



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

2.00 pm, MONDAY, 5TH OCTOBER, 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 Corporate Services and Legal and the Welsh Language

A G E N D A

1. APOLOGIES

To receive apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

3. URGENT BUSINESS

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

4. MINUTES

4 - 9

The Chairman shall propose that the minutes of the previous meeting of this committee held on 29 June 2026 be signed as a true record (attached)

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

10 - 16

To consider the report.

6. HIGHWAYS, ENGINEERING AND YGC DEPARTMENT REPORT ON THE IMPLEMENTATION OF THE LANGUAGE POLICY AND CONTRIBUTION TOWARDS DELIVERING THE WELSH LANGUAGE STRATEGY 2023-2033

17 - 25

To consider the report.

7. FINANCE DEPARTMENT REPORT ON THE IMPLEMENTATION OF THE WELSH LANGUAGE POLICY AND ITS CONTRIBUTION TOWARDS ACHIEVING THE WELSH LANGUAGE STRATEGY 2023-2033

26 - 35

To consider the report.

8. WELSH LANGUAGE COMMISSIONER'S THEMATIC SURVEYS

36 - 75

To submit a report on thematic surveys that have reached the Welsh Language Team this year, and the response to the improvement actions.

LANGUAGE COMMITTEE : 29 JUNE 2026

PRESENT:

Councillors:

Meryl Roberts, Jina Gwyrfai, Gwilym Jones, Elfed Williams, Gwynfor Owen, Elfed Wyn ap Elwyn, Beth Lawton, Cai Larsen and Llio Elenid Owen (Cabinet Member for Corporate and Legal Services and the Welsh language).

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

ALSO IN ATTENDANCE:

Item 7: Mari Wynne Jones (Head of Adults Department), Councillor Dilwyn Morgan (Cabinet Member for Adults, Health and Well-being), Stephanie Dabernig (Executive Assistant Head, Children and Supporting Families Department), Gwen Ffion Davies (Executive Officer, Children and Supporting Families Department) and Nia Wyn Evans (Workforce Support Team Leader, Leadership Team).

1. ELECTION OF CHAIR

It was resolved to elect Councillor Meryl Roberts as Chair of the Committee for 2026/27.

2. ELECTION OF VICE-CHAIR

It was resolved to elect Councillor Elfed Wyn ap Elwyn as Vice-chair of the Committee for 2026/27.

3. APOLOGIES

An apology was received from Councillor Menna Baines.

4. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received.

5. URGENT ITEMS

No urgent items were received.

6. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 20 April 2026 as a true record.

7. 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.

The report was presented by the Head of the Adults Department and the Team Leader of the Leadership Team's Workforce Support. Attention was drawn to the following main points:

There was pride that the Departments are committed and persevering to promote the Welsh language as a living and active language in all aspects of their work. It was detailed that the 'More than Just Words' strategy (Strategic Framework for Welsh in Health, Social Services and Social Care) was central to the work of the Departments, to ensure that the proactive delivery of services in Welsh is realised in practice across the services.

It was reported that the Departments offer key resources to support the Welsh language. Attention was drawn to the new PERCCI (Person-Centred Community Care Inventory) data collection system. It was explained that it was a questionnaire designed for individuals with experience of receiving care, and it was confirmed that a Welsh version was available and it would be shared with service users shortly.

Reference was made to the 'Helpu'n Hun' app, which had been recently announced. It was detailed that it was software that provides a virtual occupational therapist service to enable individuals and families to receive advice on the ways in which they could try to support themselves from day-to-day.

An update was given that new Telecare equipment had been presented, and it was confirmed that the technology was now in Welsh. Members were reminded that the service was a means for individuals to call for help at any time, by touching a button or by activating a series of sensors that had been installed in the home.

It was confirmed that 'Beam Notes' had recently been trialled within the services. It was noted that this was mobile software that listens to conversations compiling minutes and a summary of the conversation. It was noted that feedback from the trial indicated that it was successful as the quality of the documentation was good. It was elaborated that the software was now being shared more widely across the Departments to reduce the administrative burden and pressure.

Pride was expressed that the Adults Department had introduced a resource to support front-line care workers in care homes to provide Welsh lessons, refresh the language and build confidence. It was reported that this resource would be available until the end of March 2027, but it was hoped that arrangements can continue in the future. Similarly, it was explained that the Department was working with Bangor University on the ARFer project, to look at how the language practices of workforce teams can be influenced, and that a befriending scheme was taking place among staff to promote the use of the Welsh language and increase confidence.

During the discussion, the following observations were made:-

Pride was expressed that the provision of the Flying Start service within the Children and Supporting Families Department had recently been expanded. In response to an enquiry about venues that offer the service bilingually rather than just in Welsh, the Executive Officer explained that there were two locations that communicate in English in some cases while the families familiarise themselves with the service. It was confirmed that this was required as the families do not necessarily have Welsh language skills. However, it was ensured that these services convert to Welsh once the child has become familiar with Welsh and can communicate bilingually. It was assured that the Department will confirm with Members the further reasons as to why those locations are being designated as bilingual sites and to highlight this in future reports.

In response to an enquiry on the work of the Family Support Team in the field of Language Development, the Executive Officer explained that the service operated across the County, resulting in a positive impact on Gwynedd children and families. It was elaborated that the team operated by responding to requests for additional support from individual families rather than just childcare provision. It was confirmed that the Department will report back to Members on specific data about the Team.

A comment was received that it would be beneficial for the Departments' report to compare statistics over a number of years to see if any linguistic trends arise. The details of the data were given which confirmed that 41% of children aged 3 and over had chosen Welsh as their language of choice, and also data which indicated that 74% of enquiries to the Family Information team had chosen to receive correspondence through the medium of Welsh. In response to the comments, the Executive Officer confirmed that the data could be collected to show trends over time in the future report. Furthermore, the Executive Assistant Head noted that 41% of children choose Welsh as their preferred language because Welsh, English and families who have moved here from beyond Britain use the services and it was not a reflection of the proactive Welsh language service offer that the Department provides. It was stressed that the employees speak Welsh with the child, even if the parents are non-Welsh, if they feel that it is effective for their development. It was elaborated that staff and families were happy to change the language of communication to Welsh, once support provision had commenced, where this was possible.

In response to a request for data on the Adults Department's choice of service language, the Head of Department confirmed that plans were in place to strengthen how language data was recorded. Further details were given that these procedures were being strengthened with the new Mosaic system (child and adult care case management system) as all case information were recorded there.

In response to a query on the impact of the Adults Department's projects on the Welsh language, the Head of the Department explained that collecting data for specific projects was challenging. However, it was noted that the More than Just Words group would consider measures to try to assess the linguistic impact of the Departments' projects on the residents of Gwynedd. It was considered that this could include good news stories and could be data-specific in the future. It was expanded that the More than Just Words group ensures that all members of staff proactively offer Welsh-medium services across the Departments. Reference was made to a series of videos produced to encourage everyone to start any conversation through the medium of Welsh.

In response to an enquiry, pride was expressed that the first series of the Welsh language podcast 'Mam, Dad a Magu' had been a great success, and it was noted that it was hoped that a second series can be made in the future. It was explained that arrangements were in place to consult with families to find out what topics they would like the podcast to cover.

It was pointed out that the Departments had stated in their report to the Language Committee in 2025, that they were working with Coleg Meirion Dwyfor to spark interest within the care area in an attempt to recruit members of staff. In response to an enquiry for an update on this scheme, the Head of the Adults Department confirmed that the relationship with Coleg Meirion Dwyfor continues. It was pointed out that the Care Academy was now in its second year and pride was expressed that individuals had been recruited to it and that individuals were confident that careers were available within the field of care and were proud that they could work through the medium of Welsh.

In response to an enquiry, the Head of the Adults Department confirmed that recruitment challenges remained, noting that it was an increasing challenge as current staff members reach retirement age. It was confirmed that a working group had been established in conjunction with health services, the Children and Supporting Families Department and the

Adults Department with the support of the human resources service to attract more people to a career in care. It was noted that this working group sought to respond to statistics that indicate that fewer individuals are completing courses in the field. Furthermore, it was noted that the Departments had been successful in developing the skills of staff by encouraging and allowing time to complete courses within working hours, allowing people to remain within the County. Similarly, it was confirmed that the Departments had managed to appoint staff as they studied in the field of care, confirming that they would be eligible to work within a year. It was noted that those members of staff possessed Welsh language skills and were local to the area.

RESOLVED

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

8. WELSH LANGUAGE ANNUAL REPORT

The report was presented by the Cabinet Member for Corporate and Legal Services and the Welsh Language, and the Senior Language and Scrutiny Adviser. Attention was drawn to the following main points:

Pride was expressed that there was an increase in the number of Council staff with Welsh language skills and there was also an increase in the numbers of individuals attending training to develop their language skills.

Members were reminded that the Cabinet and the Council's vision as a whole was to increase opportunities for Gwynedd residents to see and use the Welsh language in all aspects. A new section of the Annual Report was highlighted which shared examples of how each Department was doing this effectively.

It was confirmed that all Departments within the Council fully comply with Welsh language standards and contribute to the language strategy.

It was highlighted that the Welsh Language Team had been working with the Welsh Language Commissioner, ARFOR, Rhwydwaith, the Gwynedd and Anglesey Public Services Board and others in order to jointly-learn and provide a platform for the good work that was happening through the Welsh language in Gwynedd.

Reference was made to several exciting projects underway over the next year such as the Language Education Policy, the Welsh Language Programme Board and the Growth Charter: Welsh in the Workplace.

Attention was drawn to a correction in the report (Page 17 of the Annual Report) regarding data on the number of staff members reaching the Language Designations of their post and an overview of staff language levels. It was stressed that the figures included within the report were correct, but it was acknowledged that the percentages were not. The following information was confirmed for 2025/26:

- Staff achieving their Job Language Designations – 3269 (91.6%)
- Staff who do not meet the Language Designations of their post – 299 (8.4%)
- Staff with Welsh language skills (of any kind) – 3271 (99.3%)
- Staff with no Welsh language skills – 22 (0.7%)

During the discussion, the following observations were made:-

In response to an enquiry, the Senior Language and Scrutiny Adviser confirmed that it will be possible to add data for a period of 4 years within the report on issues such as language use

and the number of staff reaching the Language Designation of their posts, to highlight any patterns or trends.

In response to an enquiry, the Senior Language and Scrutiny Adviser emphasised that the fact that 8.4% of Council staff achieved their post's Language Designation had no impact on front-line services. It was noted that the majority of staff members who do not meet the Language Designation were care workers or support staff in schools. The Welsh Language Learning and Development Officer added that individuals receive linguistic support soon after their appointment. It was highlighted that several individuals who do not meet the Language Designation already have Welsh language skills and are very close to reaching the expected standard, and it was confirmed that the encouragement and support was available for them to do so within their job. It was confirmed that increasing staff confidence in using the Welsh language was usually the factor that made the biggest difference.

In response to an enquiry, the Senior Language and Scrutiny Adviser explained that there was ongoing monitoring of complaints the Council receives on Welsh language issues, to see if any specific themes arise. It was stressed that no theme has emerged in the past year.

In response to an enquiry, an update was received from the Language Adviser on the focus of the Youth Forum over the next year. It was detailed that it was hoped to establish several sub-groups with a focus on business and community issues during the year. Members were reminded that the Youth Sub-Group was already operational.

Gratitude was expressed for the report.

RESOLVED

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

9. RESULTS OF A PILOT STUDY ON MEASURING THE USE OF WELSH IN PUBLIC PLACES PROVIDING SERVICES ON BEHALF OF CYNGOR GWYNEDD

The Senior Language and Scrutiny Adviser presented the report. Attention was drawn to the following main points:

It was explained that the study introduced an innovative approach to measuring and observing the use of the Welsh language in indoor public spaces, in settings that provide Cyngor Gwynedd and Byw'n Iach services to residents.

Dr Rhian Hughes and Dr Cynog Prys from Bangor University were thanked for their help in carrying out the survey. It was noted that the street survey methodology used in the Basque Country had been adapted to collect data in a variety of service settings such as Siop Gwynedd receptions, libraries, leisure centres and call centres across three different locations in the County.

It was reported that the aim of the work was to establish a robust, independent and objective baseline for monitoring language use over time while also responding to the current lack of reliable quantitative data in this field.

It was highlighted that the results of the survey demonstrated:

- That the Welsh language remained a strong community language in many areas.
- That the use of the language decreased with increasing age:
 - 90.3% of the 2-15 age group
 - 69.8% of the 16-24 age group
 - 68.9% of the 25-64 age group
 - 58.3% of the group aged 65 and over

- That the context of situations, whether formal or informal, had a significant influence on language choice. It was elaborated that a lower use of the Welsh language can be seen in formal situations, which suggests the presence of diglossia within our communities. It was explained that diglossia occurs when two types of language exist side by side in society, with one being used in official, educational, or formal contexts (such as official documents), and the other being used in more informal contexts (such as in a conversation between friends or at home).

The members were updated that it was hoped that the survey will be carried out again, to receive consistent data which can be used to target locations for interventions where the need arises.

During the discussion, the following observations were made:-

In response to concern that the survey results do not reflect the true use of Welsh within communities, the Senior Language and Scrutiny Adviser emphasised that the survey was a snapshot of language use. It was emphasised that all the facts were correct and that only three locations had been selected for the pilot, as they were areas where the Council's office and services are located.

In response to a query, it was theorised that the percentage of Welsh use within age groups decreases as people get older due to the effects of influx and outflux from the area. It was considered that the fact that very high percentages are found in the younger ages reflects the successes of the Education Department in providing effective Welsh-medium services. The advent of technology was considered to present a new challenge as it was necessary to ensure that all software allowed individuals to receive services in Welsh. It was emphasised that this challenge would be addressed by the Language Unit, when Cyngor Gwynedd's new website is operational in the next few months, and will receive ongoing consideration in the future.

In response to an enquiry, the Senior Language and Scrutiny Adviser acknowledged that the Welsh Government's target of one million Welsh speakers by 2050 was very challenging, whilst also noting that it was inspiring to be ambitious. It was emphasised that it was everyone's responsibility; be they businesses, organisations and individuals, to work towards the target and to make a strong effort to fulfil this.

The members expressed their thanks for the report.

RESOLVED

- 1. To accept the report, noting the observations received during the discussion.**
- 2. To support arrangements to carry out future research.**

The meeting commenced at 10.00am and concluded at 11.10am.

CHAIR

MEETING	Language Committee
DATE	5 October 2026
TITLE	Environment Department Report on the implementation of the Language Policy and contribution towards the realisation of the Welsh Language Strategy 2023 - 2033
AUTHOR	Dafydd Wyn Williams, Head of Environment Department

1. BACKGROUND

- 1.1. The purpose of this report is to provide information to the Language Committee about the Environment Department's contribution to the implementation of the Council's Language Policy and Welsh language promotion activities.
- 1.2 The Environment Department encompasses a range of front-line services across service-areas including Waste and Recycling, Transport, Planning and Public Protection.
- 1.3 The nature of the Department's services means that staff come into regular contact with members of the public, councillors, other Council staff, and other authorities and external partners.
- 1.4 As a Department, we ensure that our services are provided in the customer's preferred language, and the Department's officers make every effort to promote the use of the Welsh language in various activities and by virtue of their work.

2. RESPONSE TO THE COMMITTEE'S QUESTIONS

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

Relevant policies and strategic plans / Projects in the Council Plan

Local Development Plan

The Environment Department leads on the Council Plan's project of preparing a new Local Development Plan (LDP), which is a priority under the Green Gwynedd theme in the Council Plan 2023 – 2028.

The Planning Policy Team within the Department leads the work of preparing the new LDP, and the Welsh language is central to the work, including preparing an Assessment of the Likely Impacts of the Gwynedd Local Development Plan on the Welsh Language. This work is being prepared by an expert in planning and the Welsh Language.

In the meantime, the Planning Policy Team continues to monitor the Joint Local Development Plan (2011-26), which includes the preparation of an annual monitoring report. Consideration of the Welsh language has been central to the preparation of the current Plan, which includes Planning Policy PS1 which relates specifically to the Welsh language and culture.

As part of the current Plan, Supplementary Planning Guidance (Maintaining and creating distinctive and sustainable communities) includes detailed guidance on how to take the Welsh language into account when dealing with applications for new development. In line with the guidance, whenever a Welsh language assessment or statement is submitted with a planning application, it is verified by the Council's Language Unit.

Other projects and schemes

Planning & Planning Policy

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

Using this approach, the Planning Service continues to contribute towards the promotion of the language in the area ensuring that applications have regard for the Welsh language.

During the period April 2025 to March 2026, three Language Assessments and 11 Language Statements were received with applications that met the thresholds within Planning Policy PS1. In addition, in accordance with Annex 5 of the Supplementary Planning Guidance, consideration has been given to the Welsh language for applications falling below the threshold of those requiring a formal Statement or Assessment.

Three planning applications were refused partly due to language issues, and eight applications were granted permission with a planning condition for language mitigation measures. These included that any new name should derive from historical, geographical or local links to the area where possible, or that any signage advertising and promoting the development within and outside the site must be Welsh or bilingual with priority given to Welsh.

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

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

During 2025/26, a condition was imposed on 21 planning permissions to ensure a Welsh name for new businesses and almost 200 new homes.

Building Control

The Building Control Service has responsibility for the management of street naming and the naming and numbering of properties, with a statutory duty to ensure that any new names or amendments to street and property names are allocated logically and consistently.

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

The latest annual statistics show that 90 applications were submitted to change or register property names, and 82% of the names registered were Welsh names, with others asking to change from one English name to another. Applications to change from a Welsh name to an English name mainly related to a business name(s). Furthermore, it is very pleasing to report that 12 property owners have changed the name of their property from English back to Welsh following discussions with the Building Control Service, with many appreciating the original historic name (others changing from one Welsh name to another or naming a property for the first time in Welsh).

Llŷn Area of Outstanding Natural Beauty

The Llŷn Area of Outstanding Natural Beauty Management Plan is a statutory document which the Council is required to prepare and review under the Countryside and Rights of Way Act, 2000. The current Plan recognises the Welsh language and local culture as one of the special qualities of the area and includes policies and actions to support and promote the language. Work is currently underway to review the Plan.

The Area of Outstanding Natural Beauty Team officers hold events through Welsh and/or bilingually. These include rural skills training, walks (including specific ones for new Welsh speakers) and talks. They also attend events such as Sioe Nefyn to raise awareness of the designation and the work. A bilingual newsletter produced by the Team each year, Llygad Llŷn, highlights the range of activities held. Hard copies are distributed in the area and an electronic version is available on the Llŷn Area of Outstanding Natural Beauty website, [here](#).

Biodiversity and Nature

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

Biodiversity officers carry out regular work to encourage interest and promote nature, attending events such as Sioe Nefyn and Sioe Meirionnydd. Such events offer an opportunity to put on nature-related activities and engage with the public about the work of the Gwynedd Nature Partnership, all in Welsh or bilingually.

A series of information pages about the work of the officers of these teams and the Gwynedd Nature Partnership are available on [the Council website](#), and regular use of social media accounts provides a visible place to promote Welsh terms and names of species etc.

Pen Llŷn a'r Sarnau Special Area of Conservation

The Pen Llŷn a'r Sarnau Special Area of Conservation (SAC) team continues to lead on a bilingual education package, *Tir a Môr*, for primary schools. Since we previously reported on this, hard copies of the pack have been distributed to all primary schools in Gwynedd and Ynys Môn, ensuring that standard resources are available for teachers to use with their classes. A digital version is available free of charge on the website www.tiramor.cymru, widening access for teachers, pupils and families. Further details of this work can be found in section 6.

The SAC team produces a bilingual magazine, *O Dan y Don*, which focuses on marine issues and is created through the work of the Pen Llŷn a'r Sarnau Special Area of Conservation. This free publication raises awareness of Gwynedd's unique marine environment, promoting the use of Welsh alongside English. The magazine also includes content that explores the connection between the sea, the Welsh language and the cultural heritage of the area, helping readers to connect with the local natural and historic environment.

In the past year, the team has also started a new project, *Lleisiau'r Môr*, which investigates the relationship between language, culture, heritage and the marine environment. The project explores how coastal communities use and transfer knowledge about the sea through local language and traditions, and how this can contribute to contemporary conservation work.

As well as the key projects, the nature, landscape and biodiversity teams within the Department undertake a wide range of engagement activities including talks, events and stalls at local shows. The officers actively promote the Welsh language through guided tours in Welsh, where participants explore local place names and species names, deepening their understanding of the language and landscape. Officers have also worked with new Welsh speakers, offering talks and walks to help them practise their Welsh and expand their vocabulary in an informal and supportive environment.

Road Safety

Road Safety officers work closely with schools and colleges and visit a number of locations in the county educating and promoting safety while walking and cycling. The visits are held in person and take place through the medium of Welsh. The team also promotes its work bilingually on websites and social media.

The following summarises the team's main activities during 2025/26 (April 2025 – March 2026):

- 48 schools have received cycling training - for 460 children.
- 4,281 have received general training in primary schools – story time, quizzes etc.
- Kerbcraft training has been delivered to 424 children.
- Pass Plus training (adults) introduced to 40 individuals.

- Promoting the Walk to School Week (May) + Walk to School Month (October) to all primary schools in Gwynedd.
- Holding events such as a quiz for youth clubs and various Urdd sessions, Bangor University activities (Freshers' Fair etc.)
- Visiting Cylchoedd Meithrin – promoting holding hands, car seat issues and wearing a safety belt.
- Running Criw Craidd Sessions for year 7 pupils in several secondary schools.
- Collaborating with Gwynedd Libraries to launch the Carys Ofalus Story Bag + Road Safety Educational Box.
- "Don't Drink and Drive" campaigns – engagement visits and information sharing in supermarkets across the county.
- Launch of Carys Ofalus' new Active Travel Book featuring scooter training sessions.
- Holding seasonal Road Safety competitions.
- Attending a variety of awareness raising events in libraries and fun day visits in leisure centres etc.

Waste and Recycling

The Waste and Recycling Service operates within the framework of the Council's Language Policy and ensures that services are provided bilingually. This includes all communications with residents, such as letters, information leaflets distributed to homes in the county, responses to enquiries, signs on vehicles and sites, including the website and social media messages.

The service also contributes to the Council's strategic objectives by:

- Ensuring that new jobs include appropriate language requirements.
- Supporting staff to develop their Welsh language skills through training and corporate support.
- Using Welsh as a working language at team meetings and in internal communication where possible.
- Ensuring that residents can receive services and hold discussions with officers through the medium of Welsh.
- Maintaining local services that reflect and support Welsh-speaking communities across Gwynedd.

Public Protection

Two Public Protection Services (Trading Standards and Licensing; Environmental Health) provide bilingual campaign materials, and application forms are all offered through the medium of Welsh. Officers also attend various events and engage with businesses and owners.

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

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?

We will continue to work on the preparation of a new Local Development Plan, where full consideration will be given to the Welsh language in the specific stages

involved in the work and this is outlined within the Delivery Agreement for the Plan. This shows how consideration is given to the Welsh language at specific stages of the process starting with the Preferred Strategy Document.

Waste and Recycling Services will continue to ensure that any new service developments, such as soft plastics collections, and the ongoing development of utilised computer systems (e.g. Bartec) consider the Welsh language from the outset, enabling residents, staff and businesses to use the service fully through the medium of Welsh.

The Department will continue to work with the Council's Welsh Language Learning and Development Officer to identify suitable training for staff to develop skills and build confidence. We will continue to highlight the training opportunities and language refresher courses to develop confidence in the Welsh language among Departmental staff. Information about these opportunities is shared in the Department's bulletins and through regular messages about new courses or training.

3. Has the development of technology 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?

At times, new technology can present challenges if systems or software do not offer the same functions in Welsh as they do in English. This may mean delays and/or additional costs before implementing certain elements, or the need for additional modifications.

Generally, any external systems used are usually only available through the medium of English. However, the Department is working with the Council's corporate teams to ensure that appropriate consideration is given to the Welsh language in the development of systems (e.g. the Bartec system in Waste and Recycling). With the support of the Council's Information Technology Service, we continue to ensure that any public-facing systems are available in both Welsh and English.

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

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

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

Details of the chosen language of members of the public and stakeholders are entered through our systems ensuring that any correspondence is provided in the recipient's preferred language. Corporate information could be used to identify:

- The number of enquiries or complaints received in Welsh.
- Use of the service's Welsh web pages.
- Records of correspondence received and sent in Welsh.

5. What are the language skills of your staff?

The latest figures (August 2026) show a positive increase compared to the previous year in the number of Departmental staff who have received a language assessment, whether it is a self-assessment or a line manager assessment.

Number receiving an assessment (self-assessment or line manager assessment) – **95.8% (389)**

Number completing a self-assessment – **86.5% (351)**

Number reaching the language designations of the post – **89% (346)**

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

There are regular efforts to draw the attention of staff to opportunities to improve and develop Welsh language skills, and with the help of the Council's Language Learning and Development Officer, to hold language lessons for a group of staff in the Waste service.

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

The Pen Llŷn a'r Sarnau Special Area of Conservation (SAC) team continues to lead on a bilingual education pack, *Tir a Môr*, for primary schools. In the last year, new content has been added to the pack, and the resources are also promoted through the Welsh Government's Hwb platform. In addition, we are working with partners through initiatives such as *Y Môr a Ni* and the Welsh Ocean Literacy Coalition to promote the pack across Wales. There has also been interest from beyond Wales in the project's content and approach, highlighting its potential as a model for similar work in other areas.

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

The Environment Department's report to the Language Committee in 2025:

[Report by the Environment Department on the Implementation of the Language Policy and Contribution Towards Realising the Welsh Language Strategy](#)

Highways, Engineering and YGC Department Report on the Implementation of the Language Policy and Contribution towards Delivering the Welsh Language Strategy 2023-2033

Date	5 October 2026
Department	Highways, Engineering and YGC
Author	Steffan Jones

1. What policies and plans are in place within your department to contribute towards the objectives of the Welsh Language Strategy? Please identify the priority area (early years, learning, work and services, community, or research and technology).

Relevant Strategic Policies and Plans

Welsh Language Strategy 2023-2033

Council Plan Projects

Acting on Flood Risks:

Flood and coastal erosion risks are increasing as a result of climate change, leading to rising sea levels and more frequent and intense storms. Gwynedd has the longest coastline in Wales and, due to the nature of our landscape, a high proportion of our communities, together with the infrastructure that serves them, are located along the coast. We will work collaboratively with other agencies to prioritise our coastline based on risk and develop an action plan to address those risks wherever possible. There is also a risk of inland flooding when water accumulates and rivers overflow. We will develop catchment management plans to help prevent and respond to current and increasing future threats. The Department maintains ongoing engagement with communities affected by flooding and coastal erosion, ensuring that all communication, consultation and public engagement activities are delivered bilingually, with Welsh prioritised in accordance with the Council's Language Policy.

Active Travel (YGC's Contribution to the Council Plan)

Although the Active Travel programme is the responsibility of the Environment Department, YGC is responsible for delivering the schemes on its behalf. This includes the implementation of Active Travel and Safe Routes in Communities projects in Bangor (Penrhos/Penchwintan), Ysgol Foel Gron, Mynytho, together with schemes funded through the £500,000 Active Travel core capital fund. YGC has also delivered the improvements to Lôn Las Ogwen including the new Pont Sarnau in Dyffryn Ogwen.

Other Projects and Initiatives

Replacement of Welsh-only Signs

This year, the Department renewed a number of road and street signs in the Dwyfor area to reflect the official Welsh-only place names. As a result, all signs directing traffic to Porthor (formerly Whistling Sands) now display only the name Porthor and signs directing traffic to Porth Neigwl (formerly Hell's Mouth) now display only the name Porth Neigwl. In total, 17 signs were renewed as part of this work. During the previous year similar work was completed to replace estate and street signs in Trefor along with signs at a number of locations in Efailnewydd, Mynytho and Abersoch.

See Appendix 1 for photographs of the Welsh-only signs

Grant-funded Project (Installation of Slate Strips)

Last year we delivered a project involving the installation of slate strips along pedestrian routes in Porthmadog, Tywyn and Penygroes which tell the story, heritage and culture of these areas. We are pleased to note that we are now expanding the initiative through the introduction of slate strips at Llys Dafydd, Bethesda. Members of the local community have selected ten words and phrases that reflect the character and identity of the area and initial measuring and assessment work will be undertaken over the coming weeks before progressing to the implementation stage.

YGC

YGC Business Plan

A YGC Staff Conference was held on 18 June at Galeri, Caernarfon to update staff on progress towards delivering the objectives of the YGC Business Plan.

The third section of the Business Plan focuses on Local and National Contribution – The Welsh Language and Welshness: “Since our establishment in 1996, we have provided bilingual services and ensured compliance with the Welsh Language (Wales) Measure 2011. We will continue to provide our services through the medium of Welsh, including maintaining and promoting the use of the language in technical fields.

Our Aim – Improving Language Skills: We aim to develop the language skills of our workforce by providing Welsh language education and training including courses and language learning campaigns for staff. Through this we will develop and enhance the working environment for Welsh-speaking staff while strengthening the sense of belonging and inclusion for all members of staff.”

YGC Recruitment Videos

Using internal resources YGC produces bilingual recruitment videos that focus on maintaining a Welsh-speaking workplace and highlighting opportunities for academic and professional development while continuing to live and work locally.

Events

YGC hosted exhibition stands at the Meirionnydd Show and the Anglesey Show, promoting career opportunities within YGC and highlighting that YGC provides bilingual services to all its clients.

The stand at the Anglesey Show was delivered in partnership with the North and Mid Wales Trunk Road Agency. Through the dissemination of daily messages via Traffic Wales, as well as YGC and Gwynedd Council communication channels, it was possible to reach a wide audience across North and Mid Wales.

In addition, YGC supported the bicentenary celebrations of the Menai Suspension Bridge. YGC staff delivered engineering-themed activities for children and young people at the Telford Centre, Menai Bridge on Saturday 7 August.

2. What else needs attention over the next year to raise the status of the Welsh language and ensure opportunities for people to use Welsh?

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

Promoting Jobs, Careers and Services

The Department supports job fairs and events and ensures that it attends these events in order to engage with the people of Gwynedd and the wider public. The service offers specialist career opportunities across a range of disciplines, and such events provide valuable opportunities to speak with people face-to-face about the benefits of working for the Council as a Welsh-speaking workplace, as well as the range of bilingual services that the Department provides to its customers.

Examples of such events include:

- Supporting Gwaith Gwynedd Job Fairs across the county, including in Barmouth, Bangor and Porthmadog.
- Attending a careers event at M-SParc and joining the Wales Nuclear Forum as a partner.

School Events

Since their establishment the 'Timau Tacluso' have taken a proactive approach to organising events in partnership with the Recycling Team within the Environment Department with the aim of encouraging children and young people across the county to take an interest in a range of environmental issues. These activities also provide an opportunity to promote the work of the Department as well as the Welsh language. Recently, a series of educational sessions and practical activities have been delivered in schools and at community events. We intend to continue this work in the future and to make the most of every opportunity to collaborate with partners.

Examples of work undertaken include:

- The Timau Tacluso has worked with pupils from Ysgol Penybryn and North Wales Police over recent months to tackle local environmental issues. During sessions with the pupils litter and dog fouling were identified as their main concerns. The pupils designed signs in the classroom and, on 7 July, the Timau Tacluso and the children installed them at key locations around Bethesda. In addition, a litter-picking session was held in the area.
- A community clean-up day was held at the community garden in Carmel involving local community members and pupils from the local school.
- Working in partnership with North Wales Police, Adra and Keep Wales Tidy on a project to transform the community garden at Morfa Cadfan, Tywyn.

- Supporting Year 11 pupils preparing to move on to sixth form to undertake a project to improve a community garden as part of their Duke of Edinburgh Award. The project included creating vegetable-growing areas with the intention of using the produce to prepare food at the local youth centre.

See Appendix 1 for photographs of these events.

3. Has technological development hindered your ability to provide opportunities to use the Welsh language, or has it provided more opportunities to use Welsh? If applicable, please provide an example.

How do you ensure that technological developments do not affect your ability to provide opportunities to use the Welsh language?

Some of the Department's asset management systems are available in English only which can limit staff members' ability to use Welsh in all aspects of their work. We are currently reviewing our systems to identify opportunities where elements can be adapted to operate through the medium of Welsh.

One example is the street lighting asset management system which has a specific link with the Council's internal 'FFOS' system.

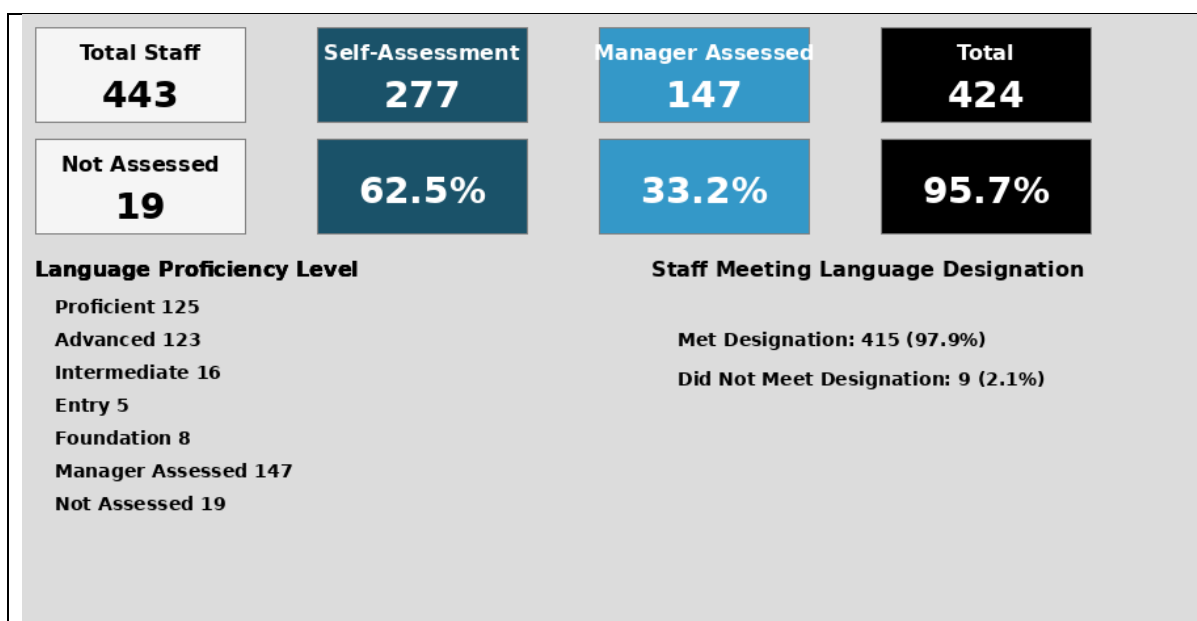
4. How do you keep records of people who use your service through the medium of Welsh? Can you share any relevant data?

General enquiries received by the Department are recorded through the Council's standard internal FFOS system. The Department also receives correspondence submitted solely through the medium of Welsh via email, particularly from Community and Town Councils.

During the last financial year, the Department received a total of 5,988 enquiries through the Council's FFOS system, with 3,144 (52.5%) submitted in Welsh and 2,844 (47.5%) submitted in English. This demonstrates the significant demand for Welsh-medium services and highlights the importance of continuing to provide bilingual services, with Welsh at the forefront.

As a Department, we are currently developing a system to record other enquiries received from users of our services so that we can report the relevant data to the Committee at its next meeting.

5. What are the language skills of your staff?



- The Department employs 443 staff.
- 277 staff members have completed the Language Self-Assessment, representing 62.5% of the workforce.
- For a further 147 employees (frontline staff), line managers have completed an assessment on their behalf.
- This leaves 19 employees with no language assessment recorded.
- 95.7% of staff meet the language designation requirements of their post.

The Department supports staff to attend relevant training and development opportunities. The following Welsh language training has been undertaken during the current year:

- 2 x Entry Level 2 Course
- 2 x Entry Level 2 Refresher Course (Learn Welsh)
- 2 x Advanced Level 1 Course (Llety Arall, Caernarfon)

6. Please provide examples of any barriers, complaints and compliments relating to the provision and promotion of Welsh-medium services.

Road Signs (External Contractors)

Comments were once again received this year from members of the public and local members regarding signs installed by an external contractor commissioned by the Department to undertake work on its behalf as the signs were displayed in English only. The matter was resolved promptly and steps were taken to ensure that appropriate signage was installed. We will continue to build on the work undertaken to date by holding briefing sessions with contractors to reinforce Welsh language requirements within our contracts and to ensure ongoing compliance with the Council's standards and expectations.

YGC Investors in People Accreditation

The YGC service holds Investors in People accreditation which was renewed last year for a third consecutive period. All stages of the accreditation process from the initial meeting through to receiving the renewal certificate were conducted through the medium of Welsh. This year, we have met with our new assessor who is enthusiastic about conducting our progress meetings and next assessment in Welsh.

Attendance at Events

Feedback received at the Anglesey Show and careers events this year clearly demonstrated a strong appreciation not only for the services provided to our residents, but also for the use and promotion of the Welsh language in everything we do. This was encouraging and confirmed that we are taking the right approach in supporting, promoting and normalising the use of Welsh across our services and activities.

The departments report to the Language Committee for 2025: [The Highways Engineers and YGC Department Report on the implementation of the Language Policy and c.pdf](#)

Appendix 1:

Welsh-only Signs



YGC Team at Meirionnydd Show 2026



Environmental Awareness Campaign - Ysgol Penybryn



Penrallt Community Garden Project



Carmel Community Garden Clean-up



Finance Department report on the implementation of the Welsh Language Policy and its contribution towards achieving the Welsh Language Strategy 2023–2033.

Date	5 October 2026
Title	Welsh Language Promotion Plan – Finance Department
Purpose	To present information on the Finance Department's contribution to promoting and supporting the Welsh language
Author	Dewi Morgan, Head of Finance

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

We wish to note that this Report covers the activities of the Finance Department and the Information Technology Services. However, since April of this year, the Information Technology has transferred to Corporate Services Department as part of changes to the Council's organisational structure.

Projects within the Council's Plan

Through the implementation of projects within the Digital Plan, the Department seeks to ensure that the Welsh language is considered an integral part of new technological developments. During 2025/26, work progressed on a number of strategic digital projects, including the redesign of the Council's corporate website, the implementation of a new Human Resources and Payroll system (iTrent), the development of the use of the Microsoft 365 platform, and the evaluation of artificial intelligence tools such as Microsoft Copilot. These projects provided opportunities to ensure that Welsh language requirements were embedded from the outset in new digital systems, services and platforms.

In addition, the Department continued to develop the Council's digital infrastructure and services, including upgrading communication systems, strengthening cyber resilience, developing data management arrangements and introducing new technologies. Throughout this work, ongoing consideration was given to the Welsh language to ensure that digital services are accessible and enable staff and residents to use Welsh naturally and with ease.

Artificial Intelligence (Copilot). Priority area: Research and Technology; Work and Services

During 2025/26, an assessment of the suitability of Microsoft Copilot was completed and a programme of work for the next stages was developed. The Department recognises the

importance of ensuring that new artificial intelligence technologies support the Welsh language and increase opportunities for staff to use Welsh in their daily work. This reflects the Department's broader principle of embedding language requirements in new digital developments from the outset.

Other Projects and Plans

Day-to-Day Use. Priority area: Work and Services

We are proud to note that the entire Finance Department operates daily through the medium of Welsh. We believe that this culture has contributed significantly to our ability to attract and appoint new staff, creating a workplace where Welsh is the natural language of work. There is evidence that this has increased the confidence of new staff to use Welsh in their day-to-day duties and has strengthened their language skills over time.

Audit Wales. Priority area: Work and Services

Meetings and discussions between Department officers and officers of Audit Wales are conducted through the medium of Welsh. We believe that this has contributed to strengthening Welsh language arrangements within Audit Wales and has provided valuable opportunities for their staff to develop their language skills and make broader use of Welsh in their professional work.

Training. Priority areas: Learning; Work and Services

Cyngor Gwynedd's Finance Department is one of the few employers offering professional training in finance and digital technology through the medium of Welsh. We provide Welsh-medium placements for Apprentices and Trainees within the Accounting Service, Taxation and Benefits Services, the Pension Service and Digital Services.

In addition to trainees and apprentices appointed in previous years, new trainees and new apprentices were appointed in 2026, who will develop their careers through the medium of Welsh. This contributes to nurturing the next generation of Welsh-speaking professionals.

Organisation Management System. Priority areas: Research and Technology; Work and Services

A comprehensive specification was developed in 2025 for the implementation of the Council's new Human Resources and Payroll system (iTrent). The specification included specific language requirements to ensure that Welsh would be an integral part of the user experience, going beyond basic compliance with Welsh Language Standards. Following a successful procurement process, the project is progressing with Welsh remaining a central consideration in the development and implementation of the system.

Council Tax System. Priority areas: Research and Technology; Work and Services

Alongside the iTrent system, the Department is also implementing a GovTech system to support the Taxation Unit. Close collaboration has taken place between the Department and GovTech during the development and implementation of the system. Through our

influence as an active user, we have continued to emphasise the importance of ensuring that Welsh is considered from the earliest design and development stages. This has included encouraging the development of Welsh-language interfaces, bilingual templates and improved practices for supporting Welsh-speaking users.

This work contributes to normalising the use of Welsh in specialist digital systems and ensures that technology used by local authorities enables the delivery of high-quality Welsh-language services to residents of our county.

New Ledger System. Priority areas: Research and Technology; Work and Services

Over the coming months, we will be making preparations to introduce a new ledger system, as the current system is reaching the end of its useful life. The new system will be provided by the supplier of our current ledger system; a detailed specification will be prepared for the new system, including specific linguistic requirements aimed at promoting the Welsh language beyond the statutory requirements of the Language Standards. This includes considerations regarding reports, training, and documentation. Initial discussions are already underway, with the aim of ensuring that the Welsh language is embedded in the system from the outset.

Digital Learning Service. Priority areas: Learning; Research and Technology

The Digital Learning Service continues to support Gwynedd schools in developing and using digital technology to support teaching and learning. During 2025/26, the service led and supported a number of digital projects in schools, including the rollout of new systems, the development of arrangements for digital examinations and improvements to the technological provision available to staff and pupils. The service supports thousands of digital devices in schools across the county, helping to ensure that pupils and teachers can benefit from modern technology on a daily basis.

When planning and implementing these developments, consideration is given to the Welsh language to ensure that digital technology supports Welsh-medium learning experiences and increases opportunities to use Welsh in digital educational environments.

Embedding Welsh in Digital Projects. Priority areas: Research and Technology; Work and Services

The Department has adopted a clear principle that Welsh language requirements are an integral part of every new digital project. This applies to work such as systems development, digital infrastructure, artificial intelligence, and other technological solutions, ensuring that new technology strengthens the use of Welsh rather than creating barriers to its use.

The Department's contribution therefore focuses primarily on the priority areas of Learning, Work and Service, and Research and Technology.

2. What else requires attention over the next year in order to raise the status of the Welsh language and ensure opportunities for people to use Welsh?

We believe that the financial services provided by the Department to the public, such as council tax and benefits services, are currently available in full through both Welsh and English, including forms, correspondence, information materials and customer support. Nevertheless, continued attention will be required over the coming year to ensure that this provision is maintained and further developed as services and systems evolve.

In particular, given the ongoing changes within the benefits sector and the need to work closely with external bodies and suppliers, it will be important to monitor and influence new arrangements to ensure that the needs of the Welsh language are considered from the outset. This will include ensuring that digital systems, online forms, correspondence and support services enable residents to use Welsh naturally and conveniently.

In addition, as new systems are implemented and procured within the Department, it will be necessary to continue setting clear Welsh Language requirements that go beyond compliance with the Welsh Language Standards, to increase opportunities for staff and the public to use Welsh in their day-to-day activities. This will contribute to raising the status of Welsh as both a working language and a service language within the fields of finance and digital services. Recent feedback relating to automated emails generated by Departmental systems has highlighted the importance of ensuring that Welsh is fully embedded in every aspect of our digital systems. We will therefore continue to work with suppliers and system developers to ensure that automated communications meet the expectations of both the Council and service users.

The Department is also reviewing how consideration is given to the Welsh language when developing policies, making decisions and planning services, including in areas such as the budget-setting process following correspondence from the Welsh Language Commissioner. We will use any feedback received to further strengthen our arrangements and to ensure that the impact of decisions on the Welsh language is appropriately assessed and considered. We believe that this work will help to further raise the status of Welsh and increase opportunities for its use both within the Council and in the delivery of services to the public.

Finally, the Department will support the Welsh Language Commissioner's pilot project to measure Welsh language use in the workplace via a staff questionnaire. Cyngor Gwynedd is a member of the Commissioner's advisory group on increasing Welsh language use in workplaces, and this pilot offers a valuable opportunity to gain a better understanding of how staff use Welsh in their day-to-day work. The survey results will help identify strengths and areas for development, informing future steps to increase Welsh language use and create more opportunities for staff to use the language naturally in the workplace.

3. Has technological development hindered your ability to provide opportunities to use Welsh? If applicable, please provide an example. How do you ensure that technological development does not affect your ability to provide opportunities to use Welsh?

In general, we do not believe that technological developments have significantly hindered the Finance Department's ability to provide opportunities to use Welsh. Most of our systems and digital services support bilingual provision, and we recognise the importance

of ensuring that Welsh language requirements are incorporated from the outset when developing, procuring or updating technology.

However, challenges do arise from time to time, particularly in relation to systems provided or managed by external organisations and suppliers. For example, recent feedback highlighted that some automated emails generated by Departmental systems did not include Welsh content. Similarly, national or third-party systems used within the areas of taxation, benefits and corporate resources can sometimes limit how quickly full Welsh-language provision can be implemented.

To mitigate these risks, the Department adopts a proactive approach by incorporating specific language requirements into procurement specifications and contracts. As mentioned earlier, this was done when procuring the iTrent system, where the focus was on making sure Welsh was built into the systems from the start and not added on afterwards. The Department also works closely with suppliers like GovTech and other providers to make sure opportunities to use Welsh are maintained and developed.

We will continue to monitor the impact of new technology on the use of Welsh, respond to user feedback, and ensure that technological developments contribute to increasing the use of Welsh rather than creating barriers to its use. We believe this is essential to ensuring that Welsh remains a natural language for service delivery and for day-to-day work within the Department.

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

The majority of the Finance Department's services are internal support services and, as such, we do not maintain a central record of the number of customers who access services through the medium of Welsh across all areas of the Department.

However, where systems allow, we monitor and promote the use of Welsh-language services. A good example of this is Gwynedd Pension Fund. A new self-service system for Fund members was introduced in April 2024. Gwynedd Pension Fund was the first pension fund in Wales to upgrade to the new platform, and close collaboration with the supplier was required to develop a fully Welsh-language version of the site. This was a significant development, ensuring that members were able to access and use the service in Welsh from the outset. The Pensions Service is also proud of the contribution it made to establishing a bilingual self-service system, which provided the foundation for Welsh-language provision that has since been adopted across all Local Government Pension Funds in Wales.

The success of this work has led to the same solution being adopted by all eight Local Government Pension Scheme (LGPS) funds in Wales, providing members across the country with a consistent and bilingual experience. This development has made a significant contribution to increasing the use of Welsh within pensions administration and has provided a successful model that other organisations can follow.

The Fund also continues to lead on Welsh-medium digital developments. The Pensions Service is currently working closely with its supplier to develop Welsh-language versions of four new interactive personalised videos for members. These will provide clear and engaging information on important topics such as an introduction to the Fund for new staff, planning for retirement, Additional Voluntary Contributions (AVCs), and the options available to members when preparing for retirement. The aim is to ensure that members can access complex information about their pension in a way that is easy to understand, accessible and fully bilingual.

In addition to this work, Gwynedd Pension Fund has collaborated with the Local Government Association to develop bilingual resources to promote the Local Government Pension Scheme. This has included producing information videos and a range of promotional materials that employers can use to raise awareness of the value of the pension scheme among their employees and support improved member engagement. These resources have helped to ensure that information about the scheme is equally available in Welsh and English, supporting wider efforts to increase participation and awareness of the benefits of the LGPS across Wales.

Furthermore, officers from the Pensions Service have contributed to the development of a glossary of Welsh pension terminology in collaboration with the Local Government Association and other partners. This supports the wider use of Welsh within the pensions sector and helps to ensure linguistic consistency across pension services in Wales.

As more services move to digital platforms, the Department will continue to explore opportunities to collect and analyse information on the use of Welsh-language services in order to understand demand, measure usage and support the further development of Welsh-language provision.

5. What are the language skills of your staff?

As the Information Technology Service has transferred to the Corporate Services Department, the response to this question is presented separately for the Finance Department and the Information Technology Service.

Finance

The Finance Department continues to have a workforce with strong Welsh language skills. By the end of September 2026, all staff (100%) had completed a language self-assessment.

Of the 144 staff members who completed the assessment, all (100%) met the Welsh language requirements of their posts. This demonstrates the Department's success in recruiting and developing a workforce with the Welsh language skills necessary to fulfil the requirements of their roles and deliver services through the medium of Welsh.

According to the self-assessment data, 94 members of staff reported Welsh language skills at Proficiency level, 44 at Advanced level and 6 at Intermediate level. No members of staff were assessed at Foundation or Entry level, and no members of staff reported having no Welsh language skills. This means that almost all members of staff possess Advanced or Proficient Welsh language skills.

The completion rate is among the highest within the Council, placing the Department amongst the strongest-performing services in this regard. In addition, one member of staff has enrolled on a Welsh Language Refresher course to further develop and refine their language skills, reflecting the Department's ongoing commitment to the linguistic development of its workforce.

These results reflect a strong Welsh-speaking workplace culture within the Department and ensure that we are well placed to continue providing high-quality services through the medium of Welsh.

Information Technology

The Information Technology Service also benefits from a workforce with strong Welsh language skills. All 73 members of staff (100%) had completed their language skills self-assessment.

Seventy-one members of staff (97.3%) met the Welsh language requirements of their posts. Of the two staff members who do not yet meet the language requirements of their posts, one is currently undertaking Welsh language training to further develop their language skills.

According to the self-assessment data, 45 members of staff reported Welsh language skills at Proficiency level, 25 at Advanced level, one at Intermediate level and two at Foundation level. No members of staff were assessed at Entry level and no members of staff reported having no Welsh language skills.

These results demonstrate that the vast majority of the Service's workforce possess Advanced or Proficient Welsh language skills and reflect the Service's ongoing commitment to maintaining and developing its ability to provide bilingual services and technical support.

6. Please provide examples of any barriers, complaints and compliments relating to the provision and promotion of Welsh-medium services:

Barriers

The main barriers experienced by the Department relate to systems and software provided by external suppliers. Although the Council sets clear Welsh language requirements when procuring new systems, not all solutions are fully available through the medium of Welsh from the outset. As a result, the Department has had to work closely with suppliers to develop or improve Welsh-language provision within certain systems.

Challenges also arise from time to time when implementing national changes in areas such as benefits and taxation, where the Council is dependent on externally developed systems and guidance. The Department continues to influence partners and suppliers to ensure that the needs of Welsh-speaking users are properly considered.

Complaints

During the year, feedback was received regarding automated emails generated by one of the Department's systems that did not contain Welsh-language content. Following this, the issue was brought to the supplier's attention to ensure that Welsh language requirements are taken into account when developing and configuring systems in the future.

A small number of complaints were also received during the year in relation to Welsh-language correspondence. These included instances where correspondence received in Welsh was responded to in English only. These cases were investigated promptly and were found to have arisen either from individual errors or limitations within specific systems, rather than from any lack of commitment to the Welsh language.

In response, staff were reminded of the existing arrangements for handling bilingual and Welsh-language correspondence, and system-related issues were raised with the relevant suppliers to ensure full compliance with the requirements of the Council's Welsh Language Policy. The Department continues to monitor the situation and take action on any issues that arise in order to maintain a high standard of Welsh-medium service.

The Department has also received correspondence from the Welsh Language Commissioner in relation to aspects of the budget-setting process. Although the matter is subject to corporate consideration, the Department welcomes the opportunity to review its arrangements and strengthen the way in which the Welsh language is considered when developing policies, assessing impacts and making decisions.

Compliments

The Department is proud to have received positive feedback regarding its commitment to promoting and normalising the use of Welsh in the workplace, together with the natural and extensive use of Welsh within the workplace and in its dealings with partner organisations. A clear example of this was the contribution made by Tomos Mabon Pritchard, Finance Apprentice, who participated in a panel discussion at the Welsh Language Commissioner's Learning, Developing and Using Welsh Conference, where he

shared his experiences of working in an environment that operates naturally through the medium of Welsh.

The Pension Fund also continues to lead on Welsh-medium digital developments. The Pensions Service is currently working closely with its supplier to develop Welsh-language versions of four new interactive personalised videos for members. These will provide clear and engaging information on important topics such as an introduction to the Fund for new staff, planning for retirement, Additional Voluntary Contributions (AVCs), and the options available to members when preparing for retirement. The aim is to ensure that members can access complex information about their pension in a way that is easy to understand, accessible and fully bilingual.

In addition to this work, the Gwynedd Pension Fund has collaborated with the Local Government Association to develop bilingual resources to promote the Local Government Pension Scheme. This has included producing information videos and a range of promotional materials that employers can use to raise awareness of the value of the pension scheme among their employees and support improved member engagement. These resources have helped to ensure that information about the scheme is equally available in Welsh and English, supporting wider efforts to increase participation and awareness of the benefits of the Local Government Pension Scheme across Wales.

Furthermore, officers from the Pensions Service have contributed to the development of a glossary of Welsh pension terminology in collaboration with the Local Government Association and other partners. This supports the wider use of Welsh within the pensions sector and helps to ensure linguistic consistency across pension services in Wales.

The practices of the Payroll Unit also reflect a strong commitment to providing bilingual services. Records for new employees are set up with Welsh as the preferred language within the system, and all initial correspondence relating to the commencement of employment, including forms and requests for information, is provided bilingually. Payslips are available to staff in Welsh or English according to their personal preference, and the Unit has reviewed its employment letters to ensure that they are available in both languages. These arrangements have contributed to providing a consistent and accessible service for Welsh-speaking users, and no complaints were received regarding the Unit's use of Welsh during the reporting period.

In addition, the provision of Welsh-medium training and apprenticeship opportunities within the Department continues to support the development of a professional workforce capable of working and delivering services through the medium of Welsh, thereby contributing to the promotion of the language within the fields of finance and digital services.

Overall, experience has shown that the majority of issues that arise relate to limitations within external systems rather than a lack of use of Welsh within the Department itself. One example is the Open Banking module provided by Access Paysuite, which the Council has not yet been able to implement because not all elements of the process are available in Welsh. Nevertheless, we continue to work proactively to ensure that Welsh is embedded in every aspect of our services.

The departments report to the Language Committee in 2025: [Welsh Language Promotion Plan - Finance Department.pdf](#)

Meeting	Language Committee
Date	5 October 2026
Title	Welsh Language Commissioner's thematic surveys
Authors	Nia Haf Lewis Language Advisor
Purpose of the Report	To submit a report on thematic surveys that have reached the Welsh Language Team this year, and the response to the improvement actions.

1. **Background**

Response to the Welsh Language Commissioner's thematic survey improvement actions

- 1.1 As part of the Welsh Language Commissioner's regulatory and monitoring functions, monitoring surveys are carried out to assess the extent to which organisations comply with the Welsh Language Standards. They share the findings of those surveys continuously throughout the year, so that organisations can review their approaches and strengthen their compliance in line with the standards.
- 1.2 They have shared reports on specific surveys during the year, where we as an organisation were expected to report on the actions put in place in response to the recommendations of that report.

2. **Thematic surveys 2026**

Social media

- 2.1 Cyngor Gwynedd was not one of the organisations involved in the survey, but the report summarises general points we should follow as good practice. The main recommendations emphasise consistency and accuracy regarding language and style when publishing messages in both languages, whether in text or video format. Steps should be taken to ensure that the Welsh-language content is just as accessible and visually appealing as the English-language content.
- 2.2 The full report can be found here:-
<https://www.welshlanguagecommissioner.wales/media/j1glu0cp/social-media-monitoring-surveys-regulations-no-1.pdf>

We considered those recommendations and responded to them as follows:

2.3 **Recommendation 1: Monitoring arrangements**

- 2.3.1 A meeting was held with the Communications and Engagement Manager and the staff involved with social media to check and ensure that all platforms comply with the relevant standards. Assurances were given that suitable self-management arrangements were in place to have an overview of all accounts. To open an account,

you must complete an application form and agree to follow the social media policy and guidance.

2.3.2 Recommendation 2: Corporate identity

Formalise audits every 3 years as well as random audits.

2.3.3 Recommendation 3: Consistency when posting on social media

The social accounts policy and guidance have been updated in the last year.

2.3.4 Recommendation 4: Promoting Welsh language accounts

One bilingual account will be used with messages posted in Welsh first and then in English in accordance with our language policy.

2.3.5 Recommendation 5: Videos

We always try to make sure that we use the most suitable methods for producing videos including Welsh ones. As we receive enquiries from staff about publishing videos in Welsh, we are in the process of creating an additional guidance on producing videos for social media which will include advice on how to ensure that Welsh videos are not treated less favourably.

Leisure and Libraries Websites

2.4 Cyngor Gwynedd was one of the organisations that the Welsh Language Commissioner used as a test sample, checking the websites between October and November 2025.

2.5 The full results across organisations can be found here:-

[20251218-dg-s-adroddiad-gwefannau-hamdden-a-llyfrgelloedd-all-2.pdf](#)

Summary

2.6 At an organisational level, we received results that highlighted a few problems with the system, which meant that a few words or headings (e.g. days of the week / submit) were in English only.

Responding to the recommendations

2.7 Considering the recommendations, the response given was as follows:

2.7.1 Recommendation 1: Monitoring arrangements

We have reviewed and formalised our self-regulatory processes and are committed to doing random checks each year of various websites. Staff were reminded of the requirement to ensure that Welsh and English are not treated differently, and it was noted that there were plans to carry out random checks annually by the Welsh Language and Scrutiny team. There is guidance for staff in our language policy and reference is made to the need to comply with the Welsh Language Standards and our language policy when commissioning work to a third party.

2.7.2 Recommendation 2: Corporate identity

Cyngor Gwynedd is currently updating brand guidelines for the council and intends to remind staff to include the correct logo and use Welsh names. The Welsh Language and

Scrutiny Team will carry out annual random audits of the Council's website and any other relevant website.

- 2.7.3 Some errors were discovered this year because updates were made to software. Unfortunately, the system does not always translate everything correctly into Welsh. It was explained that officers are working with the companies responsible for the systems in order to try to find a solution to ensure that this does not happen again. It is hoped that it will be possible to get a list of the text before publishing an update to check that everything has been translated into Welsh.

2.7.4 Recommendation 3: Consistency when publishing or revising pages

The vast majority of Council staff are unable to publish content on the Council's website themselves. This is usually done by the website team, who check that both Welsh and English are available when receiving content for publication. The content is not published unless a Welsh and English version is available. Staff responsible for content placed on the website through a third-party system, e.g. modern gov, tascomi will be reminded to follow the same procedure.

2.7.5 Recommendation 4: Translation

A proofreading and translation service is provided by the Translation Team for all staff. Staff are encouraged to use their service to translate and proofread all public materials.

2.7.6 Recommendation 5: Videos

Work is currently being done to develop guidance around good practice with publishing videos. The guidance will include a clause reminding staff how to ensure that Welsh is not treated less favourably than English on videos.

2.7.7 Recommendation 6: Collaboration

The Council is already in discussions with companies that provide our websites in order to improve compliance with Welsh Language Standards. The errors found by the survey have now been corrected. As stated above, it is hoped that it will be possible to obtain a list of the text before publishing an update in the future in order to check that everything has been translated into Welsh.

Training

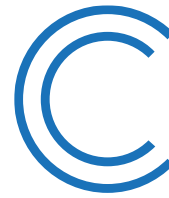
- 2.8 The Council received a survey, so that the Commissioner could learn about the provision of Welsh language training for staff, assess its impact on the practical use of Welsh, and identify good practice and areas for improvement.

- 2.9 We will be responding to the recommendations over the coming months, with the emphasis on promoting our language policy among staff in order to strengthen internal arrangements to equip and support staff to use their Welsh and to measure the impact of training opportunities on the use of Welsh at work.

3. Recommendations

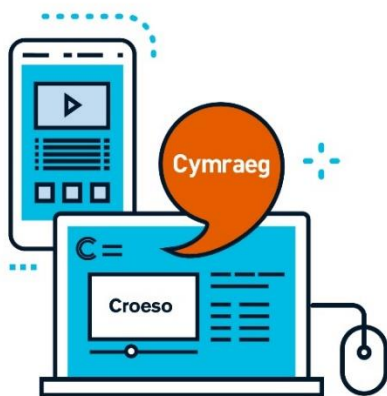
Members are asked to:

- Accept the contents of the Report.



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Social Media Monitoring Surveys: **Welsh Ministers, Local Authorities and National Parks** (Welsh Language Standards Regulations No. 1)



Content

1	Introduction	3
2	Methodology	4
3	Findings	5
4	Trends	10
5	Conclusions and recommendations	14
	Appendices	16

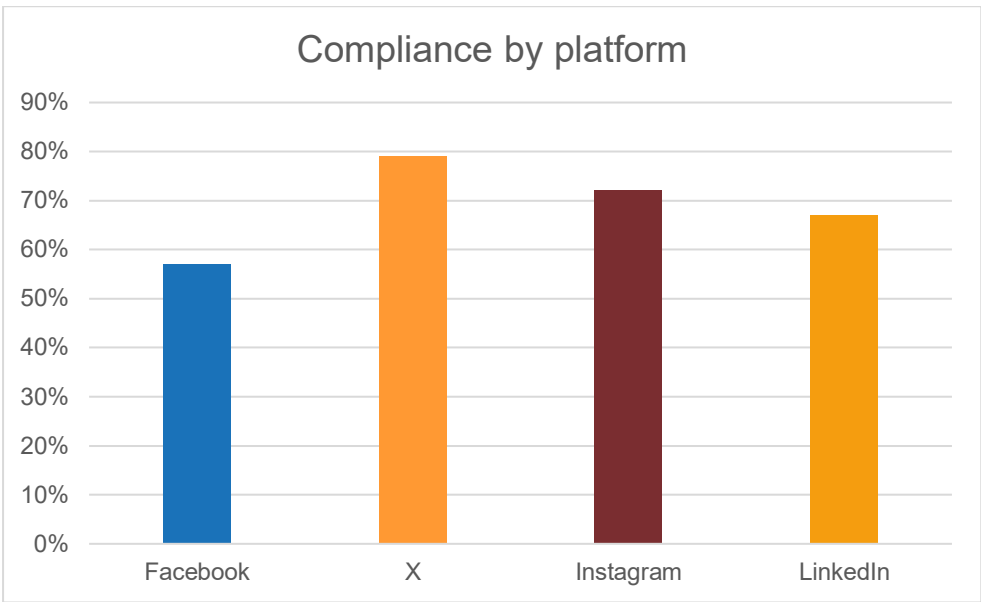
1 Introduction

- 1.1 This year, we have reviewed our arrangements for monitoring and regulating public bodies' compliance with their language duties, to ensure they align with the aims of the Strategic Plan and the Regulatory Outcomes published in 2024-2025.
- 1.2 As part of this review, we considered what changes and alternative approaches were needed to make the best use of our resources, and to promote compliance in a more proactive way.
- 1.3 We were keen to develop monitoring and promotional methods that would provide us with greater assurance regarding organisations' compliance. It was decided to plan quarterly monitoring surveys, with results reported back to individual organisations within the same quarter.
- 1.4 One of the key advantages of this monitoring approach is that organisations are informed of any compliance issues in a timely manner throughout the year, giving them the opportunity to implement appropriate solutions promptly.
- 1.5 Social media has been identified as a priority area for all organisations this year. This is because organisational practices in this area have evolved significantly over the past four years, with increasing use of a variety of platforms.
- 1.6 This report provides an overview of the findings from the monitoring surveys conducted with organisations subject to the Welsh Language Standards Regulations No.1 and presents recommendations for you to consider to ensure better compliance within your organisation.
- 1.7 In addition to this report, individual findings will be discussed with each organisation to offer tailored feedback and support specific improvement actions.
- 1.8 Although the survey was carried out with a sample of organisations only, the findings of this report, together with the recommendations, are relevant to all organisations subject to the Welsh Language Standards Regulations No. 1.

2 Methodology

- 2.1 A total of 13 organisations subject to the Welsh Language Standards Regulations No. 1 were surveyed, including 12 local authorities and one national park.
- 2.2 The organisations were surveyed during July and August 2025.
- 2.3 Regulations No. 1, namely the Welsh Language Standards Regulations relevant to this sector, include two standards—Standard 58 and Standard 59—which relate to organisations’ use of social media.
- 2.4 Standard 58 states ‘When you use social media you must not treat the Welsh language less favourably than the English language.’
- 2.5 Standard 59 refers to responding to people on social media – ‘If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).’
- 2.6 These surveys focused on compliance with Standard 58.
- 2.7 The platforms Facebook and X (formerly Twitter) were checked, with a focus on sub-accounts rather than the organisations’ main accounts. This was because we have checked the main Facebook and X accounts annually since 2018, and because we are receiving an increasing number of enquiries and complaints relating to sub-accounts on these platforms. For local authorities, sub-accounts for libraries and leisure services were checked (where such accounts exist). All 13 organisations included in the survey had sub-accounts on Facebook. Only eight organisations had sub-accounts on X, although there were some examples of old accounts still present on the platform but not used in recent years. For those organisations with sub-accounts, five posts from the library service account and five from the leisure service account were checked. Where there were not separate accounts for both services, ten posts from the same account were checked.
- 2.8 Accounts on Instagram and LinkedIn were also checked for all 13 organisations. The Commissioner has not previously surveyed these platforms. Every organisation used these platforms. Ten recent posts were checked on each organisation’s main account for both platforms.
- 2.9 A total of 470 posts were checked across all platforms, assessing:
 - Whether the message was available in Welsh
 - Whether the message complied with the standards relating to social media
 - Whether Welsh was treated less favourably than English
- 2.10 In addition, compliance with Standard 83, which relates to corporate identity, was also checked. Standard 83 states - ‘When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.’

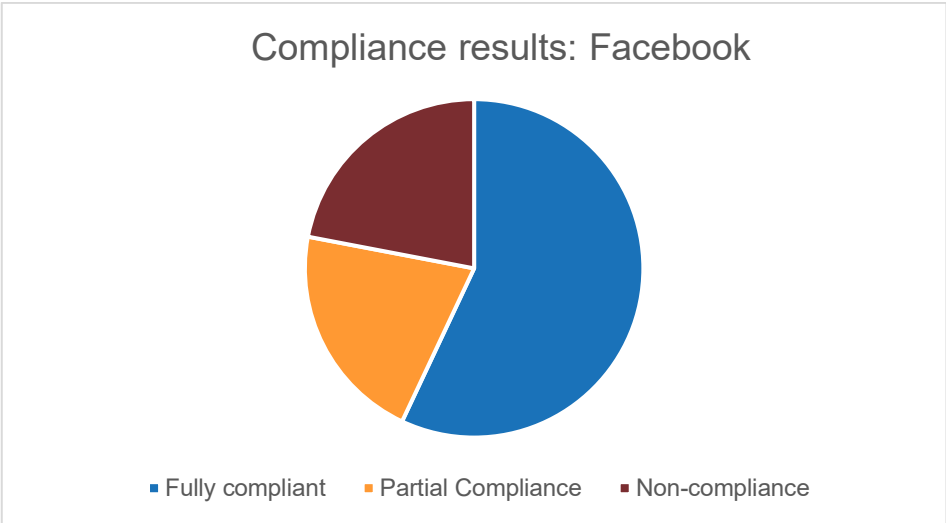
3 Findings



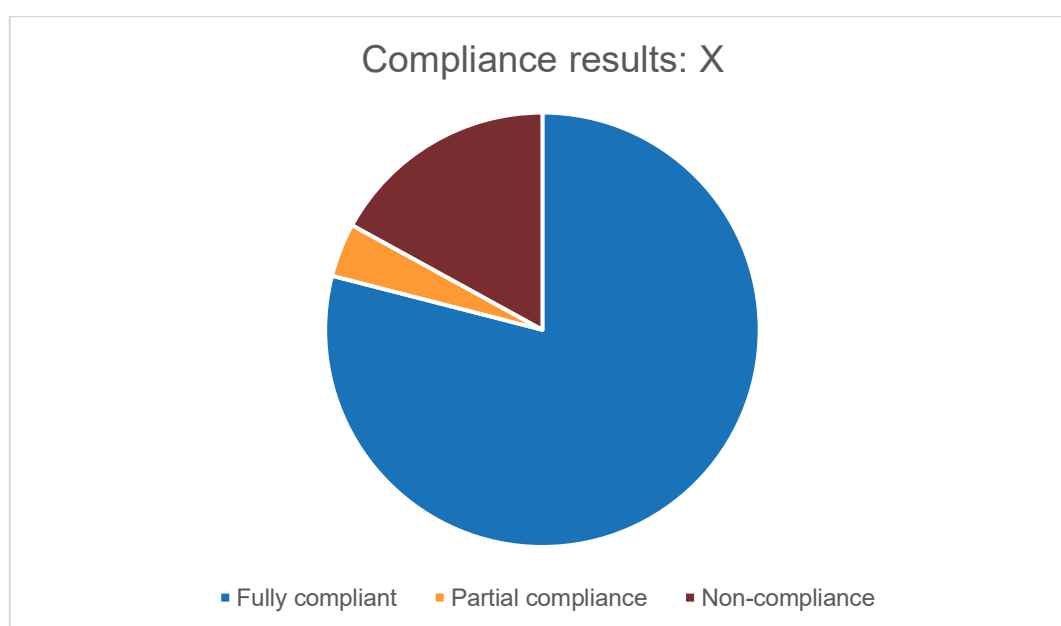
- 3.1 The surveys found that organisations achieved higher compliance when publishing messages on the X platform (79%). The platform with the lowest level of compliance was Facebook (57%). 72% of the messages checked on Instagram were fully compliant with Standard 58, while 67% of the messages on LinkedIn were compliant.

Facebook and X sub-accounts

- 3.2 This year's survey results showed that 76% of the posts checked on Facebook and X sub-accounts were fully available in Welsh. 15% of the posts checked on these sub-accounts were English only.
- 3.3 65% of the posts checked on Facebook and X sub-accounts were fully compliant with the requirements of Standard 58.
- 3.4 On Facebook, four organisations in this year's sample were fully compliant in all ten posts checked, while one organisation failed to comply with Standard 58 in all ten posts checked.

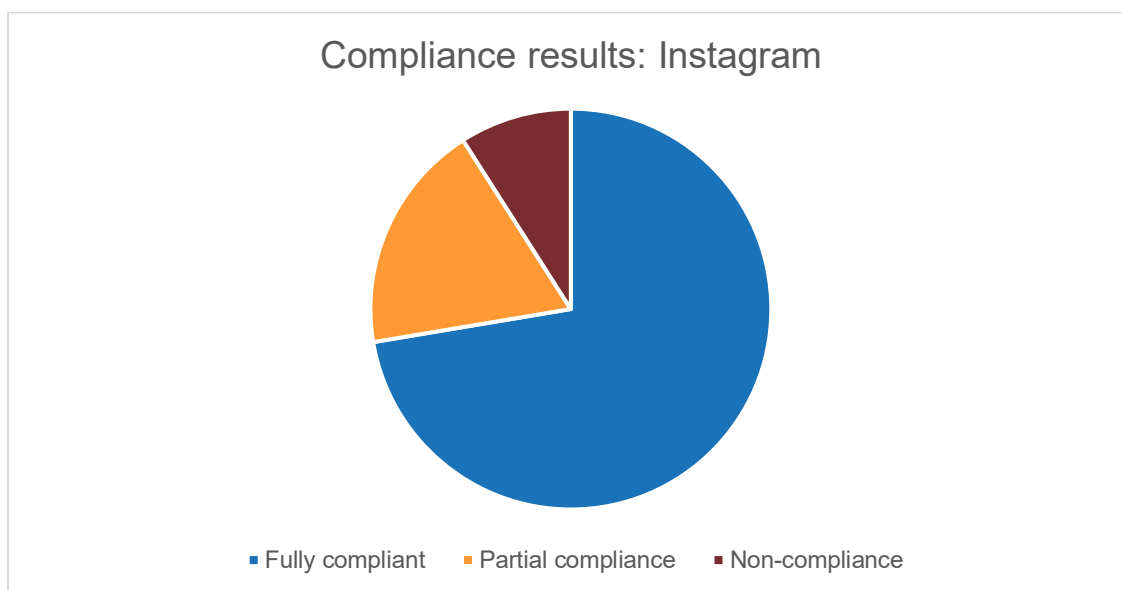


- 3.5 Only one organisation succeeded in ensuring that Welsh was not treated less favourably than English in all ten posts checked.
- 3.6 Of the 25 Facebook sub-accounts checked, four were English-only. Both sub-accounts checked for one organisation were English-only.
- 3.7 On X, two organisations were fully compliant in all ten posts checked. One organisation failed to comply with Standard 58 in all ten posts checked. Two organisations succeeded in ensuring that Welsh was not treated less favourably than English in all ten posts checked on their X sub-accounts.



- 3.8 Of the 14 accounts checked on X, one was an English-only account.
- 3.9 Overall, organisations performed better on the X platform, with 79% of posts being fully compliant, compared to only 57% of posts on Facebook. It was also noted that 34% of posts on X and 57% on Facebook treated Welsh less favourably than English.
- 3.10 Last year's (2024–2025) survey findings showed that the level of compliance with Standard 58 was high among organisations subject to the Welsh Language Standards Regulations No. 1, with 93% of posts checked being fully compliant. While compliance with the requirements was high for the main Facebook and X accounts last year, the results of the surveys on sub-accounts show a different picture and highlight the need for organisations to take deliberate steps to ensure compliance across all accounts.
- 3.11 It was noted that some of the services in question are provided by third parties on behalf of the organisation. In such cases, the level of compliance tended to be lower. This highlights the need for organisations to ensure that their third-party providers are fully aware of and familiar with the requirements of the standards in relation to social media, and that robust arrangements are in place to monitor and ensure compliance as part of the agreement with the provider.

Instagram



3.12 On Instagram, 72% of the posts checked were fully compliant with the requirements of Standard 58, and 89% of the posts were available in Welsh.

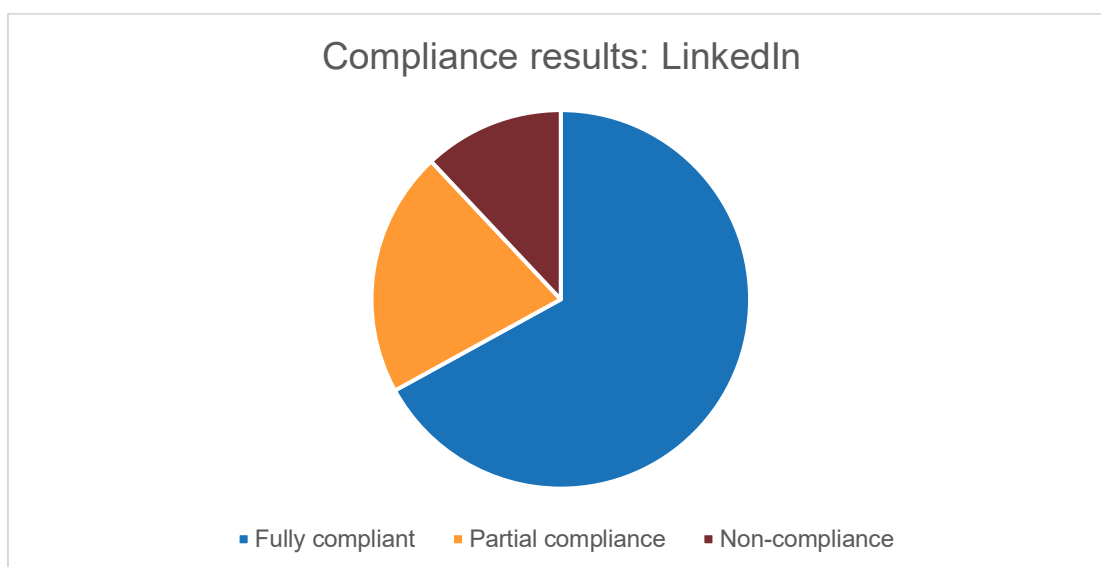
3.13 Two organisations were fully compliant in all ten posts checked.

3.14 However, it was found that Welsh was treated less favourably than English in 47% of the posts checked.

3.15 Two organisations succeeded in ensuring that Welsh was not treated less favourably than English in all ten posts checked on their accounts.

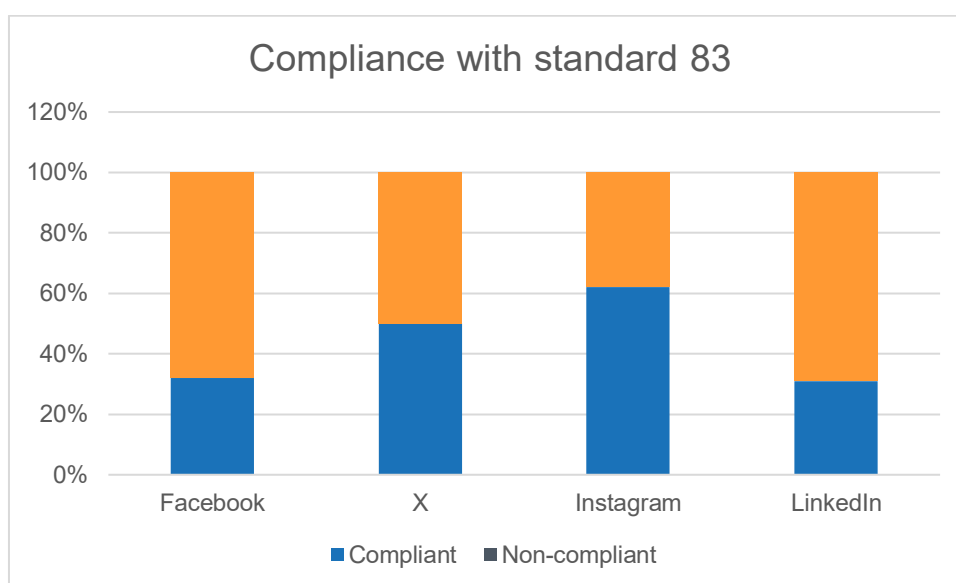
3.16 Of the 13 accounts checked on Instagram, all were available in Welsh.

LinkedIn



- 3.17 67% of the posts checked on the LinkedIn platform were fully compliant with the requirements of Standard 58, with 78.5% of the posts available in Welsh.
- 3.18 Two organisations were fully compliant in all ten posts checked. In contrast, one organisation failed to comply with Standard 58 in all ten posts checked.
- 3.19 43% of the posts checked treated Welsh less favourably than English, with only one organisation succeeding in ensuring that Welsh was not treated less favourably than English in all ten posts checked.
- 3.20 Of the 13 accounts checked, one organisation operated an English-only account, while the other 12 accounts were available in Welsh, either through a dedicated Welsh account or bilingual accounts.

Corporate identity (standard 83)



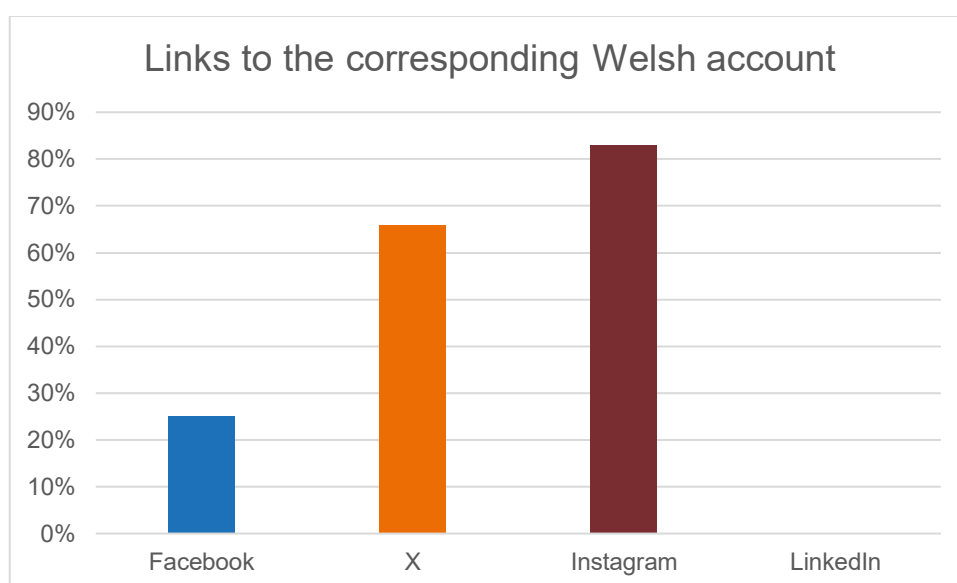
- 3.21 In terms of the requirements of Standard 83 and the duty not to treat Welsh less favourably than English when presenting corporate identity, it was found that 68% of the accounts checked on Facebook failed to comply, while 50% of the accounts on X also treated Welsh less favourably than English.
- 3.22 Welsh was treated less favourably than English when presenting corporate identity in 38% of the accounts checked on Instagram.
- 3.23 In the case of accounts on the LinkedIn platform, it was found that 69% of them treated Welsh less favourably than English when presenting their corporate identity.
- 3.24 The main reason for this was that organisations tended to use an English-only names, even though the messages published on those accounts were frequently bilingual. There were also examples where the general information within the profile was English-only, or where there was less information on the corresponding Welsh profile where organisations operated separate accounts. In the case of LinkedIn and Instagram, it was also found that the corporate profile was often English-only on bilingual accounts, or that there was less information on the Welsh account profile compared to the corresponding English account.

Raising awareness of Welsh-language accounts

3.25 The Code of Practice for the Welsh Language Standards Regulations No. 1 states –

‘If a body decides to operate separate Welsh and English accounts, it must raise awareness of the Welsh language account on its corresponding English language account in accordance with standards 81 and 82. This may include a body providing a direct link to the Welsh language account from its corresponding English language account.’

3.26 Of the 65 accounts checked as part of the survey, 16 were dedicated Welsh-language accounts (with a corresponding separate English account). Of those 16 accounts, only eight of the English accounts included a link referring to the Welsh account.



3.27 Of the 25 accounts checked on Facebook, four were dedicated Welsh-language accounts. Of these four accounts, only one included a link from the corresponding English account referring to the Welsh account.

3.28 Of the 14 accounts checked on X, three were dedicated Welsh-language accounts. Of these three accounts, two included a link from the corresponding English account referring to the Welsh account.

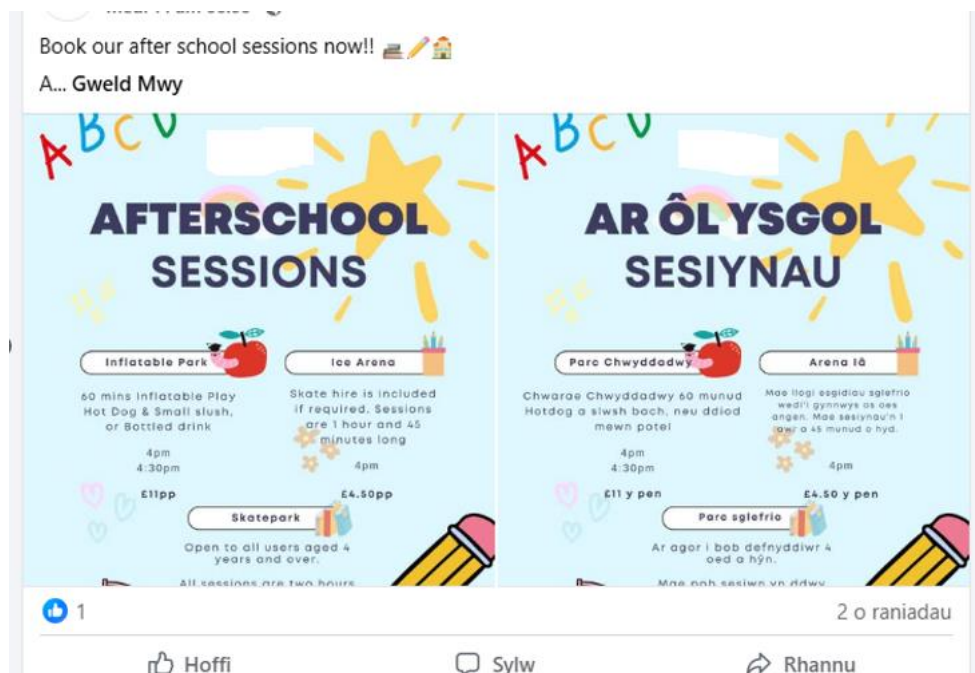
3.29 Of the 13 accounts checked on Instagram, six were dedicated Welsh-language accounts. Of these six accounts, five included a link from the corresponding English account referring to the Welsh account.

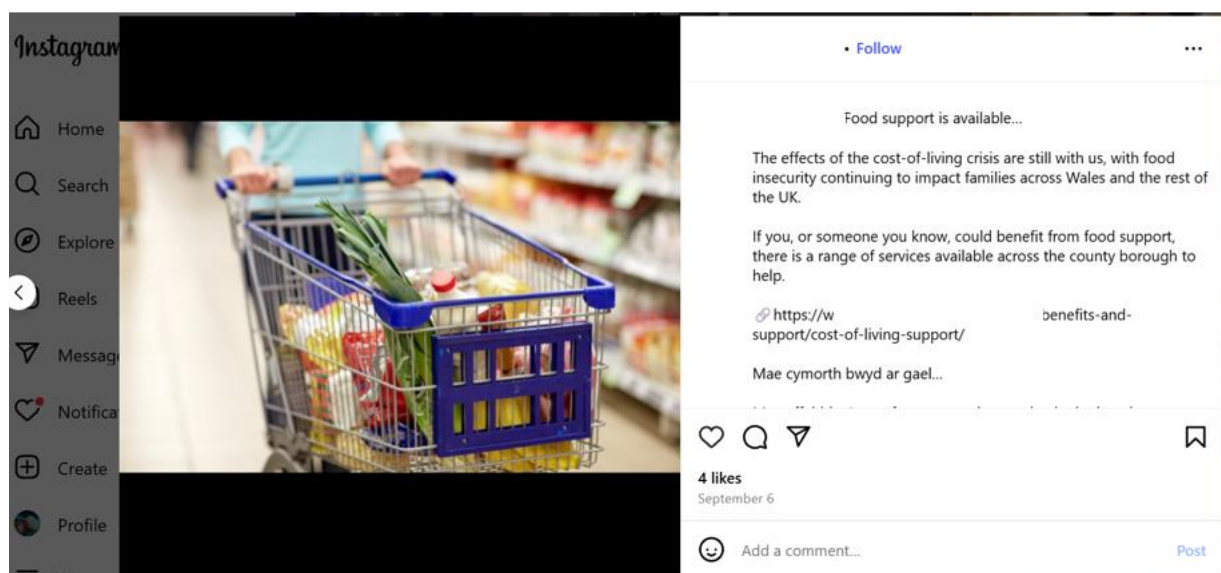
3.30 Three organisations operated separate Welsh and English accounts on LinkedIn. None of the corresponding English accounts included a reference to the Welsh account on their profile page.

4 Trends

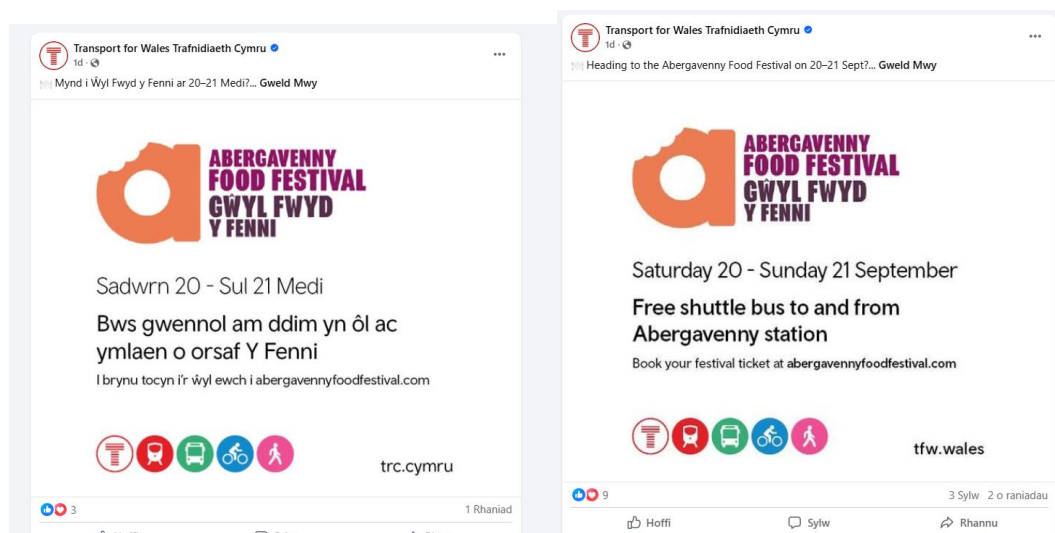
Not treating the Welsh language less favourably than English language

- 4.1 The survey shows that 17% of the posts partially complied with the standard, while 32% failed to comply. This failure was the result of a variety of different factors, but the most obvious reason was the fact that Welsh language was treated less favourably than English language.
- 4.2 A number of organisations used hashtags as part of their posts. Some examples were seen where hashtags were not part of the Welsh text and were in English only. Additionally, there were instances where links to external accounts or websites were included in English messages but not in the corresponding Welsh message. When including external links, it must be ensured that the links lead to Welsh-language content, where available.
- 4.3 It was also noted that the Welsh language content was not equally accessible or visible as the English content in a number of bilingual posts. Examples were seen where the Welsh text was placed beneath the English text. On several of these platforms, this meant that the Welsh text was not immediately visible, as users had to scroll or click a button to view the text in full, as shown in the examples below:





- 4.4 Where organisations have separate Welsh and English accounts, several examples were seen where the Welsh account did not contain the same content as the English one, with significantly more posts and content posted on the English accounts compared to the Welsh ones. As a result, those who choose to follow the Welsh account see fewer posts and notifications than followers of the English account.
- 4.5 On a positive note, examples were also seen where organisations had successfully ensured that Welsh and English messages were treated equally by posting separate messages on a single bilingual account. One such organisation was Transport for Wales (which is subject to standards imposed on Welsh Ministers). In the example below, Transport for Wales creates equivalent texts in separate messages and publishes them at the same time:



Corporate identity

- 4.6 When presenting their corporate identity, it was found that 58% of the accounts reviewed treated the Welsh language less favourably than the English language. Examples were seen where the logo, name or account handle were English-only,

and where the profile information was either entirely in English or contained less information in Welsh compared to the equivalent English text.

- 4.7 We acknowledge that there are limitations to the amount of text that can be included in the profile section of these accounts. This highlights the need to consider the need to include Welsh text when creating accounts and drafting profile text to ensure all relevant information can be included in Welsh. Examples were seen where organisations had successfully achieved this effectively:



Videos and sound clips

- 4.8 Standard 37 states –

“Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.”

- 4.9 78 of the posts reviewed across the four platforms included videos or audio clips as part of the post.
- 4.10 57 of the videos and audio clips reviewed were available in Welsh, which is equivalent to 73%.
- 4.11 Of the 57 posts available in Welsh, 25 (44%) presented the Welsh language through subtitles or voiceover.
- 4.12 The Code of Practice for the Welsh Language Standards Regulations No. 1 states that the use of subtitles and voiceovers over English clips can result in the Welsh language being treated less favourably than English.
- 4.13 We acknowledge that ensuring Welsh speakers are available on every occasion can be challenging, and in some circumstances, it may not be reasonable or practical – for example, where a specific person is needed to convey a message directly and they do not speak Welsh. Nevertheless, organisations are expected to make

reasonable efforts to use Welsh speakers where possible, and to publish videos in Welsh when feasible.

- 4.14 Although the nature of some videos is very specific and specialised in content, a few examples were seen where organisations had successfully published a video in Welsh, including a [video](#) by the Trading Standards Department of Rhondda Cynon Taf County Borough Council warning about the dangers of counterfeit toys.
- 4.15 Examples were also seen of organisations publishing videos without dialogue, with Welsh (or bilingual) text included as part of the video. This is considered a practical and effective way of ensuring that Welsh is visible and accessible, especially in cases where using Welsh speakers may be difficult.

5 Conclusions and recommendations

- 5.1 68% of the posts reviewed as part of the survey fully complied with the requirements of Standard 58. This represents a 25% decrease compared to the findings of the 2024–2025 survey, when only main accounts were reviewed. These results suggest that the arrangements currently in place to ensure compliance of sub-accounts are insufficient. In conclusion, organisations need to review their self-regulation processes to ensure that any monitoring and checking arrangements apply the same level of scrutiny to sub-accounts as the main account.
- 5.2 The Welsh language continues to be treated less favourably than English, with 46% of the posts failing to fully comply with this duty. Using a dedicated Welsh account, or publishing a post in Welsh only, does not guarantee compliance. Consideration must be given to a wider range of factors, including the language of any videos or audio clips, the use of hashtags, visibility and accessibility, as well as ensuring that the Welsh content is of the same quality and detail as the corresponding English material. In connection with this, organisations should check the requirements of the standards relating to publicity materials when publishing content on social media accounts, in addition to the requirements of Standard 58.
- 5.3 When creating and maintaining social media accounts, organisations must consider the requirements of Standard 83 relating to corporate identity, as well as the standards relating to social media accounts. Organisations must ensure that logos, names, handles, and profile information do not treat the Welsh language less favourably than English.
- 5.4 Organisations need to take steps to ensure that any Welsh-language content or accounts are promoted in accordance with the requirements of Standards 81 and 82. Organisations should include links to the Welsh account from their website and from the corresponding English account. Welsh accounts can also be promoted through targeted campaigns, directing followers of the English accounts to the Welsh ones.
- 5.5 Based on the findings of the survey, we present the following recommendations to organisations subject to the Welsh Language Standards Regulations No. 1:

Recommendation 1: Monitoring arrangements

Organisations should review their self-regulation processes to ensure that all social media accounts across all platforms comply with the requirements of all relevant standards. It should be ensured that every member of staff who posts on social media and is responsible for the accounts used is fully aware of the standards' requirements, through the provision of guidance and instructions on using Welsh on social media.

Recommendation 2: Corporate identity

Organisations should carry out a full audit of all social media accounts they are responsible for, to ensure that the Welsh language is not treated less favourably than English when presenting the organisation's corporate identity. This includes checking logos, names, handles, and profile information.

Recommendation 3: Consistency when posting on social media

Organisations should ensure that, when publishing posts on social media, the whole content is available in Welsh—including the text, images, videos, and audio clips. It should also be ensured that the Welsh content is equally accessible and visible as the English content.

Recommendation 4: Promoting Welsh language accounts

Organisations should take steps to promote their Welsh-language accounts by including clear links from the corresponding English accounts to the Welsh accounts.

Recommendation 5: Videos

Organisations should explore alternative methods of publishing videos in Welsh, ensuring that the Welsh language is not treated less favourably than English within video content, where practically possible.

Appendices

Appendix 1: Survey data

	Facebook: sub-account	X: sub- account	Instagram: corporate account	LinkedIn: corporate account	Totals and percentages
Number of organisations using the platform	13	8	13	13	
Number of accounts verified	25	14	13	13	65
Number and % of organisations with a separate Welsh account	4 (16%)	3 (21%)	6 (46%)	3 (23%)	16 (25%)
Number and % of organisations with a bilingual account	17 (68%)	10 (71%)	7 (54%)	9 (69%)	43 (66%)
Number and % of organisations with an English only account	4 (16%)	1 (7%)	0	1 (8%)	6 (9%)
Number and % of organisations complying with corporate identity requirements	8 (32%)	7 (50%)	8 (62%)	4 (31%)	27 (42%)
Number of posts checked	130	80	130	130	470
Number and % of posts that were available entirely in Welsh	95 (73%)	64 (80%)	116 (89%)	102 (78.5%)	377 (80%)

Number and % of fully compliant posts	74 (57%)	63 (79%)	94 (72%)	87 (67%)	318 (68%)
Number and % of partially compliant posts	27 (21%)	3 (4%)	24 (18.5%)	27 (21%)	81 (17%)
The number of posts treating Welsh less favourably than English <i>(including in full or in part)</i>	70 (54%)	27 (34%)	61 (47%)	56 (43%)	214 (46%)

Appendix 2 Videos (guidance)

Is a video clip that contains Welsh subtitles or a voice over treating the Welsh language less favourably than the English language?

This depends on the nature and content of the clip in question. Two possible examples have been noted below.

Video clips which contains a voice over, where words are narrated over pictures.

In such a clip, the words are spoken by a person whilst pictures of something else can be seen (i.e. the person cannot be seen).

If the clip on the Welsh side of the website is:

- using Welsh subtitles when another person could make an equivalent contribution in Welsh
- using Welsh subtitles where it would be possible to include a Welsh voiceover
- using Welsh subtitles on an English contribution on the clip—if there is no Welsh contribution on the equivalent English clip subtitled,

it may be treating the Welsh language less favourably than the English language.

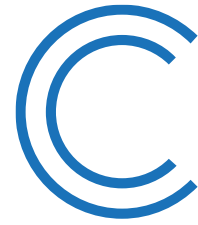
Video clips which show a person who can be seen speaking

In such a clip, a person can be seen speaking and expressing their thoughts/opinion on their personal experiences.

If the clip on the Welsh side of the website: o uses Welsh subtitles rather than a Welsh voice over o uses an English voiceover rather than a Welsh voice over, it may be treating the Welsh language less favourably than the English language.

Appendix 3 List of organisations included in the survey:

- Vale of Glamorgan County Borough Council
- Caerphilly County Borough Council
- Merthyr Tydfil County Borough Council
- Bridgend County Borough Council
- City and County of Swansea Council
- Welsh Ministers
- Bannau Brycheiniog National Park
- Blaenau Gwent County Borough Council
- Rhondda Cynon Taf County Borough Council
- Torfaen County Borough Council
- Wrexham County Borough Council
- Powys County Council



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Leisure and library website monitoring surveys: Local Authorities (Welsh Language Standards Regulations No.1)



Contents

1	Intoduction	1
2	Methodology	2
3	Findings	3
4	Trends	10
5	Conclusions and Recommendations	13
6	Appendices	15

1 Introduction

- 1.1 This year, we have reviewed our arrangements for monitoring and regulating the compliance of public organisations with their language duties, to ensure that they are in line with the aims of the Strategic Plan and the Regulatory Outcomes published in 2024-2025.
- 1.2 We were keen to develop monitoring and promotional methods that would give us more certainty about organisations' compliance. It was decided that monitoring surveys were to be carried out every quarter, with results reported back to the individual organisations within the same quarter.
- 1.3 One of the key benefits of this method of monitoring is that organisations are notified of any compliance issues in a timely manner throughout the year, giving them the opportunity to promptly implement appropriate solutions.
- 1.4 The leisure and library websites of the local authorities have been identified as a priority area this year. Over the last four years, we have focussed our attention on the authorities' corporate websites. An increasing number of organisations now use third party companies to carry out these services on behalf of the local authorities, and the Commissioner has received comments about the use of the Welsh language in general in these areas.
- 1.5 This report provides an overview of the findings of the monitoring surveys which focused specifically on local authority sub-sites for leisure services and libraries. Although the websites of the National Parks, the Welsh Ministers and the Corporate Joint Committees were not checked as part of the survey, the findings of this report, together with the recommendations, are relevant to all organisations subject to the Welsh Language Standards Regulations No. 1, with regards to maintaining sub-sites in accordance with the requirements of the standards.
- 1.6 Following the publication of the report and sharing the findings with the individual organisations, an organisation will be expected to report to us in three months, indicating the steps that have been taken to respond to these recommendations.

2 Methodology

- 2.1 All local authorities (22 organisations) subject to the Welsh Language Standards Regulations No. 1 ("Regulations No. 1") were inspected during October 2025.
- 2.2 Regulations No. 1, which apply to local authorities, consist of five standards (52, 53, 54, 55 and 56) that set requirements for providing a Welsh website.
- 2.3 Standards 52, 55 and 56 are imposed on all local authorities and are therefore part of the surveys.
- 2.4 Standard 52 states:

You must ensure that –

- (a) the text of each page of your website is available in Welsh,*
- (b) every Welsh language page on your website is fully functional, and*
- (c) the Welsh language is not treated less favourably than the English language on your website.*

- 2.5 Standard 55 states:

If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.

- 2.6 Standard 56 states:

You must provide the interface and menus on every page of your website in Welsh.

- 2.7 In addition to the above standards, two related standards were inspected, namely standard 37 (publicity and advertising) and standard 83 (corporate identity).

- 2.8 Standard 37 states:

Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.

- 2.9 Standard 83 states:

When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.

- 2.10 Ten pages relating to leisure services, and ten pages relating to library services were checked on each organisation's website.

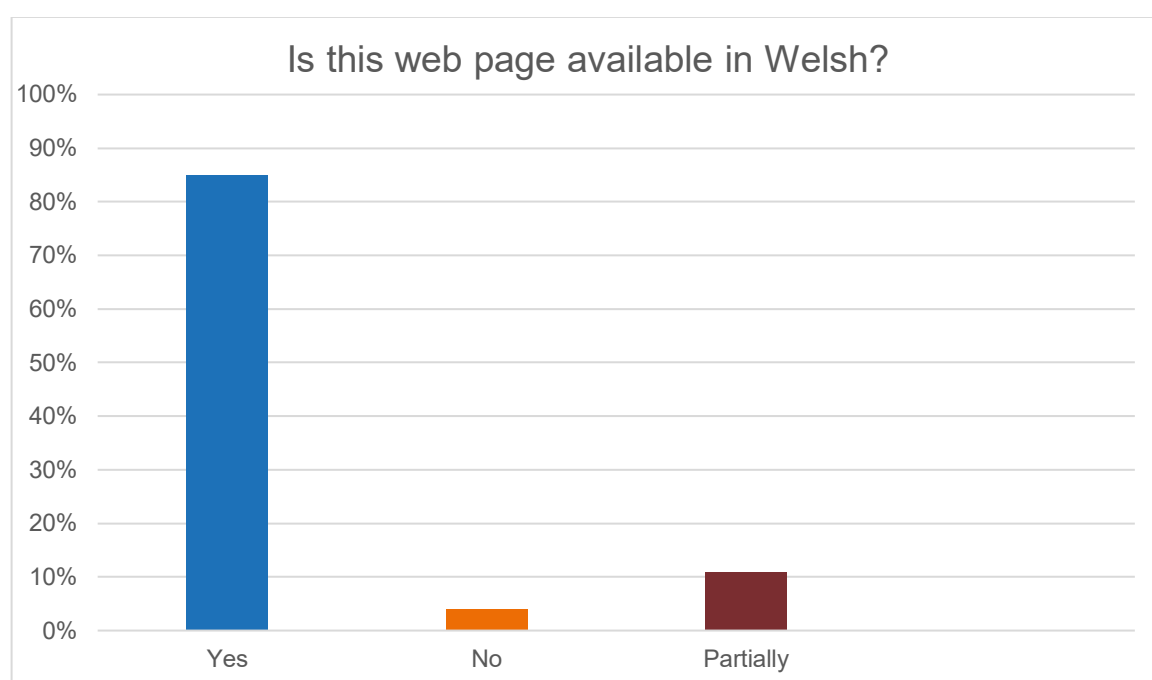
2.11 One organisation didn't have ten pages to check on the leisure website or on the library website.

2.12 In total, 215 leisure pages and 214 library pages were checked.

3 Findings

3.1 An overview of the findings of our survey work in relation to the leisure and library web pages of the local authorities is provided below.

Leisure Services

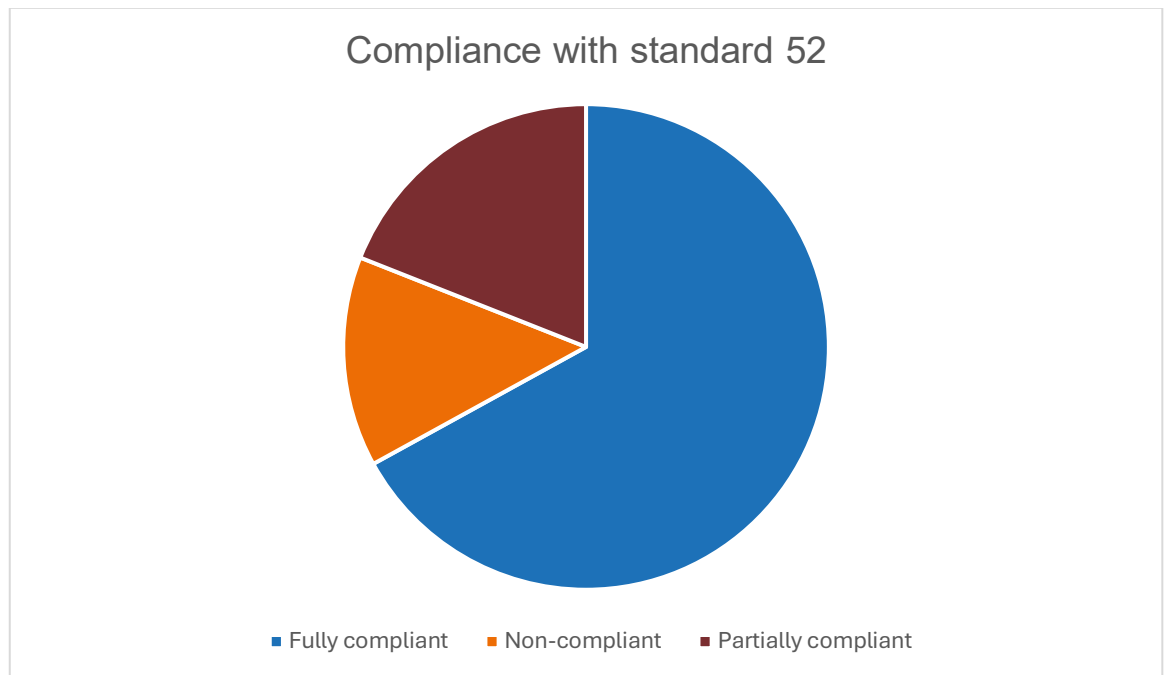


3.2 The results of the inspections showed that 85% (183) of the pages were available in Welsh, 4% of the pages were not available at all in Welsh, and 11% were only partially available in Welsh.

3.3 41% (88) of the pages treated the Welsh language less favourably than the English language. Among the examples of less favourable treatment were links referring to English pages, and English titles or text appearing on Welsh pages where there should be Welsh titles and text.

3.4 Conwy County Borough Council was the only local authority that managed to ensure that the Welsh language was not treated less favourably than the English language on all of the pages checked.

- 3.5 Examples of poor translation were seen on some pages. For example, when booking an activity on a leisure service website, where the English stated 'Book activity', the Welsh version noted 'book' as the noun ('Gweithgaredd Llyfr'), i.e. something we read (rather than the verb, i.e. 'ordering an activity'). Another example was 'Day Passes', where the Welsh version noted the passing of time of a whole day ('Diwrnod yn mynd heibio'), as opposed to a pass for leisure centres. This website included a note explaining that they use Artificial Intelligence (AI) to translate content into Welsh, and therefore the website could contain errors. See the Commissioner's stance on machine translation in section 5 below.
- 3.6 67% of the pages checked were seen to fully comply with standard 52.



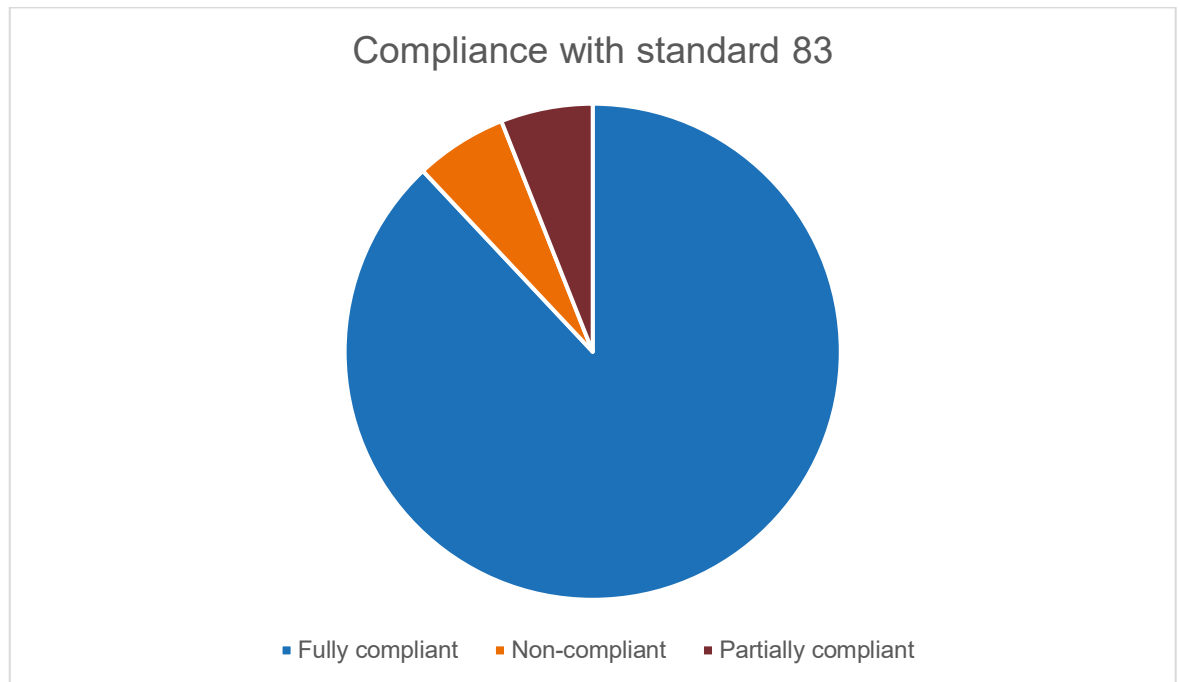
- 3.7 It was noted that 96% of the pages complied with standard 55. Seven pages were non-compliant as there was no corresponding page available in Welsh.



- 3.8 85% of the pages complied with standard 56. Among the rest that were non-compliant or only partially compliant, examples were seen of menus in English, menu titles in English, and a lack of Welsh pages.
- 3.9 With regard to standard 37 (publicity material), only 30 pages contained publicity material and were therefore relevant to the standard. Of those pages, 60% were compliant, 20% non-compliant, and 20% only partially compliant.

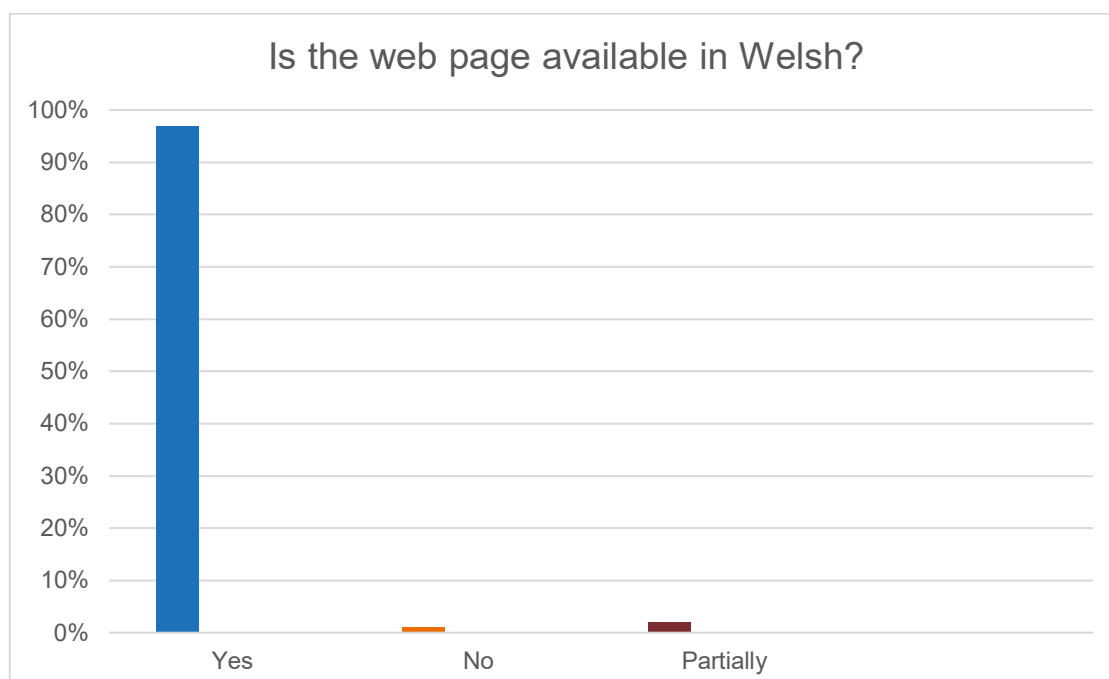


- 3.10 Examples of non-compliance included English-only titles on videos without voices, and English-only publicity banners.
- 3.11 Compliance with the standard relating to corporate identity (standard 83) was relatively better, with 88% of the relevant pages compliant. 12 pages (6%) were noted to be non-compliant, due to examples of English-only names or logos, or logos where the English language was above the Welsh language. A further 6% were noted as partially compliant.

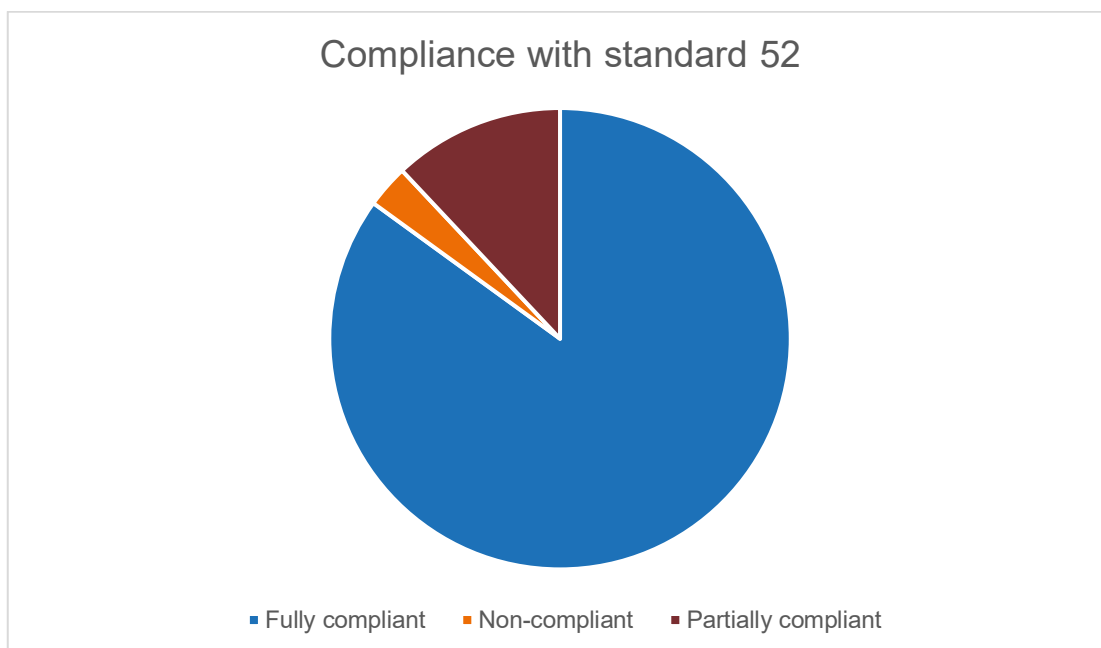


Libraries

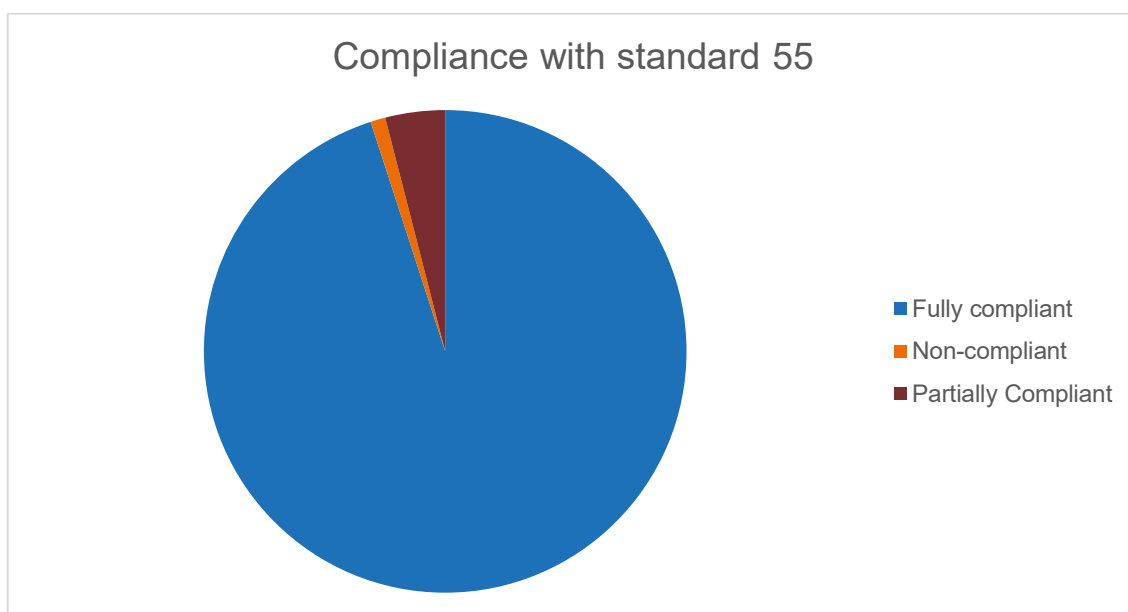
- 3.12 The results of the surveys showed that 97% (209) of the pages were available in Welsh, 1% of the pages were not available at all in Welsh, and 2% were only partially available.



- 3.13 33% (70) of the pages treated the Welsh language less favourably than the English language. Among the examples were English titles and text appearing on Welsh pages where there should be Welsh titles and text, the months of the year being in English even though the days were in Welsh, and links leading to English versions even though Welsh versions were available.
- 3.14 Swansea City Council, Cardiff Council and Monmouthshire County Council were the only local authorities that managed to ensure that the Welsh language was not treated less favourably than the English language on all of the pages checked.
- 3.15 Examples of poor translation were also seen. One example was on the Borrowbox website – a digital service that offers e-books and audiobooks to download and read or listen to on a computer or mobile device. The service is available free of charge to members of public libraries in Wales (and the UK), and is used by a large proportion of local authorities in Wales. This means that the errors affect all authorities that use it. Examples included:
- “Unlimited copies - everyone can borrow today”, where the Welsh translation would read “Unlimited copies - everyone can” (“Copïau diderfyn - gall pawb”).
- 3.16 85% of the pages checked were seen to be fully compliant with standard 52.

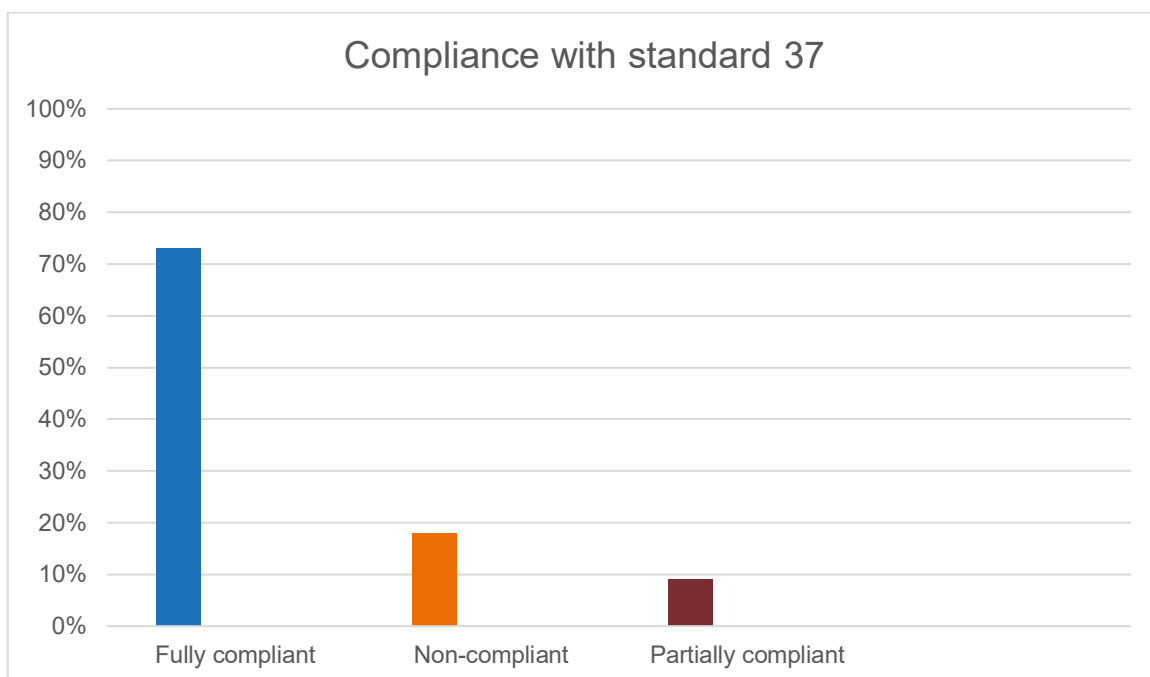


3.17 It was noted that 95% of the pages complied with standard 55. The only non-compliant page was one where no corresponding page was available in Welsh.

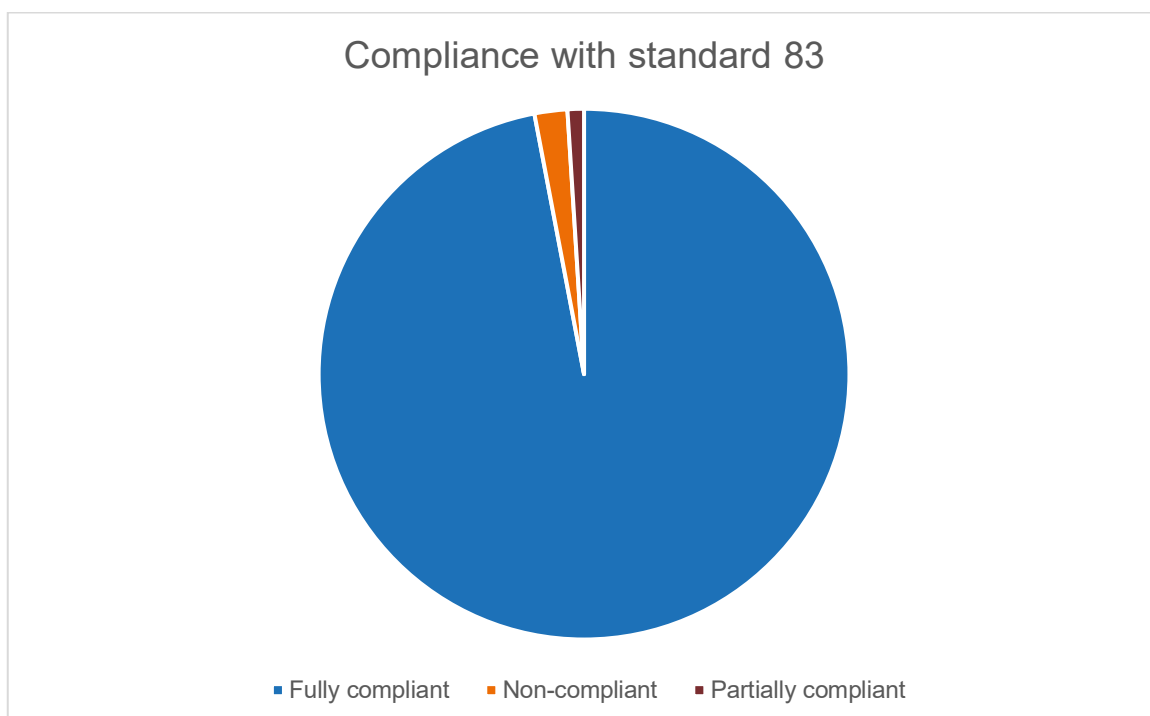


3.18 98% of the pages complied with standard 56. Among the rest that were non-compliant or only partially compliant, examples of menus and menu titles were seen in English.

3.19 With regard to standard 37 (publicity material), only 11 pages contained publicity material and were therefore relevant to the standard. Of those pages, 73% were compliant, 18% non-compliant and 2% only partially compliant. Examples of non-compliance included English-only infographics on videos.



3.20 The organisations' compliance with the standard relating to corporate identity (standard 83) is better, with 97% of the relevant pages being compliant. Four pages (2%) did not comply. This was due to examples of English-only names and logos, or logos with the English language above the Welsh language. 1% of pages were noted as only partially compliant.



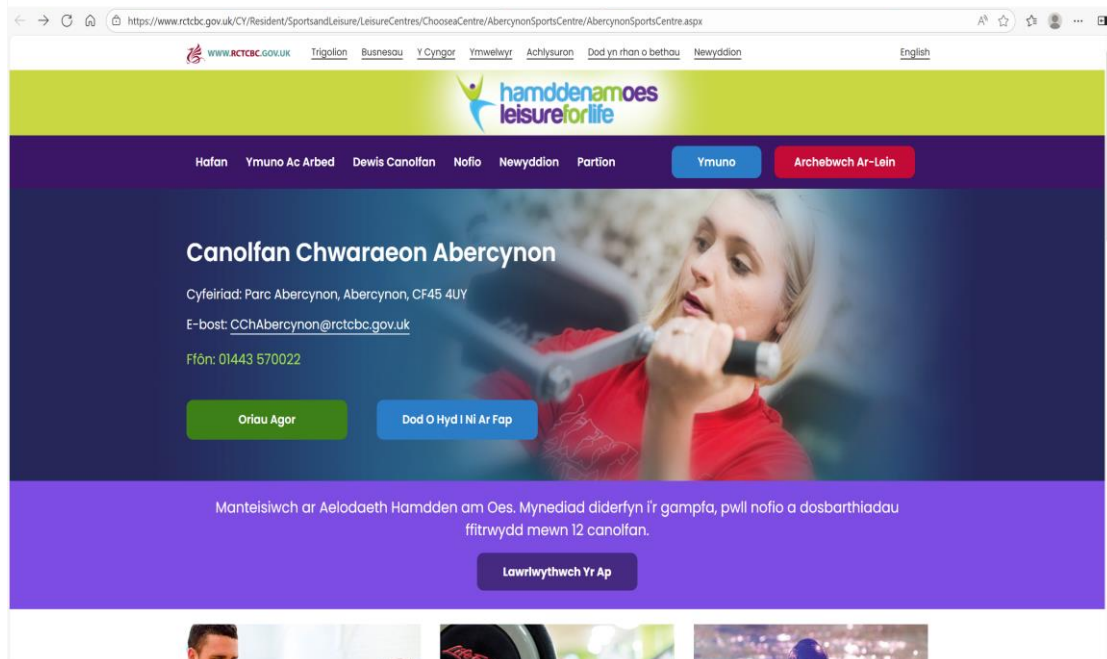
4 Trends

Treating the Welsh language no less favourably than the English language

- 4.1 The inspections show that 91% of the pages checked in the leisure and library departments were available in Welsh. These results are encouraging, but there is further work to be done to ensure full compliance.
- 4.2 However, 37% of those pages treated the Welsh language less favourably than the English language.
- 4.3 Examples included language selection buttons that did not work, or were found in places that were not obvious to the user.
- 4.4 Examples of English-only names and logos, or the English language appearing above the Welsh language, were also noted. Ensuring that Welsh language services are easily identifiable is essential for their use; therefore, making the Welsh language as prominent as the English language would be a crucial step.
- 4.5 A number of cases were seen where English appeared on Welsh pages, such as dates, titles, menus, timetables and calendars with the months of the year in English only, despite the days being in Welsh.
- 4.6 It was also noted that links on Welsh pages led to English pages even though Welsh versions were available, and that there were links on English pages that did not appear on the Welsh version.
- 4.7 When using addresses on websites, e.g. the address of a library or a leisure centre, only English addresses were used. There were also several examples where the English page had been updated, but the Welsh page had not been updated for some time.

Corporate identity

- 4.8 When presenting a corporate identity, 7% of the pages checked were seen to treat the Welsh language less favourably than the English language. The following reasons were common across the non-compliant organisations: an English-only name and logo on the service in question was the main reason, while other cases included the English language appearing above the Welsh language or being highlighted more clearly.
- 4.9 A positive example was seen from Flintshire County Council, where the organisation had succeeded in using a Welsh name alongside the English.



Videos and audio clips

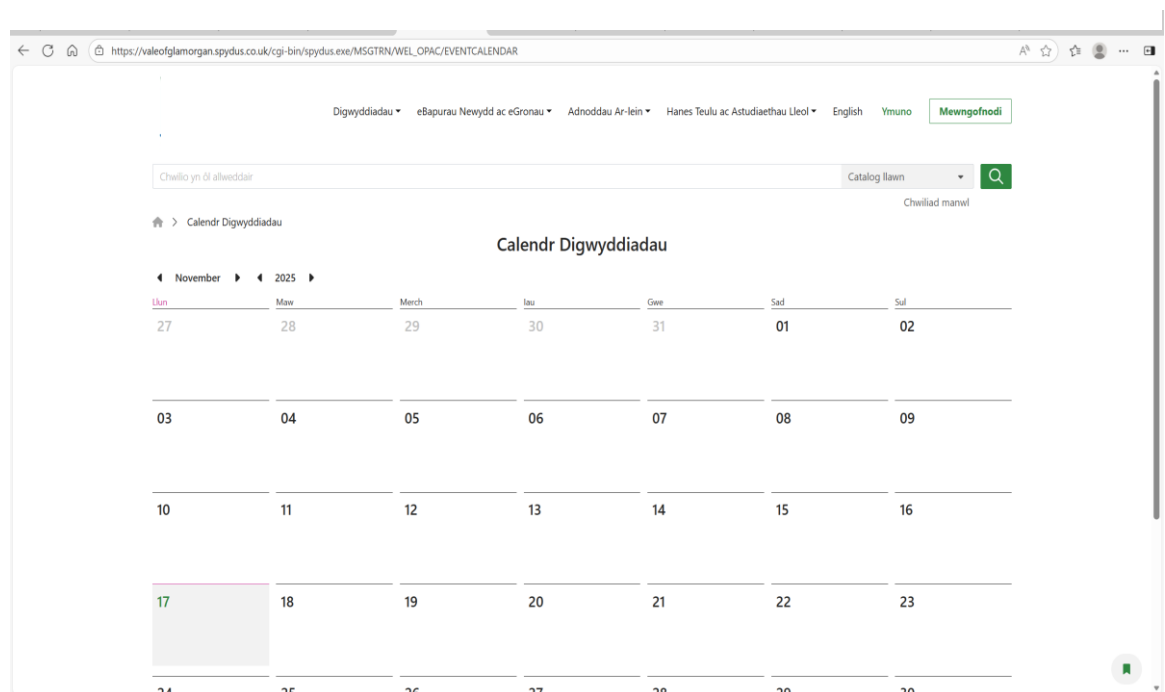
4.10 Standard 37 states:

Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.

- 4.11 Nine videos were viewed on the pages checked. Among these, one video was in English only, one video contained an English voice and Welsh subtitles, and two videos contained only English text. The rest were videos without dialogue, with only background music.
- 4.12 Our Code of Practice for Welsh Language Standards Regulations No. 1 states that using Welsh subtitles or voiceover in English clips can lead to the Welsh language being treated less favourably than the English language.
- 4.13 One example was seen of an English-only video featuring a schoolchild speaking, with no corresponding Welsh video available. We recognise that securing Welsh speakers on all occasions can be challenging, and that this may not be reasonable or practical in some circumstances – for example, where a specific person who does not speak Welsh is needed in order to convey a specific message. Nevertheless, organisations are expected to make reasonable efforts to use Welsh speakers where possible, and to publish videos in Welsh when possible. In this case, we believe that it would not be unreasonable to expect the authority in question to make a corresponding video with a child in a Welsh-medium school in order to ensure that the Welsh language is not treated less favourably.

Library Services Digital Platforms

- 4.16 The majority of organisations use Borrowbox and Spydus to run their library services. Although these pages are available in Welsh, they contain the same errors across all organisations. One example of this is the Events Calendar on Spydus, which shows the days of the week in Welsh, but keeps the names of the months in English only:



5 Conclusions and Recommendations

- 5.1 60% of the messages checked as part of the survey fully complied with the requirements of standard 52. This is a 19% reduction in comparison to the findings of the survey in 2024-2025, when only corporate website pages were checked. These results suggest that the current arrangements for ensuring compliance of sub-sites are not sufficient. As a result, organisations should review their self-regulatory processes, ensuring that monitoring and checking arrangements give the same level of scrutiny to the sub-sites as to the main website.
- 5.2 The Welsh language continues to be treated less favourably than the English language, with 37% of the pages having failed to ensure full compliance with this duty. Publishing a website page in Welsh does not guarantee compliance. A wider range of factors need to be considered, including links to other pages or websites, banners at the top or bottom of pages, section titles, the language of any videos or audio clips, the visibility and accessibility of the Welsh content, as well as ensuring that the Welsh content is up to date and of the same quality as the English material. Related to this, the requirements of standards relating to publicity materials should be checked when publishing website pages, as well as standard 52 requirements.
- 5.3 When publishing and maintaining website pages, the requirements of standard 83 relating to corporate identity must be considered, as well as the standards that apply to website pages. It should be ensured that neither the logo nor the name of the organisation treats the Welsh language less favourably than the English language.
- 5.4 As stated in 3.4 above, examples were seen of poor translation and the use of Artificial Intelligence (AI) to maintain Welsh pages. Using AI models to translate documents, websites or communications without robust arrangements to check accuracy can lead to linguistic errors or mistakes that undermine the standards of the Welsh language and diminish trust in the services. It is essential that organisations ensure they have robust arrangements for any machine translations to be monitored, checked and reviewed by a competent official before they are published.
- 5.5 The Welsh Language Commissioner has announced a new [regulatory policy statement](#) which outlines clear expectations on organisations that use Artificial Intelligence (AI) when providing services to the public. The statement emphasises that new technologies must support and promote the Welsh language, and that their use is not an excuse for failing to comply with Welsh language duties.
- 5.6 Based on the findings of the survey, the following recommendations are presented to the organisations subject to the Welsh Language Standards Regulations No. 1:

Recommendation 1: Supervision arrangements

Organisations should review their self-regulatory processes to ensure that sub-sites comply with all relevant standards. Practical guidance and guidelines should be provided to all members of staff, including third parties responsible for websites or department pages, to ensure that they are fully aware of the requirements and how to meet them.

Recommendation 2: Corporate identity

Organisations should carry out a full audit of all the websites they are responsible for, to ensure that the Welsh language is not treated less favourably than the English language when presenting corporate identity, including checking logos and names.

Recommendation 3: Consistency when publishing or revising pages

Organisations should ensure that Welsh pages are as up to date as the English ones. It should be ensured that robust procedures are in place to prevent the publication or amendment of an English page without having taken the same steps for the corresponding Welsh page.

Recommendation 4: Translation

Organisations should ensure that robust processes are in place to check the quality and accuracy of translations. Where machine translation or AI is used, the content must be checked by a competent official before publication.

Recommendation 5: Videos

Organisations should explore alternative methods of publishing videos in Welsh, ensuring that the Welsh language is not treated less favourably within the content of the video where practically possible.

Recommendation 6: Collaboration

Organisations using the Borrowbox and Spydus platforms should work with these companies to put steps in place to ensure full compliance with the standards.

6 Appendices

Appendix 1: Survey data

	Leisure Pages	Library Pages
Number of pages checked	215	214
Number and percentage of pages available in Welsh	183 (85%)	209 (97%)
Number and percentage of pages that were partially available in Welsh	23 (11%)	3 (2%)
Number and percentage of pages that treated Welsh language less favourably than the English language	88 (41%)	70 (33%)
Number and percentage of relevant pages that complied with standard 37	18 (60%)	8 (73%)
Number and percentage of relevant pages that complied with standard 52	144 (67%)	181 (85%)
Number and percentage of relevant pages that complied with standard 55	207 (97%)	204 (95%)
Number and percentage of relevant pages that complied with standard 56	183 (85%)	211 (98%)
Number and percentage of relevant pages that complied with standard 83	167 (88%)	197 (97%)

Appendix 2: List of survey institutions

- Blaenau Gwent County Borough Council
- Bridgend County Borough Council
- Caerphilly County Borough Council
- Cardiff Council
- Carmarthenshire County Council
- Ceredigion County Council
- Conwy County Borough Council
- Cyngor Gwynedd
- Denbighshire County Council
- Flintshire County Council
- Isle of Anglesey County Council
- Merthyr Tydfil County Borough Council
- Monmouthshire County Council
- Neath Port Talbot Council
- Newport City Council
- Pembrokeshire County Council
- Powys County Council
- Rhondda Cynon Taf County Borough Council
- Swansea Council
- Torfaen County Borough Council
- Vale of Glamorgan Council
- Wrexham County Borough Council