

MEETING	Language Committee
DATE	22 October, 2024
DEPARTMENT	Highways, Engineering and YGC Department
PURPOSE	Present information about the implementation of the Language Policy and activities to promote the Welsh language
AWDUR	Steffan Jones, Highways, Engineering and YGC Department

BACKGROUND

- 1.1 This report was prepared in response to the Language Committee's request for information about how the Department of Highways, Engineering and YGC implements the Language Policy and what activities it does to promote the Welsh language.
- 1.2 The Department includes a range of services including road maintenance, street lighting, municipal asset maintenance, street cleaning, bereavement service as well as multi-disciplinary engineering consultancy. The Department is also responsible for managing all the Council's fleet and for operating the environmental category management procurement service.
- 1.3 Due to the nature of the Department's work, it is inevitable that most of our staff will come into contact with members of the public. As a result, the majority of them are expected to at least be able to speak Welsh to an acceptable level in order to be able to deal directly with inquiries and, thereby, provide a better experience for our customers.
- 1.4 However, as the Department has so many front-line workers, it has historically been difficult to determine exactly how many meet the language designations of their job. However, the Department has largely overcome this during the last 12 months as explained in the report.

2. RESPONSE TO THE COMMITTEE'S INQUIRIES

2. Pa bolisïau a chynlluniau sydd mewn lle o fewn eich adran er mwyn cyfrannu at amcanion y strategaeth iaith? Nodwch y maes blaenoriaeth (blynyddoedd cynnar, dysgu, gwaith a gwasanaeth, y gymuned neu ymchwil a thechnoleg)

e.e

Enw

Cynllun Strategol y Gymraeg mewn Addysg (Blynyddoedd cynnar a dysgu):

Mae'r maes hwn yn cael sylw penodol yng Nghynllun Strategol y Gymraeg mewn Addysg (CSGA) ac mae mesurau penodol wedi eu llunio i fonitro cynnydd.

Crynodeb byr

Sicrheir bod pob lleoliad Blynyddoedd Cynnar yn gosod sylfaen gadarn ar gyfer y Gymraeg, a sicrhau fod pob plentyn yn cael asesiad sgiliau iaith, Llythrennedd a Chyfathrebu yn y Gymraeg ar fynediad ac ar derfyn addysg feithrin rhan amser ac ar ddiwedd y Cyfnod Sylfaen.

Relevant strategic policies and plans

Gwynedd Language Strategy 2023 – 2033.

Projects in the Council's plan

Tomorrow's Gwynedd

Assuring suitable facilities and playing fields that are available for children and young people in their leisure time (clear and correct signage).

A Green Gwynedd

Acting on flood risks and clean and tidy communities - as part of this work we will promote the use of the Welsh language and increase the opportunity to use the Welsh language when discussing technical issues in the field of flooding.

Other projects and plans

Internal communication with Highways, Engineering and YGC Department Staff

We regularly produce a Highways, Engineering and YGC Newsletter, as well as a YGC Bulletin, and these are circulated to all the Department's staff in Welsh. These are appreciated, not only for their informative content, but also for their quality and use of clear Welsh.

Careers and Job Awareness Events

YGC are experienced in setting up stalls at major local and national events to raise awareness of their services in civil engineering and construction, and to advertise career opportunities. This year was no different with stalls being erected at the Anglesey Show and career events organised in partnership with Darogan Talent.

The Department was very active during the Show including running flood awareness themed activities and competitions. These were ideal opportunities to impress upon young people that they could have a fulfilling career in these fields through the medium of Welsh and, through this, retain talent locally.

3. Beth arall sydd angen sylw yn ystod y flwyddyn nesaf er mwyn codi statws y Gymraeg a sicrhau cyfleoedd i bobl i ddefnyddio'r Gymraeg?

(e.e. addysg, adnoddau, teuluoedd, hyrwyddo defnydd o wasanaeth drwy'r Gymraeg)

Qualification and Membership Mentor for the Professional Body of the Institution of Civil Engineers

In addition to the careers events mentioned above, YGC is closely associated with the Institution of Civil Engineers (ICE), which is the leading professional engineering institution that awards professional qualifications to civil engineers. One of the service's engineers has been appointed as a mentor for the Council and the support that they offer in Welsh has been extended to include engineers at Anglesey and Conwy Councils.

Representation on the North Wales ICE Graduate Student Technicians board

Three engineers from the YGC service are members of the Institution of Civil Engineers (ICE) North Wales Graduate Student Technicians board, including our Assistant Engineer who is Chair of the group and reports on technical issues to other groups across the UK when meet at the ICE office in London several times a year.

Communication service to stakeholders on behalf of UK Highways

YGC is continuing to provide a communication service to stakeholders on behalf of UK Highways for the section of the A55 between Llandygai and Holyhead. This means preparing important bilingual messages about maintenance work etc. As part of the service, they also organise and attend 'drop-in' meetings locally to share information as needed. UK Highways commissioned YGC specifically because of their expertise in the field and the ability of staff to communicate in Welsh.

Organising 'drop in' events relating to YGC projects

YGC also organises numerous 'drop-in' events in Gwynedd and beyond to inform residents about proposed schemes and receive their views on them. These events are conducted bilingually at all times.

Collaboration with Local Business – Subcontractors

Our Environment Category Team has attended three business events across the county over the past few months which were organised by the Council's Business Support Team. The aim is to raise awareness about opportunities for local Subcontractors to register on the Council's Subcontractors list, or to provide a service through the Council's frameworks. The team is very keen to engage and give companies the opportunity to register. They have developed a guide to assist a company to register on the SellWales and eTenderWales system. The team has also created an item in the Council's Business Support Bulletin which is shared weekly, and it is intending to hold an event at Adra's Tŷ Gwyrddfai Penygroes in December in collaboration with other Council departments, Adra Tai Cyf and other companies.

4. Ydy datblygiad technoleg wedi amharu ar eich gallu i ddarparu cyfleoedd i ddefnyddio'r Gymraeg? Os yn berthnasol rhowch enghraifft. Sut ydych chi'n sicrhau nad yw datblygiad technoleg yn effeithio ar eich gallu i ddarparu cyfleoedd i ddefnyddio'r Gymraeg?

Cyngor Gwynedd's Fleet Service Asset Management System

Rather than purchasing commercial systems operating exclusively in English, the Fleet Service has developed its own systems for managing the Council's fleet assets through the medium of Welsh. The systems appear in Welsh first and users must choose an option to operate in English. We are not aware of any other fleet systems offering these services in Welsh.

Project Websites

YGC's Business Development team provides specific websites for project information during the project consultation and construction phase. This provision enables the service to ensure that the websites are created and maintained with bilingual content. These websites use a template from WordPress which has a 'plug-in' for a toggle button which enables the user to choose the language.

5. Sut ydych chi'n cadw cofnod o'r bobl sy'n defnyddio eich gwasanaeth trwy gyfrwng y Gymraeg? Allwch chi rannu data perthnasol?

e.e.

Blynyddoedd cynnar

- 1. Data cyrhaeddiad y CSGA o ran nifer y lleoliadau gofal plant, a nifer plant sydd yn derbyn addysg cyfrwng Cymraeg.*
- 2. Nifer cylchoedd Ti a Fi, grwpiau Rhiant a Phlentyn sydd yn cael eu cefnogi/cynnal.*
- 3. Nifer y gweithgareddau sydd yn cael eu targedu yn benodol at deuluoedd ifanc/rhieni a babanod gan wasanaethau'r Cyngor.*
- 4. Nifer y gweithgareddau teuluol sydd yn cael eu trefnu gan y fenter iaith.*
- 5. Nifer ymgyrchoedd rhannu adnoddau a gwybodaeth.*

Dysgu

1. Ystadegau monitro CSGA
2. Nifer staff y Cyngor sydd yn derbyn hyfforddiant i wella sgiliau
3. Nifer prentisiaethau sydd yn cael eu cynnig gan y Cyngor
4. Nifer cyfleoedd hyfforddi/achrediadau sydd yn cael eu cynnig gan y gwasanaeth ieuencid.

Gwaith a gwasanaeth

1. Nifer busnesau sydd yn derbyn cymorth ariannol drwy gynllun Arfor
2. Nifer staff sydd yn derbyn cefnogaeth i ddysgu Cymraeg neu ddatblygu sgiliau
3. Nifer staff sydd yn cymryd rhan mewn cynlluniau cyfeillio/pencampwyr

Y gymuned

1. Nifer gweithgareddau wedi eu cynnal gan wasanaethau'r Cyngor a'r fenter iaith ar gyfer gwahanol grwpiau
2. Nifer mentrau cymunedol sydd yn cael eu cefnogi drwy gynlluniau Adfywio ac Economi

Ymchwil a thechnoleg

1. Nifer prosiectau ymchwil sydd wedi eu cynnal gan y Cyngor, neu eu comisiynu gan y Cyngor

Unrhyw ddata arall perthnasol

Learning / Work and service

The number of staff in the department who receive training to improve skills

The department receives details about training to improve Language skills on a quarterly basis from the Council's Welsh Language Learning and Development Officer. This message is shared with the department's staff via email. The Welsh Language Learning and Development Officer keeps a record of the number of staff receiving training and provides an update to the Head of Department on a quarterly basis.

A number of staff have attended training on improving their language skills, the interest in improving language skills is very good across the department.

- One member of staff has completed an Intermediate level 1 Course with Learning Welsh, and has registered for level 2.
- One member of staff registered for an Intermediate level 1 Course with Learning Welsh.
- One member of staff is following a 'Using' Refreshing Writing course with Nant Gwrtheyrn through the Cymraeg Gwaith scheme.
- Two members of staff are following the Language Skills Certificate course with Bangor University, with 1 having passed his exam.
- One member of staff has shown an interest in a Magu Hyder course and awaiting Dysgu Cymraeg to forward dates.

Apprenticeships

The Highways, Engineering and YGC Department supports the Council's Apprenticeship scheme and is proud to confirm that we have 5 Apprentices across the service. These Apprenticeships include: -

- Software Engineering Degree Apprentice – PP/YGC Business Unit
- Civil Engineering Apprentice – Highways Service
- Civil Engineering Apprentice – YGC Service
- Lighting Electrician Apprentice - Lighting Service
- Fleet Technician (Mechanic) Apprentice - Fleet Service

Requests for services via the Cyngor Gwynedd website

Requests for the department's service via the Cyngor Gwynedd website's self-service system, such as reporting a pothole in the road or a faulty street light, are received and processed through the Council's FFOS system. This system is managed and administered by Cyngor Gwynedd's IT department.

Requests for service by telephone

The majority of requests for service from the department that are received by telephone through Galw Gwynedd or directly to the department, they are registered and processed through the Council's FFOS system.

The Community**Golff Giamocs (Crazy Golf) Porthmadog**

The Grounds Maintenance team responsible for the Golff Giamocs (Crazy Golf) Porthmadog site has been collaborating with the PP/YGC Business Development team to improve the look of the site and raise the profile of the facilities. As part of the work, new colourful bilingual signs and flags have been placed around the site, and the course has now been extended to 18 holes. Also, the team has created a specific website and an information leaflet which gives details about the site. The feedback received so far has been very positive about the improvements and we are proud to say that the service has seen an increase in use of the site.

6. Beth yw sgiliau iaith eich staff?

96.6% of the Highways, Engineering and YGC Department staff reach the language designations of their post.

All services across the department work with staff to encourage the use of the language and to build confidence.

7. Rhowch enghreifftiau o unrhyw rwystrau, cwynion a chanmoliaeth sy'n gysylltiedig gyda darparu a hyrwyddo gwasanaethau cyfrwng Cymraeg.**Barriers**

Since the Department operates in an engineering industry which is English orientated, it can be difficult to achieve a full service in Welsh. This is primarily due to the need to communicate orally with agencies such as the Welsh Government, North and Mid Wales Trunk Roads Agent, Natural Resources Wales etc.

Also, most of the standard forms for engineering contracts are written in English. The same applies to most of the engineering specifications and national codes of practice we use.

In addition, due to the Public Contracts Regulations 2015 (which replaces the Official Journal of the European Union - OJEU), we can only advertise high-value contracts in English (large schemes or services over a certain price threshold).

The Department prides itself on being able to offer a service that is almost entirely Welsh to our residents. However, it can be difficult at times to recruit staff who fully meet the job language designation in certain roles. This is true even for posts with elementary linguistic levels.

Praise and Complaints

It was clear from the feedback we received at this year's Anglesey Show and career events that there is great appreciation, not only for the service that is delivered to our residents, but also for the use and promotion of Welsh in everything we do. This was encouraging and confirmed that we were on the right path in our approach to the language.

In terms of complaints, the Department has received little criticism for our use of the language. However, we have been criticised on a few occasions for allowing external contractors working on behalf of the Road Maintenance Service to use English-only warning signs on sites. However, these criticisms are rare and are resolved immediately once we are made aware of them.

The department's report to the Language Committee in 2023:

[Highways Engineering and YGC Department Welsh Language Promotion Plan.pdf \(llyw.cymru\)](#)