to the purpose of establishing a need for social property, and therefore its collection would be contrary to article 5.1c of the UK General Data Protection Regulation (UK GDPR). However, it was noted that data from Adra and Grŵp Cynefin (from surveys carried out after tenants moved in) showed that on average 91% of residents of the housing associations' 10 recent new estates were able to speak Welsh "well" or higher. That, on average, is 26% higher than the County average (64.4%). This therefore suggests that the social allocations made through the Policy normally go to individuals and families who are able to speak Welsh.
Economy	A letter in English only sent by a harbour.	The Department confirmed that initial bilingual correspondence was normally sent but that there had been a failure in this case. Further work is being undertaken to update the Service's arrangements to avoid mistakes in the future. A Welsh letter was sent to the complainant.
	An English-only sign on the seafront in Trefor.	The Maritime Service confirmed that they did not install the sign on the gate and that they removed the sign and replaced it with a bilingual one.

Compliance with the Standards

Complaints and enquiries – Place Names

1

Coed Adda Estate, Bangor (August 2025)

The local councillor was unhappy with the name and wanted to include the name 'Eddie Duggan' instead of 'Adda'. The councillor was informed that 'Coed Adda' was the name chosen by the children of the local school and that this would be the name of the estate. Nothing was subsequently heard on the matter.

2

Llys yr Eifl, Trefor (September 2025)

A new sign was erected under the Signage Pilot Scheme in Trefor. A member of the public complained that there was another similar name in the village – this stemmed from the time when the estate itself was being constructed and a controversy over the name at the time. The sign was changed. The complainant confirmed that she was happy with that.

3

Coed Pen Braichmelyn, Bethesda (October 2025)

A member of the public was dissatisfied with the name of a forest on the OS map. Wanted advice on how to change it. An email was sent stating the original old name and the fact that the forest had not been there for a long time and so it was natural that there would be disagreement about the name. The complainant thanked the service for the response and there was no further correspondence.

Compliance with the Standards

General Language Skills Overview

Every post advertised by the Council notes Welsh Language requirements as an **essential skill**. During this period, **1126 jobs were advertised**.

REPORTING IN ACCORDANCE WITH THE REQUIREMENTS OF STANDARD 170 - (a) the number of employees who have Welsh language skills

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

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

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

- by **Line Managers**: during meetings with managers across the Council, we ask them to indicate whether or not their staff are meeting the language requirements of their jobs.
- through **staff self-assessments**: staff complete a questionnaire which, based on their responses to the questions, calculates their level for Listening and Speaking, Reading and Understanding and Writing. Those levels are compared with the Language Specifications of the post, and on this basis it is calculated whether or not the member of staff meets the requirements of their post.

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

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

All information is automatically collected on the Staff Language Skills system, and allows us to generate live reports at any time.

NOTE:

- **Every post** within the Council has been verified to ensure that the language designation is correct for the post and is continually reviewed.
- **Each new post** has to follow a specific procedure to set the correct language designation.
- **Every post** includes **essential** language requirements, i.e. a certain degree of language skills is needed for every post in the Council.
- The work of gathering information about individuals (staff members) is ongoing work, and the figures noted will never completely reflect the actual number of staff employed by the Council. However, it is aimed to obtain the most accurately correct picture of the workforce's skills at any time. Staff turnover, changes in jobs, restructuring and individuals who hold more than one job within the Council are all factors that affect data accuracy.
- We do not report on staff who are part of the following departments (although they are employed by the Council) - **Byw'n Iach, North and Mid Wales Trunk Road Agent, North Wales Ambulance and Gogledd Cymru Actif** - as they are all joint-committees and are therefore not accountable to the requirements of the Standards. We do not include school staff in our data either.

Compliance with the Standards

General Language Skills Overview

Skills Report:

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

Overview of the situation

Number of staff members (on the Council's payroll)*	4100	
Total assessments collected (Line Manager Assessments and Self-assessments)	3568	87%
Number of Self-Assessments collected only (Question 2)*	3293	80.30%

*does not include North and Mid Wales Trunk Road Agent, Byw'n Iach, Ambition North Wales, Gogledd Cymru Actif or Gwynedd schools staff

Staff and Language Designations:

	2024/25		2025/26	
Staff who reach the Language Designations of their post	3340	99%	3269	91.6%
Staff who do not reach the Language Designations of their post	353	1%	299	9.4%

Overview of Staff Language Levels*:

	2024/25		2025/26	
Staff who possess Welsh language skills (of any kind)	3351	99.00%	3271	99.3%
Staff with no Welsh language skills at all	29	100.00%	22	7%

*based on self-assessment data only (does not include managers' assessments).

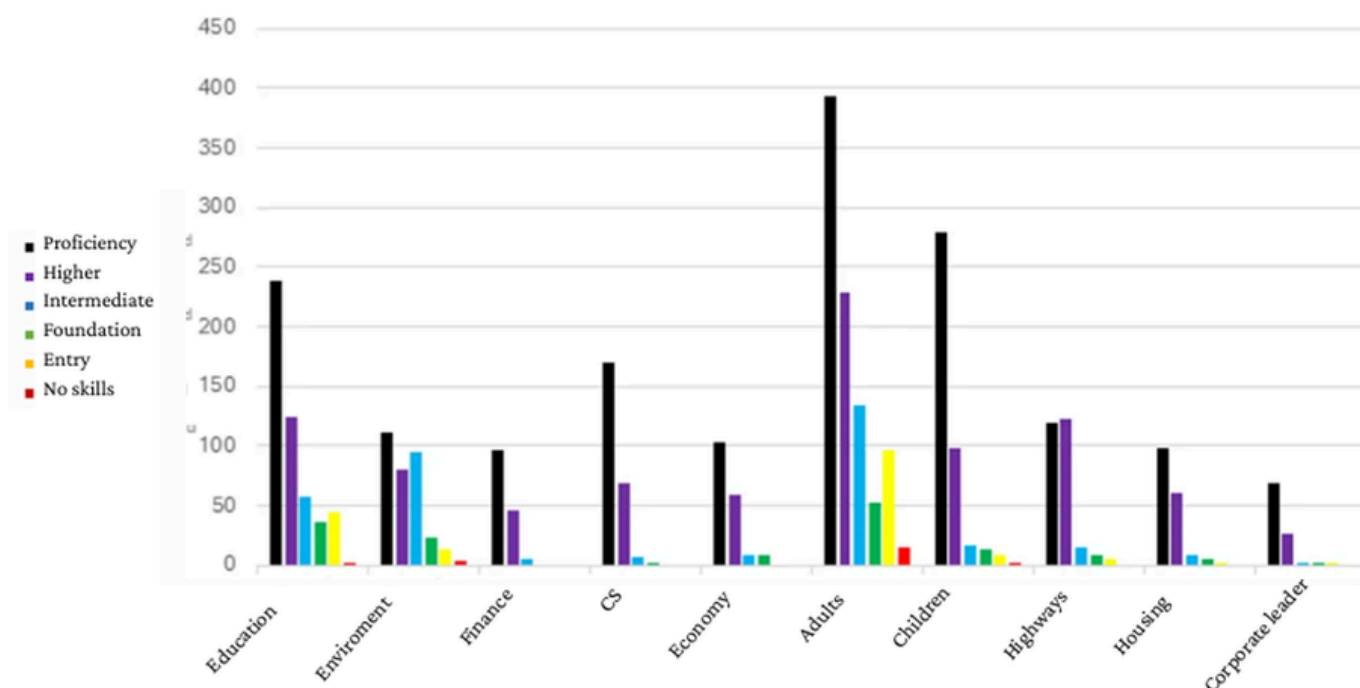
Compliance with the Standards

General Language Skills Overview

Language Levels of staff per department:

The picture below shows the language skills of the workforce as currently assessed. The majority of the workforce is found to have Advanced or Proficiency skills.

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



	Education (not including schools)	Environment	Finance	Corporate Services	Economy and Community	Adults, Health and Well-being	Children and Supporting Families	Highways, Engineering and YGC	Housing and Property	Corporate Leadership Team	
Proficiency	238	112	96	170	103	393	280	120	98	69	1679
Higher	124	81	47	69	60	228	99	123	61	26	918
Intermediate	57	95	5	7	9	135	17	16	9	1	351
Foundation	37	23	0	2	8	53	14	8	5	1	151
Entry	45	13	0	0	0	97	8	5	3	1	172
No skills	2	4	0	0	0	15	1	0	0	0	22
	503	328	148	248	180	921	419	272	176	98	

Compliance with the Standards

Training

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

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

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

The following information is noted for each of the Council's main departments (other than Byw'n Iach, North and Mid Wales Trunk Road Agent, North Wales Ambition, Gogledd Cymru Actif, Consortium, North Wales Library Unit, Councillors).

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

Number of individual events between 01.04.25 and 31.03.26 = 835

Number of titles (Post/Organisation level) between 01.04.25 and 31.03.26 = 69 (does not include councillor titles)

Compliance with the Standards

Training

Number of events										
ALL DEPARTMENTS (except Byw'n Iach, Truck Roads, GwE, North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit, Councillors)										
	21/22		22/23		23/24		24/25		25/26	
	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level
Welsh	293	305	175	272	154	251	165	279	167	321
English	396	71	253	50	254	47	233	21	182	19
Bilingual	91	23	169	19	114	7	116	7	139	6
Welsh with translation								3	0	1

Number of attendees										
ALL DEPARTMENTS (except Byw'n Iach, Truck Roads, GwE, North Wales Economic Ambition Board, Consortium, North Wales Bibliography Unit, Councillors)										
	21/22		22/23		23/24		24/25		25/26	
	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level	Post Level	Organisation Level
Welsh	1189	903	705	926	614	1001	940	1084	1081	1330
English	939	291	730	257	808	281	826	110	816	134
Bilingual	237	97	568	19	319	19	497	70	837	66
Welsh with translation								29	0	9

Number of Language Awareness sessions held during the year – **3**
(1 for Staff, 1 for Managers, 1 for Non-Welsh speaking members)

Number of staff who have completed the Language Awareness e-module between 01.04.25 and 31.03.26 – **1,092**

Total number of staff who have completed the Language Awareness e-module - 31.03.26 - Main Council departments: **40.4% - 2,659** completed out of 6,581 members of staff.

We will endeavour to increase the percentage completing the e-module during the next year.

Compliance with the Standards

Training

86 individuals attended the Welcome Workshop in the period 01.04.23 - 31.03.24

7 events held

7 through the medium of Welsh (7 face-to-face)

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

Number of individual events between 01.04.25 - 31.03.26 = **27**

Number of titles between 01.04.25 - 31.03.26 = **9**

TRAINING EVENTS	NUMBER	UNIQUE ATTENDEES
Welsh	23	34
English	3	16
Bilingual	0	0
Welsh with a translator	1	2

Language Training

Standard 130: Report on the opportunities to learn Welsh

This is an overview of the provision offered to staff to learn or develop their Welsh language skills during 2025-2026:

- Community-based courses over an academic year (weekly on-line or face-to-face lessons) – Learn Welsh North West
- Learn Welsh North West summer courses
- Intensive courses (week) – Nant Gwrtheyrn / Work Welsh
- Online self-study courses e.g. Entry and Foundation level self-study, Social Care Wales Camau course, Improving Work Welsh and Work Welsh Taster courses
- Work Welsh Courses (online or face to face)
- Say Something in Welsh,
- Confidence Building Course – Work Welsh
- The Language Skills Certificate
- Specially commissioned courses at various levels (e.g. Language Refresher)
- Lessons for care staff with an in-house language tutor – Work Welsh
- Cyfeillion Cymraeg in-house scheme
- Clear Communication (internal)

Compliance with the Standards

Training: Some of the year's highlights

Language Tutor for the Care Workforce (Work Welsh)

The main highlight of the year in terms of language training was the opportunity to have a language tutor specifically for the Council's care staff. Through Work Welsh and Social Care Cymru, a tutor was employed in September 2025 to work with care home and domiciliary care staff across the county until the end of March 2026.

Historically, finding Welsh lessons that suit the working pattern of staff working in care has been difficult and challenging. This development is certainly one to be commended, and the positive impact of this approach to learning is already apparent.

The flexibility and ability to take the lessons to the workplace makes a world of difference and allows more staff to take advantage of the opportunity to develop their Welsh.

Due to the success of the scheme and the fact that a number of members of staff are on the waiting list, the scheme will continue from April 2026 – March 2027.

Clear Communication

Clear Communication training was piloted in May 2025. This training focuses on encouraging staff to consider their audience and what they are trying to communicate before considering the type of Welsh that should be used. The principles of writing in Cymraeg Clir are looked at and staff are encouraged to write in a way that is clear, concise and understandable.

Including the pilot session, 3 sessions took place between 01.04.25 - 31.03.26 with a total of 16 members of staff attending.

Cyfeillion Cymraeg Scheme

By the end of March 2026, 4 individuals were receiving support from 4 'Friends'. Another 3 pairs met during the year but ended the arrangement by the end of March 2026.

We will continue with the current plan and try to advertise the opportunity more widely.

This is a comment from one member of staff involved in the scheme:

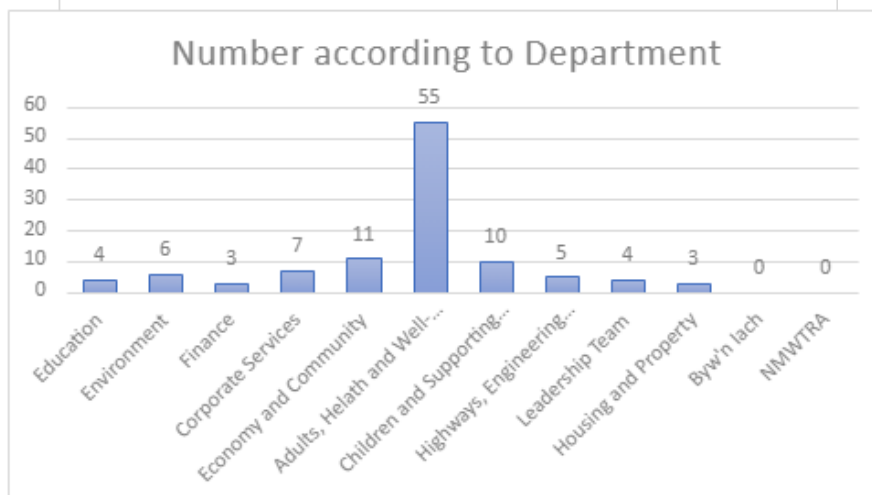
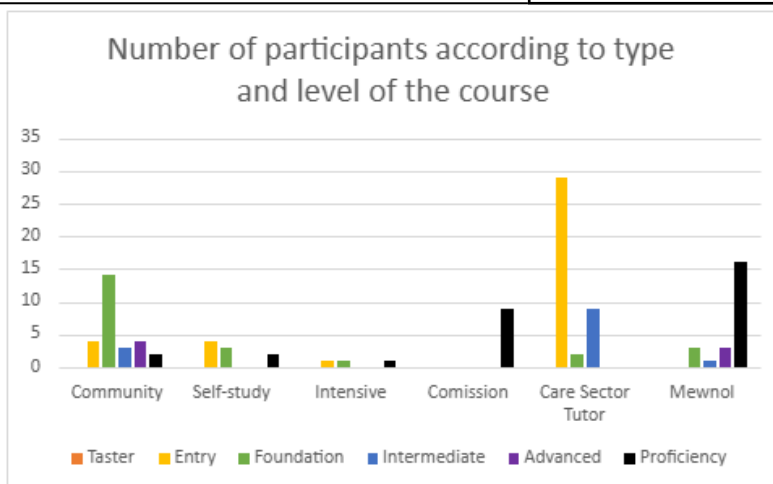
"I still go for coffee every week with my Welsh buddy – time to have a conversation in Welsh about everything in a space without worrying about being correct – just time to practise and build confidence."

Compliance with the Standards

Training - Language Training during 2025-26

Number of Participants according to type/title of courses

	Course	Number of individuals
Internal	Cyfeillion Cymraeg Scheme	7
	Clear Communication	16
External	Lessons with a tutor for Care Staff (Work Welsh)	40
	Learn Welsh community courses	27
	Intensive courses	3
	Online Self-Study Courses (Work Welsh)	9
	Various commissions	9
	Total	111



Compliance with the Standards

Challenges in moving forward

Impact Assessments

An online version of the impact assessment template is now in place, and questions about the impact on the Welsh language are part of that. During the year, equality and Welsh language officers have started attending departmental management teams to remind them of the procedure for creating an impact assessment. As part of that session, questions were raised about the new online system and also about elements of creating the impact assessments. Moving forward, equality and Welsh language officers will attend all the management teams of the Council's Departments and take a record of the frequently asked questions in order to create a written guide to share among Council staff. There are also plans to create a video to introduce the online resource which staff will be able to access in their own time, as a guide.

Videos / Social Media

With social media and technology continuously developing, there is a need for more concrete guidance on how to create and publish bilingual videos. With the support of the Welsh Language Commissioner and Cyngor Gwynedd's communications team, it is hoped to provide guidance on the use of subtitles and video voiceovers, to ensure that Welsh is not treated less favourably than English.

Language Statements

Cyngor Gwynedd will be publishing a 'new website' over the coming months. We will ensure that the 'Welsh in Gwynedd' page is updated with information on the Council's compliance with Welsh language standards, with the annual report being shared there. Updates on the promotion of the Welsh language in Gwynedd will also be updated, with reference to Menter Iaith Gwynedd, support for businesses and promotional projects. With updates to the website, there will be an opportunity to ensure from the outset that the Welsh language will not be treated less favourably than English across all its pages and sections. Moving forward, we will be conducting random checks on the website's pages to ensure that departments are compliant.

Compliance with the Standards

Challenges in moving forward

Language Statements

There is work to be done to ensure full compliance across all Council staff, to use an accurate email statement welcoming correspondence in Welsh or English and that this will not result in delays. With casual staff and staff turnover, the message does not reach everyone, but the statement receives due attention at departmental management meetings. We will also be looking at new ways of highlighting the statements, such as sharing posters with email statements, forms and meetings across Council departments and office corridors.

Increasing the number who complete the Language Awareness training e-module

All members of staff are offered language awareness training, whether that be face-to-face training or training delivered via an e-module. As a result of staff turnover the percentage who have completed the e-module has decreased this year so we will be running a campaign to promote the e-module during the next year.

Programme Board

Next year's priority will be to establish a Welsh Language Programme Board, to provide strategic guidance on increasing the use of the Welsh language by Gwynedd residents and monitoring the implementation of the Gwynedd Language Strategy. The membership will be made up of senior officials and cabinet members, in order to have their strategic vision and inform discussions on the way forward.

Collaborating with and influencing others

Over the past year Cyngor Gwynedd has worked with a number of partners to promote the use of the Welsh language.

Collaborating with and influencing others

Collaboration successes

It has been a pleasure to collaborate on the Dispelling Myths (about the Welsh language) project with officials from public boards in the north Wales region. The aim of the project is to create digital resources to tackle misconceptions about the use of Welsh in the workplace and to highlight the support available to improve Welsh language skills. It is hoped that this will help to recruit bilingual workers for the public sector. There was also an opportunity to work with 29 organisations based in Gwynedd through the Gwynedd Language Forum, administrated by Cyngor Gwynedd, with a focus on collaborating on projects to promote the Welsh language among young people and the business world.

We also tried to influence others and provided input on various developments. A worthwhile meeting was held with Care Inspectorate Wales and the Welsh Government to try to ensure that an adequate supply of Welsh speaking inspectors is available to inspect care homes in Gwynedd and beyond. There was also an opportunity to contribute to the discussion about place names by attending and sharing good practice documents and relevant information with the Welsh Government's Place Names Forum, Conwy Council, Monmouth Council, Menter Iaith Bangor and Caernarfon Civic Society. Following public enquiries, pressure was put on Natural Resources Wales to change the name of a forest at Braichmelyn in Bethesda and to gather evidence on the use of the name 'Pistyll Dafn' to convince the Ordnance Survey to use the name on official maps. In addition, several workshops were held in schools in order to promote Welsh names for children and young people.

We attended several events by the Local Government Association Network and continued to attend and contribute to the Welsh Language Commissioner's consultation group on increasing the internal use of the Welsh language. Consequently, we had the opportunity to provide input to the Wales TUC's Twf Charter: The Welsh Language at Work and work with the Unison, Unite and GMB union branches locally. It is our hope that we as an employer and the union branches in Gwynedd will sign the charter soon in the next financial year. A workshop was attended on the formation of the Welsh Government's new language skills framework to provide views on what would be beneficial to assist employers and the public in understanding and using the Welsh language.

The Council is now a member of the WISERD Network which brings together academics and language planners to discuss research about Welsh and other minority languages and identify research gaps. We are also continuing to collaborate with Bangor University on doctoral research that looks specifically at people's attitudes towards the Welsh language and also intend to establish an official procedure to measure the use of Welsh by our customers on a regular basis following a successful pilot survey carried out jointly.

Working with Menter Iaith Gwynedd

Although Menter Iaith Gwynedd is now an independent entity from the Council, the collaboration and close contact continue. Menter was given a grant to realise some elements of Gwynedd's language strategy. Without the Council's contribution it would not have been possible for the initiative to realise many of the projects.

The following provides a summary of the projects:

Priority Area - Early Years

Working with Sesiwn Fawr Dolgellau and Gŵyl y Glaw in Blaenau Ffestiniog to organise a 'Nursery Rhymes for Parents and Children' event to encourage people to sing traditional nursery rhymes to children and also produced a playlist to listen to and sing together at home.

Priority Area – Learning

- Collaborating with the language immersion centres – talk to parents about opportunities to use Welsh outside school at the end of term.
- The 'Arwyr Iaith' project at Ysgol Ffridd y Llyn and Ysgol Abererch uses a special pack that has been created which focuses on praising individuals who have just returned from the immersion centres to their main school, and the importance of the children already at school speaking Welsh with the new arrivals. At the end of the project there are performances for the parents that are full of positive messages about the Welsh language, its history and the importance of using it.
- Working with Gwynedd Language Charter officers to organise a trip by Gareth the Orangutan and Hywel Pitts to 5 secondary schools with elements of the show discussing which jobs require the Welsh language after leaving school.
- A school music tour, with Ed Holden conducting rapping workshops and Mei Emrys conducting commentary workshops with visits to Brynrefail, Tywyn, Ardudwy, Friars, Moelwyn and Dyffryn Nantlle, as well as Pendalar and Hafod Lon schools.
- Attending meetings of the Language Councils of the 6 secondary schools, holding a language awareness session and discussing how they can be supported to promote the Welsh language at school.
- A session to play yard games in Welsh at Ysgol y Garnedd in Bangor, activities for children at Ysgol y Faenol Summer Fair and the opportunity to discuss the Welsh language with parents and story sessions for the children of Ysgol Hiracl.
- St David's Day parades and events in Tywyn, Llanbedrog and Bangor - for communities and schools - with 16 schools taking part across the three areas.

Working with Menter Iaith Gwynedd

Priority area – Community

- Conversation sessions and activities in the community for learners, county-wide, which gives learners the opportunity to practise and build confidence in an informal environment e.g. 'Paned Moidyr' in Bangor, Peint a Sgwrs (A Pint and a Chat) in Dinas Mawddwy and Paned a Sgwrs (A Cuppa and a Chat) in Bala, and some walks in various locations. The Magic Lantern Cinema in Tywyn was also supported to host a weekend for Welsh learners.
- Supporting community organisations to increase the use of the Welsh language locally including Rhiwlas hall committee, a group in Dinas Mawddwy and Urdd groups for young people in Llanystumdwy and Penrhosgarnedd.
- Hosting 'Taith y Fenter Iaith' community events in Bethesda, Bala, Botwnnog and Tywyn about how to increase the use of the Welsh language there.
- Using music to attract adults to the Welsh language, by holding monthly Welsh music evenings in a pub in Bangor, and organising a 'Bang Bang Bangor Ucha' evening in Upper Bangor
- Various celebrations focused on attracting families who do not normally use the Welsh language socially to social events e.g. lantern making workshops in Bala, a Calan gig in Llithfaen and a community disco in Llanbedrog as part of the St David's Day celebrations in the area.
- Collaborating with local groups and organisations in Bangor on events including celebrating Bangor's 1,500th anniversary, St David's Day, Gŵyl Non and supporting the Bangor Summer Festival crew.
- Developing a Support for Sports Clubs Project to increase/continue the use of the Welsh language following consultation with sports clubs. Clubs such as Felinheli FC, Cae Glyn FC, Bethesda RFC, Caernarfon RFC, Dolgellau FC and Llanystumdwy FC attended a special event to see the contents of the pack and input ideas for it in Porthmadog in mid-August. A practical easy-to-follow 'Cadw'r Gymraeg yn ein Clybiau Chwaraeon' (Keep the Welsh Language in our Sports Clubs) pack has now been created and every sports club in the county has received a copy of this.
- The organisers of the North Wales 'Pride ' event, in Bethesda, were supported to add a little more Welsh to the weekend by working together on a bilingual pub quiz, a walk to get to know the Ogwen Valley and a 'peint a sgwrs' session.
- Encouraging businesses to increase the use of the Welsh language and display a 'Hapus i Siarad' (Happy to Talk) poster which indicates to learners (and Welsh speakers) that a business is able to offer a service in Welsh. Over 150 businesses in the county are now displaying the poster.

Good Practice: Gwynedd Language Strategy

All the Council's departments contribute to the Gwynedd Language Strategy, with the main aim of increasing opportunities for all Gwynedd residents to see and use the Welsh language in different contexts.

With each department reporting to the Language Committee annually on their activity to promote the Welsh language, here is a taste of those projects.

GOOD PRACTICE **ENVIROMENT**

TIR A MÔR EDUCATION PACK

A resource that is distributed to all primary schools in Gwynedd with an online digital version.

An education pack that helps to expand pupils' Welsh vocabulary by introducing specialist terminology, including species names and environmental terms.



Promoting the Welsh language beyond education

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



Normalising the Welsh Language

By embedding the Welsh language in all activities, the pack reinforces the use of the language in the classroom and in the wider community.



Shared nationally

A pack that has been created with the intention of being used across Wales, with strong potential for national use, and to support marine education work and raise awareness in other areas as well.

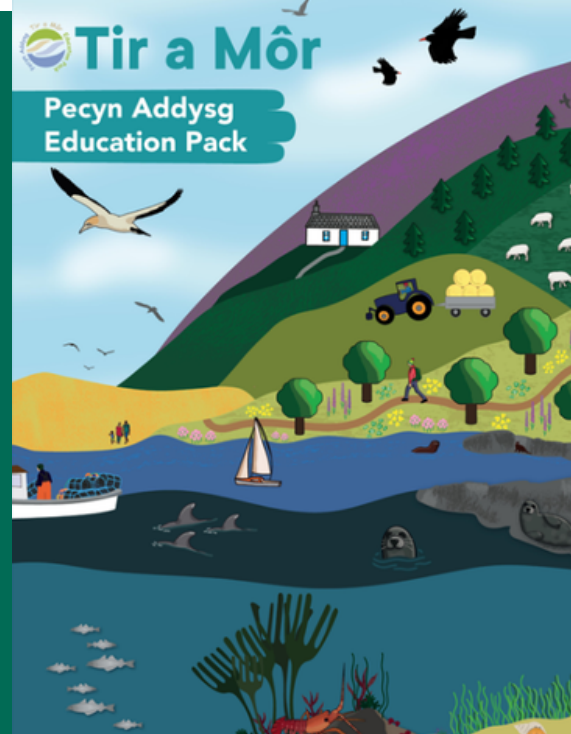


Working together to succeed

By working with Hwb, professional translators and teachers, we have been able to overcome the challenges in Welsh and provide an accessible, accurate and lasting educational package for Welsh schools.



Pen Llŷn a'r Sarnau



Canllaw Gweithgaredd 15 min

Paru'r Cynefinoedd

Yr offer sydd ei angen
• Copï o'r dullen wath 'Paru'r Cynefinoedd', un ar gyfer bob dysgyr

I wneud y gweithgaredd
1. Cethogwch y dysgyr i gwblhau'r dullen wath.

Atebion - Paru'r Cynefinoedd

Tir fferm		Morlo llyyd Cranc y traeth Dytrgi
Arfordirol		Glas y dorlan Dytrgi Britthyll
Rhostir		Tylluan wen Ysgylarnog Bras melyn
Coetiroedd		Brân goesgoch Grug Eithin
Dŵr croyw		Moch daear Tylluan frech Sgrech y coed



GOOD PRACTICE ECONOMY AND COMMUNITY

SOCIAL MEDIA RESOURCE FOR BUSINESSES

In response to 'What support about the Welsh language would be useful?' in the Gwynedd Business Survey 2025; support with translation, training and marketing was the most frequently raised.

Based on that feedback, a social media resource was created by the Business Support Team, as a guide for businesses who are short on time or not confident in using the language.



An easy-to-follow resource

A simple and easy-to-follow resource has been developed, with the opportunity for businesses to copy and paste. Ready-made marketing ideas; key dates; Welsh content to be channelled.



The Welsh language is a powerful marketing tool

Recognition that social media is not only a marketing tool, but also a powerful tool to strengthen the visibility and everyday use of the Welsh language.



Share among the ARFOR region

The resource was originally created specifically for businesses in Gwynedd, but has now been shared more widely with businesses across the ARFOR region.



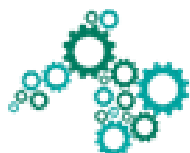
Working with a local marketing company

An opportunity to work with a local marketing company to create the resource, with their help in including relevant terms.



Pride in working in Welsh

When asked 'What are the best things about running your business in Gwynedd?' in the survey, a number of businesses noted 'the ability to work through Welsh.'



Business@
gwynedd.llyw.cymru

Y Gymraeg ar y Cyfryngau Cymdeithasol

» i Fusnesau Gwynedd

Using Welsh on Social Media

» for Gwynedd Businesses

Dyddiadau i'w Nodi

Important Days

Gwyliau'r Haf Cyfnod prysur i fusnesau sy'n darparu gwasanaeth i ddrwydded yn ogytal a phobl lool yng Ngwynedd. Peak season for tourism-related businesses, attracting tourists and locals. #haf #gwyliau'r haf #summer	amrywio varies GORFFENNAF July
Eisteddfod Gendlaethol Oreu cymrwf os yw'r Steiddfod yn yr ardal, neu heol atgofion o Eisteddfodau blaenorol. Join the excitement when the Eisteddfod is in the area, or share memories from past Eisteddfodau. #eisteddfodgendlaethol	amrywio varies AWST August
Dydd Owain Glyndŵr Ddiwrnod i ddathlu awn cereidiathol Cymreig a Thywysog brodorol olaf Cymru. A day to commemorate Owain Glyndŵr, the last native Prince of Wales. #dyddowainglyndwr	16 MEDI September
Diwrnod Shwmae Su'mae Cael hwyl wrth annog y gymuned i ddechrau pob sgwrs gyda 'su'mae'. Encourage everyone in the community to start every conversation with 'su'mae'. #shwmaesu'mae	15 HYDREF October
Cynigion Dydd Gwener Du Annog pobl i siopu'n leol. Encourage people to support local businesses. #dyddgwenerdu #siopu'n leol #cefnogibusnesbach	amrywio varies TACHWEDD November
Nadolig Mae nifer o fusnesau yn cynnyd salb ar ddi y cyfnod prysur tra bod eraill yn hyrwyddo cynigion arbennig. After a busy period, a lot of businesses are slowing down while others are promoting special offers. #nadolig	25 RHAGFYR December

Awgrymiadau

Top Tips

Gifs Ar Instagram, mae dewis eang o gifs Cymraeg y gallwch eu defnyddio wrth greu stori.	Scroll through the Welsh gifs available when posting a story. Start typing the word in the search bar.
Miwsg Defnyddwch yr ystod eang o gerddoriaeth Cymraeg poblogaidd ar Instagram.	Switch to a creator account for a wider selection of music, including popular Welsh music.
Dwyieithog Mae creu cynnwys yn dwyieithog yn gallu helpu i gwerddi cynulleidfia ehangach tra hefyd yn hyrwyddo iaith Gymraeg.	Creating bilingual posts can help to reach a wider audience while also promoting the Welsh language.
Hashnodau Allwedddeiriau Defnyddwch hashnodau a geiriau Cymraeg sy'n berthnasol i'ch busnes - bydd yn gwella'r cyfle i ddiwybyr newydd yn eich gweld.	Incorporate Welsh hashtags and keywords that is relevant to your business - this will increase the chance of new followers finding your business on socials.
Collabs Beth am gydweithio gyda busnesau leol eraill drwy wneud 'collab' gyda nhw? Gall diwybyr y busnes anall hefyd weld y post.	Partner with local Welsh businesses or influencers to create content. This will help your post get a wider reach.
Diwylliant Byddwch yn falch o'ch diwylliant! Defnyddwch yr enwau Cymraeg ar gyfer lleoliadau yn hytrach na'r fersiwn Saesneg. Beth am arddangos ein ddiwyddiadau leol, ein haeifi a'r diwyddiadau fforddeol - gwnwch y cynnwys yn berthnasol i'r gynulleidfa.	Be proud of your culture! Use the Welsh names for locations, showcase our local events, language and landscape - make it relevant for the audience.

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Welsh Language Team: Place Names Project

The Place Names Project came to an end at the end of March 2025, following action on the following key objectives since 2021:

- reconcile the way the Council operates when recognising Welsh names
- ensure that the Welsh versions of place names are given priority with external partners
- seek to take proactive steps to protect and prevent more changes to native names

Project Successes

Enwau Gwynedd App

Working with the Finance Department to create an App that is available on the Council Intranet for staff to check the spellings of names. The spelling and origin of 216 place names in Gwynedd have been investigated, checked and verified in order to harmonise their use.

Place Name Map

Establishing an interactive, digital Place Name Map of place names that are used orally locally but have never been included on official/statutory maps. The map now contains over 750 names, many of which have been placed by school children following a visit by the Project Officer, and is available on the Council's website.

Planning Applications

Applicants who submit a planning application are now automatically informed that they are expected to choose a Welsh name for their property.

Street Names

We worked with a Trefor councillor to erect signs in Welsh only on streets in the village – 3 new, Welsh-only signs were installed.

Discussed and advised the Caernarfon Civic Society on how to promote a list of old Caernarfon Street Name plaques they have just erected.

School Sessions

Session on place names and maps held at 19 primary schools and 3 secondary schools across the County. With an educational resource where pupils are given an imaginary map to come up with new names based on the island's histories and legends, geographical features etc. This helps ignite the enthusiasm and passion of the next generation to save traditional place-names.





GWYNEDD PENSION FUND ONLINE 'MY PENSION' SYSTEM

A new self-service site used by pension funds across Britain. There is the use of an 'avatar' which presents the member with a personal statement, explaining the value of their pension benefits on screen using Welsh AI technology.

The Gwynedd Pension Fund has been at the forefront of the work to include language of a high standard, consistent terminology, and a Welsh user experience, which is as smooth, modern and effective as the English version.



A more personal experience

Compared to a traditional paper statement, the video format offers a much more personal and clarified experience, in a more engaging way.



Priority for the Welsh language

The Gwynedd Fund's contribution ensured that the Welsh language was treated as a complete and modern language, not as an afterthought.



Overcoming challenges

Ensuring that the system reads dates correctly as the avatar speaks them was more complicated than expected. As a result, we had to experiment for a while with different formats and methods in order to get dates to sound natural and acceptable.



Keeping track of AI advancements

Welsh-medium AI speech continues to evolve so we can expect future developments in order to further improve the accuracy and quality of readings.

1m 16e Sleid 5

Eich pensiwn os byddwch yn aros tan 67

Incwm y flwyddyn £6,134.22	Incwm y mis £511.19 <small>cyn treth</small>	Lwmp swm safonol £1,664.38 <small>taliad un tro</small>
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Gyda'r lwmp swm mwyaf

Lwmp swm mwyaf £26,883.82 <small>taliad un tro</small>	Incwm y flwyddyn £4,032.60	Incwm y mis £336.05 <small>cyn treth</small>
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A dyma sut y byddai'n edrych bob mis, cyn treth.

2m 34e Sleid 3

hwefror 2014 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	Mawrth 2014 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	Ebrill 2 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29
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Cyflwg Terfynol Cyfarfoddd Gyfa

Mae'r all ran yn seiliedig ar gyfarfoddd o'ch cyflwg.

'NIWRO CYMRU' APP

A bilingual app to provide information, advice and support to neurodivergent individuals, families and professionals. The app offers the option to read information and develop awareness through Welsh.



Information in one place

An app that offers clear and reliable information, fun and calming activities and details of local events.



Free support

Free on devices by downloading it, as it is offline content, it reduces data costs for users.



Young people's input

The App was developed through discussions with young people in Gwynedd and their families, who have contributed ideas for the content, key features and logo design.



Welsh terminology

There is no full terminology in Welsh yet for the field of neurodivergence, so have used common sense, in order to formulate relevant terms.



Number of downloads

1,300 have downloaded the app, as of February 2026.

NIWRO CYMRU



Language Team: Fforwm Iaith Gwynedd

29 organisations across Gwynedd; partners who have responsibility to promote the Welsh language in Gwynedd as well as other partners who are keen to see the Welsh language flourish in the county.

Chairman: Mr Gareth Thomas, Independent Chair

Actions during the year:

- Language Resilience - introducing practical steps to be implemented across organisations and communities
- Cyngor Gwynedd's Business Support Survey - looking at the outcomes of language support
- Arfor programme update
- Adapting the Terms of Reference - new organisations
- Workshops to create the Forum Strategy – reflecting the original main aim to increase language use. Similar to Cyngor Gwynedd's language strategy which has five priority areas - adopting those.

Sub-groups

Young people's sub-group

A consultation was held on young people's attitude towards and use of the Welsh language. A questionnaire was shared with young people living or working in Gwynedd between 16 and 18 years old with 1976 responses.

Two steps to be implemented emerge from the results of the consultation:

- Young people to be aware that there is a demand for the Welsh language from employers.
- Ensuring there are Welsh courses for young people to follow that will lead them to Welsh careers.

Business sub-group

Responding to the concern of a lack of representation from the private sector. A task and finish group was created before deciding if a subgroup was needed. It was decided that creating a work programme was now a step forward to include a business voice for the wider group. There will be a specific meeting with the theme of businesses and economy to give the Forum a business voice.

'MORE THAN WORDS' VIDEOS

A video project to emphasise the importance of language and identity in patients' care and language choice. Encouraging more carers to learn Welsh and to speak to people in their chosen language. Do this through videos showing carers going to people's homes.



Influences

A series of animated videos to show how language can influence people's experiences and the services provided. The videos include real-life examples, helping carers and staff understand the importance of understanding and using language effectively and empathetically.



Widely shared

To ensure that this content was available to all, it was widely shared with staff through internal media (emails, bulletin, intranet.) It was also presented in the care homes in Gwynedd through posters and QR codes, and further shared on social media (Facebook, X, Instagram, and Tiktok.)



Positive response

This project has received a positive response and has shown how videos on the use of the Welsh language in the workplace can improve understanding, inclusion and service for people who receive care.



More Than Just Words



You may have heard of this strategy but what is it and what does it mean? In short, it places the expectations on us as a care service to do everything in our power to ensure that language needs are respected and met as part of an individual's journey through care - from assessment to provision.

The Well-being of children is better if their language needs are understood. Everyone has a right to speak their first language. This is the purpose of More Than Just Words.



I will be speaking with your Father in Welsh, to make sure he's comfortable, I will summarise in English for you as we go. Iawn Mr Williams, be am i ni ddechrau

Na Geiriau- Mr Williams



If the individual speaks Welsh, the visiting worker needs to be able to speak Welsh.

Always start the conversation in Welsh.



The officer does not know if Mr Williams is a Welsh speaker as this was not discussed with his daughter.

The language of the assessment should not be based on the language of the family member.

What should the officer have done?

Welsh language Team: Language Awareness and Resilience

Language Awareness Training is ongoing in the staff development module. It is a mandatory e-module for all staff members. An additional live session is optional, either through sessions arranged on the staff self-service resource or by scheduling with departments directly. A special effort has been made during the year to reach more managers and staff to ensure that they are introduced to the history of the Welsh language, reminded of their duties to engage with the Welsh language standards and offer support with the Welsh language.

Content of the sessions

The general content of the sessions is an overview of:-

- language awareness
- Welsh language policy and standards
- compliance questionnaire, impact assessment and the language committee's report
- training and language designations
- translation and proofreading
- important things to remember

Number of sessions

Sessions held during the year:-

- Finance Department Managers - 20 in attendance
- Language awareness for managers (online) - 10 in attendance
- Adults Department Managers - 8 in attendance
- Care Academy Session - 6 in attendance
- Face-to-face staff - 4 in attendance
- Welsh language session in the community for non-Welsh speaking members

CLEAR COMMUNICATION

Research and statistics show that the people of Gwynedd make greater use of English-medium forms and documents, suggesting that they are more confident to complete them in English. With that in mind, work has been done over the year to improve the use of clear Welsh which is used by the Council for public purposes, with the hope that it will lead to more people filling in the Welsh forms.



Job Descriptions

Good and bad practices have been gathered within person specifications and main duties across a number of job descriptions, that will be beneficial in creating new ones. Particular attention has been given to two job description in the care field, jobs where there are recruitment difficulties. Discussing with the relevant managers, it was possible to create a job description that is clearer in terms of language while retaining the important features of the job.



Dispelling 'Myths'

As all Cyngor Gwynedd posts are advertised with the Welsh language being essential, there is a belief that all employees need to have fluent and perfect Welsh skills. This can discourage some from applying as they don't feel their Welsh is good enough; it is therefore a priority for us to dispel this myth. With job language requirements varying from post to post, depending on the specific role, and with support within the Council to develop language skills, there is room to emphasise that you don't need perfect Welsh to work here. The Senior Welsh Language Advisor is a member of the Welsh Language Sub-Group of the Gwynedd and Anglesey Public Services Board who are working on a project to dispel myths about the Welsh language within the world of work. Over the Christmas period, we shared their "12 days of challenging the Welsh myths in the workplace" posters which referred to the different beliefs that have been identified and the truth. The project continues with videos of employers and employees responding to the myths on their way.



Training

As formal written work is part of the role of many Council officers, it was decided to offer a session to advise officers on the type of language to use, particularly when communicating with the public. 3 face-to-face sessions have been held to date, with a total of 16 people attending.

SMART BENCHES / SLATE INSCRIPTIONS

Two projects that tell the story of local history across Gwynedd, in visual or audio form, providing a platform for local culture and language.



Smart Benches

11 smart benches across Gwynedd, with sound packs that tell the story of the local area's history, commissioned by SAIN company.

Audio clips voiced bilingually by well-known people from the specific areas:

Tan y Fynwent, Bangor (Casi Wyn)

Y Maes, Caernarfon (Rhys Iorwerth)

Pwllheli (Guto Dafydd)

Cricieth (Gwyneth Glyn)

Promenâd Tywyn (Manon Steffan Ros)

Y Parc a Llyn Bach / Cob Crwn, Porthmadog (Cedron Siôn)



Slate inscriptions

Using an SPF grant, Welsh sayings slate inscriptions have been created as part of improvements to slate towns.

In the towns of Porthmadog and Tywyn, and soon to be Penygroes, the trail of words guide visitors through the town's story, merging the past with the present. Every poem and saying inscribed are relevant to the local area.

The choice of words is also a local responsibility, with Manon Steffan Ros having chosen elements to define Tywyn; the slate, the sea, the railway and the vibrant community that lives there today. The children of Ysgol Eifion Wyn have chosen the words of Porthmadog, The words by local poet Eifion Wyn used in Porthmadog were chosen by the children of Ysgol Eifion Wyn, whilst Penygroes' words will have been chosen by a local Group at Yr Orsaf under the guidance of the heritage officer.



Language Team: Prosiect 15



Convey positive messages online about the use of Welsh as part of everyday life, to show that it is possible to speak and live day-to-day lives in Welsh, to show that there are diverse opportunities in Welsh, and to ensure that the 'voices' of the Welsh language and our communities are heard.

Since 'Mentera' was awarded and accepted the tender in April 2025 to work on the project they have created a report on the future of Project 15, while also creating and publishing content on the platforms.

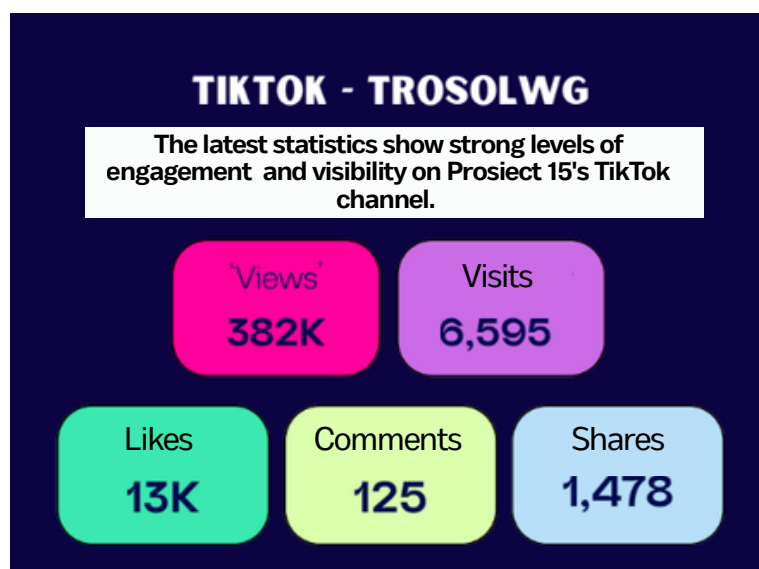
Recommendations Report

Part of the tender was to create a report assessing the effectiveness of the project, particularly on social media, and recommend options for the future. A report that highlights a significant and impressive increase in online engagement, particularly on Instagram and Tiktok since Mentera took over on 1 April 2025. The report highlights several challenges and the need to increase investment in order to continue growing, recommends investing in collaborations with influencers and other bodies, and to develop an ambassadorship scheme.

Content Successes

Videos of Summer events - National Eisteddfod / Urdd Eisteddfod / Caernarfon Food Festival / Royal Welsh Show - content in conjunction with influencers.

Collaborating with organisations across Gwynedd - Llŷn Surfing Club / UMCB / Clwb Dawns Lowri.



GOOD PRACTICE EDUCATION

LANGUAGE SUPPORT FOR TAXI DRIVERS

Training was requested for taxi drivers and escorts employed by Cyngor Gwynedd to transport pupils to two special schools. The purpose of the training was to increase the confidence of the staff in communicating with the pupils ensuring that the journey to and from school was a pleasant, social period and the conversation flowed naturally through the medium of Welsh.



Raising confidence

The session ensured that the staff's confidence in conversing through the medium of Welsh was increased and that they were confident to chat with the pupils and their families. The response of the attendees was very positive.



Language levels

The presentation refers to clear levels of spoken Welsh, and therefore introduces suitable Welsh to the attendees, who may have various skills of the language. There is an analysis on the slides of the language levels and then terms that vary within those levels.



Success

The training offered practical support for using Welsh with school children, learning useful phrases for everyday situations. A small scheme, that was a success and a possible basis to be adapted for delivery to staff in other departments.



Support

Supporting taxi drivers, giving practical tips, providing useful phrases at different levels

Geirfa Lefel 1

Symud a Mynd Moving and going

Cymraeg	English
Eistedd	Sitting
Eistedd yn dawel	Sitting quietly
Sefyll	Standing
Cerdded	Walking
Ewch i mewn	Get in!
Dewch allan	Come out!
Arhoswch yma	Wait here!

LEFEL 3

Gyrrwr: Hello eto, sut oedd ysgol heddiw? Wnaethoch chi lot?

Plentyn: Do, mi oedd o'n ddiwrnod prysur.

Gyrrwr: O, iawn! Be wnaethoch chi yn y gwersi? [Unrhywbeth](#) newydd neu ddiddorol?

Plentyn: Wnaethon ni wneud prosiect am anifeiliaid.

Gyrrwr: O, mae [hwanna'n](#) swnio'n ddiddorol! Pa un wnest ti ddewis?

Plentyn: Llew.

Gyrrwr: O, llew — dewis da! Gest ti wneud llun neu ysgrifennu amdano fo?

Plentyn: Do. Mi wnes i dynnu llun llew.

Gyrrwr: Neis un! A be oeddech chi'n 'neud amser chwarae? Hefo pw y fuost ti'n chwarae?

Plentyn: Do, Catrin a Tomos eto.

Gyrrwr: Dwi'n falch eich bod chi'n cael hwyl. Be oedd y peth gorau heddiw 'ta?

Plentyn: Yr amser celf.

Gyrrwr: Ie, mae pawb yn licio celf fel arfer.

Gyrrwr: Oes gen ti unrhyw beth arbennig yn digwydd fory?

Plentyn: Nac oes.

Gyrrwr: Reit, bron adra rwan.

Mwynha dy noson!

GOOD PRACTICE **HOUSE AND PROPERTY**

COMMON HOUSING ALLOCATION POLICY

An outline of how social housing is allocated to individuals and families who are on the Social Housing Register in Gwynedd. A core and key element of the Policy is how it places a strong emphasis (the strongest in Wales) on local connection, at two levels – a Gwynedd level and a community level.



The Welsh Language

Since 2024, the Welsh language in the context of the Allocation Policy has been a hot topic locally, with town and county councillors requesting the inclusion of a language condition. Legal advice was sought in 2025 which explained that it would be legally possible to include a language condition, but given the emphasis already placed on a local connection and the data proving that a high percentage of Welsh speakers are housed in affordable estates, the Council decided that the policy already protects the Welsh language and its speakers as it is. Similar to the Commissioner's view, it was decided that adding a condition would not make much difference.



Acknowledgement

Recognition from the Welsh Government as good practice and from the Welsh Language Commissioner – "Gwynedd already prioritises people with a local connection, and the evidence that exists shows that these requirements already mean that a high percentage of social housing tenants speak Welsh. A percentage that is likely to be significantly higher than what could legally be achieved by imposing a language requirement as part of the letting policy."



Data

- 97% go to local people with a connection to Gwynedd
- 60% go to people within the same community
- 95% on average of tenants of new estates are able to speak Welsh (currently formalising the method of collecting this data to ensure that all estates are regularly inspected between the Housing Associations).



POLISI GOSOD TAI
GYFFREDIN

POLISI CYNGOR GWYNEDD AR OSOD TAI
CYMDEITHASOL MEWN PARTNERIAETH GyDA
ADRA, GRŴP CYNEFIN A TAI GOGLEDD CYMRU



PARTNERIAETH CFFRESTR TAI GYFFREDIN GWYNEDD



MEETING:	LANGUAGE COMMITTEE
DATE:	29 June 2026
TITLE:	Results of the pilot study on the use of Welsh in public places that provide services on behalf of Cyngor Gwynedd
AUTHOR:	Llywela Haf Owain Senior Welsh Language and Scrutiny Advisor
PURPOSE OF THE REPORT	Present the results of the survey

1. Background

- 1.1 This study introduces an innovative method of measuring and observing the use of Welsh in indoor public places as Gwynedd residents use services provided by Cyngor Gwynedd and Byw'n Iach. The survey was carried out by Cyngor Gwynedd with support from linguistic planners from Bangor University, Dr Rhian Hodges and Dr Cynog Prys.
- 1.2 Street survey methodologies used in the Basque Country were adapted in order to collect data in a variety of service locations, including in Siop Gwynedd receptions, libraries, leisure centres and contact centre, in three different locations in the county. The aim of the work was to establish a firm, independent and objective baseline for monitoring language use over time, responding to the current lack of reliable quantitative data in this area.

2. Summary of the report

- 2.1 The results show that the Welsh language continues to be a living community language in Gwynedd, with 71.8% of the interactions observed being held in Welsh. However, a clear pattern of reduction emerges in the use of Welsh with age, with the highest use amongst children and the lowest amongst the older 65+ age group. It was also seen that the use of Welsh was more common in informal settings, such as libraries and leisure centres, compared with more formal services such as contact centres.
- 2.2 This study makes a direct contribution to the implementation of the Gwynedd Language Strategy 2023-2033, supporting the priorities relating to work, services, technology and research.

3. Recommendation

- 3.1 The members are asked to accept and note the content of the report.

MEETING:	LANGUAGE COMMITTEE
DATE:	29 June 2026
TITLE:	Results of a pilot study on measuring the use of Welsh in public places providing services on behalf of Cyngor Gwynedd
AUTHOR:	Llywela Haf Owain Senior Welsh Language and Scrutiny Advisor
PURPOSE OF THE REPORT	To present the results of the survey

1. Introduction and Background

- 1.1. The aim of the Welsh Government's *Cymraeg 2050* strategy (2017a), is to reach a target of a million Welsh speakers by 2050 and increase the use of Welsh. Cyngor Gwynedd, as all other local authorities, has a language strategy which supports the realisation of the target. In order to monitor and measure their success, it is important to measure the use of Welsh in the community regularly by collecting evidence.
- 1.2. Currently, limited public quantitative data regarding the Welsh language is available, except for the census figures of the Office for National Statistics collected every 10 years. Information is also collected about a cohort of the population through the annual Survey of the population, but the sample is small on a county level and there is no necessity for people to complete it. It must be borne in mind that self-reported data is received from these sources and so they are not independent. Therefore, it can be argued that there is a void in terms of collecting regular independent data on the use of Welsh, therefore it was decided to pilot a survey in Cyngor Gwynedd.
- 1.3 The aim of this study was to be innovative with the methodology of measuring and observing the use of Welsh in indoor public spaces in order to address an element of the data gap in Gwynedd. There was a focus on observing the use of Welsh by residents when using Cyngor Gwynedd services and services commissioned to Cyngor Gwynedd's arm's-length company, Byw'n Iach, to provide them on behalf of the Council. We hoped to obtain a true picture of the linguistic situation and establish a baseline to continue to measure language use consistently in the future by using independent data instead of data collected through a self-reporting questionnaire only.

1.4 The aim was to adapt the street survey used in the Basque Country and use it to collect various indoor public places data. A decision was made to collect data in three different locations namely Siop Gwynedd receptions, libraries and leisure centres and in three different geographical locations, i.e., Caernarfon, Pwllheli and Dolgellau. In addition, it was agreed to observe the use of language at Galw Gwynedd contact centre, which provides a front-line service to deal with phone calls from residents across Gwynedd. The survey was carried out with support from Bangor University.

2. Data about the situation of the Welsh language in Gwynedd

2.1 Gwynedd is the Welsh language's stronghold, with 64.4% of the population able to speak Welsh according to the figures in the 2021 census (Office for National Statistics, 2021). This is the highest percentage of all counties in Wales. Nevertheless, the Welsh speaker figures vary in terms of age and locations and there are challenges around linguistic planning. The greatest challenge is probably the variation in terms of the number of speakers across the county, with some areas like Caernarfon with 81.5% of Welsh speakers, and others such as Bro Dysynni with 40.1%.

2.2 Since 1981, the percentage of Welsh speakers in Gwynedd has fallen from 76.2% to 64.4%, therefore it is obvious that a linguistic shift is happening and that interventions are needed to reverse it (table 1).

Table 1 - Percentage of Welsh speakers per area, 1981 - 2021 census

(Office for National Statistics, 2021)

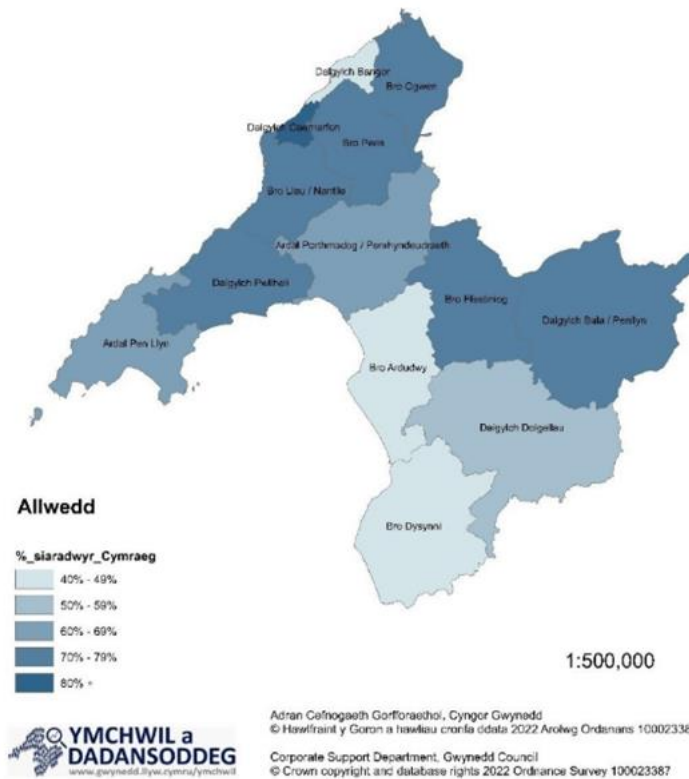
Area	1981	1991	2001	2011	2021
Caernarfon Catchment Area	86.0%	87.9%	86.4%	85.3%	81.5%
Bro Lleu / Nantlle	84.0%	80.0%	78.8%	78.7%	76.3%
Bro Peris	82.9%	79.3%	78.9%	77.4%	74.6%
Bro Ffestiniog	86.6%	82.4%	80.0%	77.2%	74.4%
Pwllheli Catchment Area	85.1%	79.9%	78.5%	77.2%	74.3%

Bala / Penllyn Catchment Area	85.3%	80.6%	77.7%	75.8%	73.1%
Bro Ogwen	76.5%	74.1%	72.4%	72.6%	70.4%
Pen Llŷn Area	79.2%	72.0%	69.6%	67.6%	69.0%
Porthmadog / Penrhyndeudraeth Area	80.0%	74.5%	72.3%	69.0%	66.8%
Dolgellau Catchment Area	74.4%	64.7%	67.1%	62.1%	57.7%
Bro Ardudwy	58.9%	52.5%	50.1%	47.8%	47.3%
Bangor Catchment Area	58.0%	58.9%	51.6%	42.0%	44.1%
Bro Dysynni	52.3%	47.1%	43.4%	38.6%	40.1%
Gwynedd	76.2%	72.1%	69.0%	65.4%	64.4%

- 2.3 The average of Gwynedd Welsh speakers is slightly below the threshold of 67%, which is considered by some as the required percentage to ensure that a minority language is sustainable in a community. Unless there is an adequate critical mass of speakers, language use cannot be increased (Huws 2018). It could therefore be argued that many areas in Gwynedd are at risk of seeing a further decline in Welsh speakers and that research and resources are needed to create and monitor interventions that focus on maintaining and increasing the use of Welsh.
- 2.4 According to the 2021 census (ONS 2021), the highest number of Welsh speakers, 81.5%, is seen in the Caernarfon area, north of the county, and the lowest percentage of Welsh speakers, 40.1%, in Bro Dysynni in the south of the county. In 7 areas of the county, there are over 70% of Welsh speakers. (See figure 1)

Figure 1 - Map showing the percentage of Welsh speakers in Gwynedd areas

% o siaradwyr Cymraeg yn ardaloedd Gwynedd



2.5 The 2021 census (ONS 2021) shows that more children speak Welsh and that being able to speak Welsh reduces with age (table 2). This suggests that Welsh ability is relatively robust in the county, particularly amongst children, but it does not tell us anything about the use of Welsh. It should be borne in mind that the ability to speak does not mean that people use the language regularly. Here, we can see that there is a linguistic dualism which is common in bilingual places worldwide. Language use is affected by many factors, including linguistic competency, social use and the context of use and cultural identity.

3. Methodology

3.1 The aim of the methodology was to measure the use of Welsh and English, investigating four main factors: gender, age, location and geography.

3.2 Data was collected in three geographical locations in Gwynedd (Caernarfon, Pwllheli and Dolgellau) across three types of services: Siop Gwynedd receptions, libraries and leisure centres, as well as Gwynedd contact centre.

Primary data was recorded systematically, including the language of the interaction, age, gender and use of language with children.

- 3.3 Four standard age categories (2-15, 16-24, 25-64, 65+) were used, and input was received from relevant officers to ensure that the observation times and data collection methods were appropriate and consistent. The observations were held over a period of months to ensure a variety of service users.
- 3.4 The observation method varied according to the location:
- Structured visits were held to leisure centres over full days at specific times.
 - Flexible visits were arranged to libraries to reflect the range of services and users.
 - Data was recorded in Siop Gwynedd and the contact centre by frontline staff over a specified period.
- 3.5 Direct observation methods and systematic recording were used, with the intention of securing reliable and comparative data across different service contexts.

4. Results

General picture

- 4.1 A total of 3,205 interactions were observed. Of these, the Welsh language was used in 2,302 (71.8%) instances, and English in 903 (28.2%). This shows that the Welsh language continues to be the main language of service in many public contexts.
- 4.2 In terms of gender, only small differences were seen: 76.2% females and 75.2% males chose to use Welsh. This does not suggest a meaningful relationship between gender and language choice.

Age

- 4.3 There is a clear pattern whereby less use of Welsh is made in the older age groups. The Welsh language was used by:
- 90.3% of the 2–15-year-old group
 - 69.8% of the 16–24-year-old group
 - 68.9% of the 25-64 age group
 - 58.3% of those aged 65 and over

Table 1			Language used by age		Total
			Welsh	English	
Age	2-15 years	Number	977	105	1082
		%	90.3%	9.7%	100.0%
		Number	157	68	225

	16-24 years old	%	69.8%	30.2%	100.0%
	25 - 64 years	Number	712	321	1033
		%	68.9%	31.1%	100.0%
	65+ years	Number	245	175	420
		%	58.3%	41.7%	100.0%
	No way to observe	Number	211	234	445
		%	47.4%	52.6%	100.0%
	Total	Number	2302	903	3205
%		71.8%	28.2%	100.0%	

4.4 This pattern is consistent with the census data and suggests that a gradual linguistic change is happening. In terms of linguistic planning, this causes concern and highlights the need for interventions to sustain the use of Welsh amongst adults.

4.5 The impact of inward and outward migration should also be considered. In recent times, inward migration to Gwynedd has been substantial, particularly amongst young people, whilst outward migration includes many young people who were educated through the medium of Welsh. This demographic change could have a substantial influence on language use.

Area

4.6 The use of Welsh varies substantially between areas:

- Caernarfon: 82.9%
- Pwllheli: 81.6%
- Dolgellau: 35.9%

4.7 This pattern reflects the census data and confirms that Caernarfon and Pwllheli are strong centres for the Welsh language, whilst its use is less prominent in Dolgellau.

Settings

4.8 The most use of Welsh was seen in social and informal settings:

- Leisure centres: 81.0%
- Libraries: 65.6%

In more formal locations, the difference was less obvious:

- Siop Gwynedd: 57.1%

- Contact Centre: 47.4%

Table 2					Total
Language used by type of setting			Welsh	English	
Setting	Leisure Centre	Number	1550	363	1913
		Setting %	81.0%	19.0%	100.0%
	Library	Number	441	231	672
		Setting %	65.6%	34.4%	100.0%
	Siop Gwynedd	Number	100	75	175
		Setting %	57.1%	42.9%	100.0%
	Galw Gwynedd	Number	211	234	445
		Setting %	47.4%	52.6%	100.0%
Total	Number	2302	903	3205	
	Setting %	71.8%	28.2%	100.0%	

4.9 This suggests that Welsh is more likely to be used in social contexts, whilst English was more common in official situations.

Children and language transfer

When children were present, Welsh was used in 78.4% of the interactions. Whilst encouraging, it is lower than the transfer rates noted in the census (75.2% on average across households in Gwynedd).

5. Conclusion

5.1 The results show:

- That Welsh continues to be a strong community language in several areas
- That use reduces in the older age groups
- That context (formal/informal) has a substantial influence on language choice

5.2 The lower use of Welsh in formal situations suggests the presence of diglossia - where different languages are used for different contexts.

6. Recommendation

6.1 The members are asked to accept and note the content of the report.