

Meeting	Language Committee
Date	5 October 2026
Title	Welsh Language Commissioner's thematic surveys
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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.