

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

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

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

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

**Relevant strategic policies and plans:**

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

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

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

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

### **Council Plan Projects 2023 - 2028**

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

### **Ffordd Gwynedd Plan Priorities 2023 - 2028**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

Language Training:

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

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

Staff Language Skills:

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

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

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

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

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

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

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

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

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

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

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

#### Talent and Apprenticeships:

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

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

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

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

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

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

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

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

#### Language training:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

##### Praise:

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

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

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

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

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

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

#### **Obstacles:**

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

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

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

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



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

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

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

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

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

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

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

[Corporate Services Department Report.pdf](#)