

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

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

Relevant policies and strategic plans

The Council's Language Strategy 2023 – 2033:

Projects in the Council's scheme:

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

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

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

Other projects and schemes:

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

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

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

Here is a list of the venues:-

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

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

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

Slate Strips

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

YGC

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

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

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

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

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

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

Here are examples of the type of events:-

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

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

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

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

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

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

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

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

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

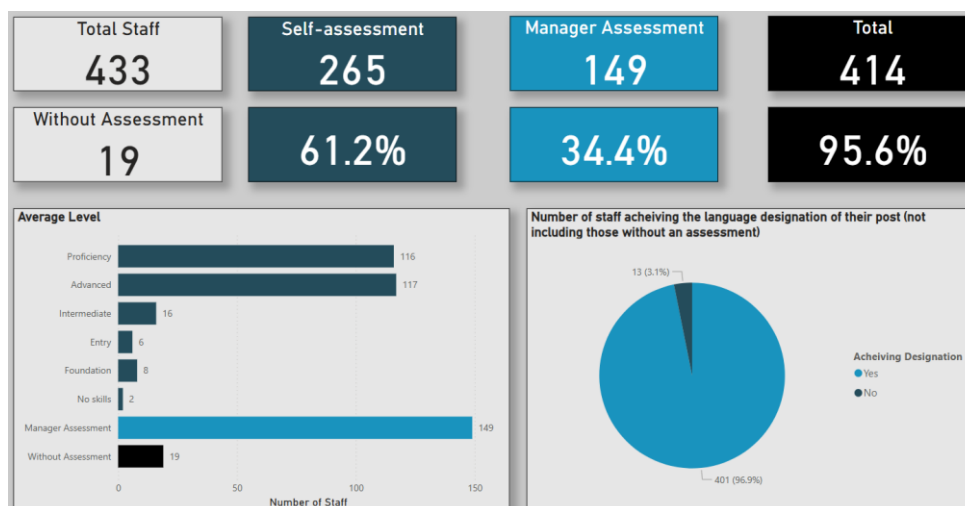
4. How do you keep a record of the people who use your service through the medium of Welsh? Can you share relevant data?

Any other relevant data

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

5. What are your staff's language skills?

As of the 1st of October 2025, here is the departments’ situation regarding language skills.



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

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

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

1 x Entry Course 2

1 x Intermediate Course 2 – Learn Wales

1 x 'Using' Welsh Advanced Work Course – Nant Gwrtheyrn

1 x Confidence Building Course

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

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

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

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

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

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

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