

Conwy County Borough Council's Welsh Language Standards' Annual Report 2021 - 2022

Prepared in accordance with the requirements of



**Comisiynydd y
Gymraeg
Welsh Language
Commissioner**

April 2022

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

Contents

1.0 Introduction	3
2.0 Report Background / Context	4
3.0 Summary	5
3.1 Progress / Developments during the year	5
3.2 Future Work	6
4.0 Information about the year 2021-2022	7
4.1 Digital Developments	7
4.2 Welsh Language Steering Group	7
4.3 Developing Links with Primary Schools in the County	7
4.4 Celebrating Welsh Language Music Day 2022	8
4.5 Celebrating the Shw Mae Su' Mae Day 2019	8
4.6 Celebrating St. David's Day 2022	8
4.7 Welsh Language Skills Tool and E-mail messages	8
4.8 Work Welsh Logo on e-mail	9
4.9 Translation Work	9
4.10 Simultaneous translation	9
4.11 Fforwm Iaith (Welsh Language Forum)	10
4.12 Welsh Lessons	10
4.13 'Sgwrsio' (Speaking Welsh Scheme)	11
4.14 Council Services	11
4.15 Staff's Welsh Language Skills	15
4.16 Recruitment - Jobs advertised during the year	17
4.17 Welsh Language Training	18
5.0. Keeping Records	20
5.1 Complaints	20
6.0 Conclusion	21

1.0 Introduction

- 1.1 The purpose of this report is to show to which extent the Council has conformed with the Welsh Standards during 2021-2022, and the work done towards achieving all aspects of them.
- 1.2 Although we have been working from home for the past year, we are extremely proud of the many developments and successes that we achieved - further information about them can be seen in the body of this document.

2.0 Report Background / Context

- 2.1 Conwy County Borough Council has adopted the principle that in the conduct of public business and the administration of justice in Wales, it will not treat the Welsh language any less favourably than the English language.
- 2.2 The Welsh Language (Wales) Measure 2011 establishes a legal framework to impose a duty on the Council, amongst other organisations, to comply with Standards of conduct on the Welsh Language. The Council have had 167 Standards to comply with in the following areas: Service Delivery, Operational, Policy Making, Promotion and Record Keeping. The Standards can be seen [on our website](#).
- 2.3 The duties which derive from the Standards mean that organizations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language (making it easier for people to use their Welsh language skills in everyday life).
- 2.4 Standards will:
- provide greater clarity to organizations on their duties on the Welsh language
 - provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
 - ensure more consistency of Welsh language services and improve their quality.
- 2.5 The Welsh Standards supersedes the Council's Welsh Language Scheme first approved by the Welsh Language Board on 23rd July, 1997, which was revised on 14th May, 2004 and then on 23rd April 2009.
- 2.6 Although the Council already complied with most of the Welsh Language Standards as part of our previous Welsh Language Scheme, the Standards have provided an opportunity to reinforce the requirements to ensure conformance.
- 2.7 This monitoring report reflects progress against actions and targets deriving from the Welsh Language Standards. The information included in this report was collated on a continuous basis as the Council undertook the monitoring of its Services.

2.8 Accountability

- 2.8.1 The Welsh Language & Translation Manager and the Welsh Language Promotion and Development Officer were responsible for writing this report. It is then presented to members of the Finance and Resources Overview & Scrutiny Committee. If they're satisfied with the contents, they recommend the report for approval to the Cabinet and they will discuss it at their next meeting.
- 2.8.2 After being approved, this report is available to the public at the Council's public offices (when they will be open) and on its website. The report is also circulated to all the individual services and in addition, information about the general monitoring report, along with the recommendations, is published on the intranet, and disseminated via the internal postmaster messaging system and the Staff Newsletter. A link to this document will be shared with reception staff and we will also inform Conwy residents about the report.

3.0 Summary

3.1 Progress / Developments during the year

3.1.1 We're pleased to be able to report about a number of developments throughout the year. Several initiatives have meant an increase in the amount of opportunities for staff to use their Welsh language skills in the workplace and to make it easier for people to use their Welsh language skills in everyday life. Please find a summary below:

- a) **Welsh Language Policy** – During the year, the two separate policies we had in relation to letting staff know about their duties in terms of conforming with the Welsh Language Standards (internal and external duties) were brought together in one policy, as we had noticed that having two similar policies was confusing for staff. The updated version also gives further clarification in regards to a few points in the policy. By now, the policy also includes the number of the relevant Welsh Standard for convenience and in order to give further clarification to staff if needed.
- b) **Welsh Language Steering Group** - During 2020, a new group, the Welsh Language Steering Group was formed. The Group is an internal group, with the specific intention of considering and discussing matters relating to the Welsh language in the Council, whether they be good practice to celebrate and develop, or any matter that is below the standard that we aim for, matters that need improving within a specific service or a specific aspect of our work etc. The Group continued to flourish in 2021-2022 and several interesting discussions were had supporting and challenging various Council services. The group is an extremely useful asset. The membership of the Group will be changing slightly following the elections in May this year as some of the Members aren't standing again, so we look forward to welcoming new Members who are interested in Welsh matters to be part of the Group next year.
- c) **Developing Contacts with Primary Schools in the County** – The Welsh Promotion and Development Officer continues to regularly contact all of the primary and secondary schools in the county. Information about some of the work done this year can be found in point 4.0 Information about the year 2021-2022.
- ch) **Translation Work** – Over the last four years, the amount of words we translate for Conwy Council have continued to significantly increase. By now we employ 26 translators and we are about to appoint more due to an increase in the service's work. Since July 2020, we have translated approximately 1 million words a month, and by the end of this financial year, we are now translating 1.2 million words a month. In November, we translated the largest sum of words ever, with over 1.4 million words translated for the 6 organisations that we translate for, which is a truly amazing amount of words.
- d) **Simultaneous translation** – Our meetings have continued on-line over Zoom during 2021-2022 as well and Councillors, officers and members of the public present at all our virtual meetings have been able to contribute to the meeting in their language of choice, whether that be Welsh or English, as is the norm in all our meetings of course. 2021-2022 was even busier than 2020-2021 and this was our busiest year ever in terms of simultaneous translation. Many of the Councillors, who aren't fluent Welsh speakers have been voting in Welsh by saying "O blaid" (For) or "Yn erbyn" (against) at all meetings, which has been wonderful to hear.

- dd) **Welsh Lessons** – We are proud of the fact that our Welsh Lessons have continued to flourish this year. 79 members of staff have been able to continue to develop their Welsh language skills and contribute in a small, but important way, towards a million of Welsh speakers by 2050.
- e) **‘Sgwrsio’ Scheme** (Speaking Welsh in the Workplace) – At the beginning of 2021, we launched a Speaking Welsh in the Workplace Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 12 pairs who meet regularly as part of the ‘Sgwrsio’ Scheme. It has been wonderful to see the learners flourishing throughout the year as they come to the end of their current levels of Welsh lessons.
- f) **Facebook Page** – In January 2022, we created a new Facebook page called Cymraeg i Bawb – Conwy (Welsh for everybody – Conwy). The purpose of this page is to promote and celebrate the Welsh language in the county. There are regular posts on the page, which includes sharing original posts as well as information from various other organisations such as the Welsh Language Commissioner, Menter Iaith, Yr Urdd and many more. More information can be found about our new page in point 4.1 ‘Digital Developments’.

3.2 Future Work

3.2.1 During the coming year, we hope to develop the following matters, amongst many smaller developments:

- a) **Simultaneous Translation** – We look forward to developing the current provision at the beginning of the next financial year when our public meetings go hybrid which means that the attendees at our public meetings will be able to contribute from the Chamber at Bodlondeb or on-line during all meetings.
- b) **Facebook Page**– In January 2022, we created a new Facebook page called Cymraeg i Bawb – Conwy. The purpose of this page is to promote and celebrate the Welsh language in the county. In the future, new content will be developed for the page including the Word of the week and idiom of the month for learners, band of the month, and many more.
- c) **Welsh Lessons**– In May, we intend to add to our present courses by offering opportunities for more staff to learn Welsh. We look forward to hearing about their successes next year.
- ch) **Sgwrsio (Speaking Welsh at Work Scheme)**– Next year, we intend to offer this opportunity to more learners and ‘recruit’ more Welsh speakers to be part of the scheme in order to give more learners the chance to take advantage of this wonderful opportunity.
- d) **Activities in the Community** - Next year, with Covid rules being relaxed, we hope that we will be able to go out to the communities to hold activities and work further with the community.
- dd) **Activities with Schools** - We also hope to be able to hold Welsh promotion activities with schools with various school aged children in our primary and secondary schools.
- e) **Welsh in Education Website** – During the year, we will be developing a new Welsh in education website on the Council’s website. The purpose of this page will be to prepare information for parents/guardians about Welsh education and the advantages of being bilingual. The page content has been created and we are currently working with the website team and the Welsh in Education Team to ensure that the website will be launched over the coming months.

4.0 Information about the year 2021-2022

4.1 Digital developments

4.1.1 Facebook Page – In January 2022, we created a new Facebook page called Cymraeg i Bawb – Conwy (Welsh for everybody – Conwy). The purpose of this page is to promote and celebrate the Welsh language in the county. There are regular weekly posts on the page, which includes sharing original posts as well as information from various other organisations such as the Welsh Language Commissioner, Menter Iaith, Yr Urdd and many more.

4.1.2 Learning Welsh Channel on Teams – The Council has a new channel on Microsoft Teams called ‘Dysgu Cymraeg’ (Learning Welsh). The channel is for Council staff who attend the internal Welsh lessons. The page is managed by the Welsh Tutor but the Welsh Promotion & Development Officer also has access to the channel in order to share information about Welsh events, such as Band of the month with the learners.

4.2 Welsh Language Steering Group

4.2.1 During 2020, the Welsh Steering Group was established. The Group is an internal group, with the specific intention of considering and discussing matters relating to the Welsh language in the Council, whether they be good practice to celebrate and develop, or any matter that is below the standard that we aim for, matters that need improving within a specific service or a specific aspect of our work etc.

4.2.2 The Group continued to flourish in 2021-2022 and several interesting discussions were had supporting and challenging various Council services. The group has a forward work programme and action plan and it is a way of developing the Welsh language internally in the Council, and raising the Welsh language profile externally in our communities as well. A simultaneous translator is present at all meetings. At the moment, the meetings are held via Zoom.

4.2.3 When establishing the Group, the membership was open to any Councillor who is interested in Welsh matters. In order to ensure that there is a political representation on the Group, a place was offered to one Councillor from each political group, if they wished to join. Many parties/groups took advantage of the offer and we had some individual nominations too. The membership of the Group will be changing slightly following the elections in May this year as some of the Members aren't standing again, so we look forward to welcoming new Members who are interested in Welsh matters to be part of the Group next year.

4.3 Developing Links with Primary Schools in the County

4.3.1 The Welsh Promotion & Development Officer continues to regularly contact our primary and secondary schools. Further information about some of this work can be seen below.

4.4 Celebrating Welsh Language Music Day 2022

4.4.1 On 4 February this year, it was Welsh Language Music Day. In order to raise awareness about the day, the Welsh Promotion & Development Officer decided to create a short playlist with 5 Welsh songs for schools to share with their pupils. The intention was to promote Welsh Music Day and make it easier for school staff by choosing music on their behalf. The songs and a link to a questionnaire were placed on a poster and shared with the schools via e-mail. We had 374 responses to the questionnaire with some schools responding as a class and others per pupil which means that the number of children in Conwy who celebrated Welsh Music Day and enjoyed the Welsh songs was certainly much higher. Many positive feedback was received from teachers and they really appreciated the playlist. It was wonderful to see so many schools taking part who hadn't taken part last year. We had great comments from some of the pupils too.

4.4.2 The music list was shared with the internal learning Welsh classes too. The playlist was shared by the tutor and also on the 'Dysgu Cymraeg' (Learning Welsh) channel on Teams.

4.5 Celebrating the Shw Mae Su' Mae Day 2021

4.5.1 Shw Mae Su' Mae Day is an annual celebration and promotion of the Welsh language in Wales. The words 'shwmae' and 'sumae' are informal greetings in South and North Wales that people use to start a conversation. Shw Mae Su' Mae Day this year was celebrated by sharing a message to staff to encourage them to start a conversation in Welsh and a copy of the Mentrau Iaith 'Say it in Cymraeg' poster with Council staff. The poster included Welsh vocabulary to use in the office, cafe, pub, shop and at a meeting. We also shared messages on the Council's social media accounts. An e-mail message was sent to all of the primary and secondary schools in the county explaining what the day was about and listing some ideas of how to celebrate the day in schools.

4.6 Celebrating St. David's Day 2022

4.6.1 In order to celebrate St. David's Day this year, an arts and crafts competition and a post card writing competition was arranged for primary school children in Conwy. The art and crafts competition was to create a piece of 2 or 3-d artwork, no more than A4 and the theme this year was the Urdd's 100th birthday. The competition was open to nursery pupils to year 4 and there were two categories - nursery-year 2 and years 3 and 4. The postcard competition was to take a photograph of your local area and writing a postcard (no more than 200 words) to Dewi Sant describing the photo. The competition was open to years 5 and 6 and there were 2 categories for this competition too, Welsh schools and English schools. The competitions were shared with the schools via e-mail to be shared with parents. We had a fantastic response to the competition with children from 10 different schools taking part, 5 Welsh medium and 5 English medium schools. From the 5 English medium schools, 4 were category 4 schools (schools which are mainly English medium schools with significant use of Welsh) and 2 were in category 5 (schools which are mainly English medium schools). It was wonderful to see so many schools taking part.

4.7 Welsh Language Skills Tool and E-mail messages

4.7.1 This tool has now been in place for over five years and it continues to be very successful. With Information Technology's assistance, the Language Skills Tool is connected to the staff list who have an e-mail account. So, if a member of staff writes an e-mail to another Council staff member, and they speak Welsh fluently, then a message appears above their name saying:: "Rydw i'n siarad Cymraeg / I can speak Welsh".

4.7.2 This tool has been invaluable during the last two years as most of the Council's staff have been working from home and much more of our work has been done via e-mail. The tool is a great help to staff when communicating with other staff as it makes it much easier to know what staff's language skills are and makes it easier to know the Welsh language skills of the staff you're contacting.

4.7.3 At the end of the year, we decided to ask staff to revisit their self-assessment to see if they had improved their skills during the year as we knew that many had attended Welsh lessons and Welsh improvement lessons during the year.

4.8 Working Welsh Logo / Sentence at bottom of e-mail

4.8.1 Staff who can speak Welsh include a logo at the bottom of their e-mail signature to let customers and colleagues know that they can speak Welsh. In the same format, we have developed a logo for learners which notes 'Dw i'n dysgu Cymraeg' (I'm learning Welsh). A large number of Welsh learners include this logo at the bottom of their e-mail signatures.

4.8.2 In accordance with the Standards, we have a sentence at the bottom of all e-mail messages since the Standards were given to us noting that receiving messages in Welsh won't incur a delay in responding. Through mystery shopper exercises, we realised that this sentence wasn't on every account, so by working with the Information Technology Service, by now, that message is sent automatically with all messages that leave Council accounts to ensure that we conform with that particular Standard at all times now.

4.9 Translation Work

4.9.1 Over the last four years, the amount of words we translate for Conwy Council have continued to significantly increase. By now we employ 26 translators and we are about to appoint more due to an increase in the service's work. Since July 2020, we have translated approximately 1 million words a month, and by the end of this financial year, we are now translating 1.2 million words a month. In November, we translated the largest sum of words ever, with over 1.4 million words translated for the 6 organisations that we translate for, which is a truly amazing amount of words.

4.10 Simultaneous translation

4.10.1 Our meetings have continued on-line over Zoom during 2021-2022 as well and Councillors, officers and members of the public present at all our virtual meetings have been able to contribute to the meeting in their language of choice, whether that be Welsh or English, as is the norm in all our meetings of course. 2021-2022 was even busier than 2020-2021 and this was our busiest year ever in terms of simultaneous translation. During the year, the Council have held numerous weekly meetings via Zoom, from official Council meetings, to interviews for posts and internal meetings such as team meetings etc. Many of the Councillors, who aren't fluent Welsh speakers have been voting in Welsh by saying "O blaid" (For) or "Yn erbyn" (against) at all meetings, which has been wonderful to hear.

4.11 Fforwm Iaith (Welsh Language Forum)

4.11.1 The Council has been part of Conwy's Language Forum again this year and the Forum continues to meet on a quarterly basis. The Forum gives everybody who is a member the opportunity to share good practice and update each other on the great work done to raise the language profile locally. The Forum is also a wonderful opportunity to work with other organisations/services in the county on a range of projects.

4.12 Welsh Lessons

4.12.1 Conwy County Borough Council staff have been able to take advantage of an innovative scheme to learn Welsh thanks to a partnership with the National Centre for Learning Welsh. The scheme is part of the 'Work Welsh' programme at the National Centre for Learning Welsh. The Council is extremely grateful of receiving such an enormous investment from the Centre in order to develop Council staff's Welsh language skills. This last year has been quite different of course, and the lessons have all been on-line since the end of March last year.

4.12.2 The Work Welsh scheme is a specific programme to strengthen Welsh skills in the workplace throughout Wales and offers fully funded appropriate, flexible training.

4.12.3 This has been a very exciting development and the courses have made a massive difference to the provision of Welsh lessons for Council staff, especially due to having a full time Welsh Tutor working with us. Having a Welsh Tutor working with us all week, who has a Conwy Council e-mail account, has meant more contact between herself and the Welsh learners.

4.12.4 6 courses led by the tutor were held on foundation and intermediate levels between April 2021 and March 2022, and 42 members of staff attended these courses during the year. As well as the above, 3 self-study courses on Entry 1 and 2 levels were held, with 48 learners registering for these courses during the year. Welsh Lessons – We are proud of the fact that members of staff have been able to continue to develop their Welsh language skills and contribute in a small, but important way, towards a million of Welsh speakers by 2050.

4.12.5 All classes in the Scheme include staff from a range of Council services, with many of them working in front-line services such as Social Services, Education, Environment, Roads & Facilities and Regulatory Services. All classes also include individuals from various levels of authority within the Council.

4.12.6 Using Welsh in the Workplace and beyond is constantly being encouraged. As part of the supporting learners scheme, the tutor has set time aside during the lessons to discuss how the learners have used their Welsh skills during the past fortnight, and also, to encourage them to try to find opportunities to use the language during the upcoming fortnight. These opportunities can be relevant in the workplace or beyond.

4.12.7 During the year, information was shared with the learners about National Welsh events (Shwmae Su'mae Day, Welsh Music Day) and virtual supporting learners events provided by Learn Welsh North West, Menter Iaith Conwy, the National Centre for Learning Welsh and others, e.g. Gŵyl Ddarllen Amdani (reading festival). As well as this, the learners were invited to attend Saturday Chatting Sessions, New Year, Easter and Summer Courses by Learn Welsh North West, Bangor University during the year.

4.13 'Sgwrsio' (Speaking Welsh Scheme)

4.13.1 Taking advantage of opportunities to use and practice Welsh is very important in order to ensure the continuous development of the learners who are part of the Work Welsh scheme. 'Sgwrsio' (Speaking Welsh in the Workplace Scheme) – At the beginning of 2021, we launched a Speaking Welsh in the Workplace Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 12 pairs who meet regularly as part of the 'Sgwrsio' Scheme. It has been wonderful to see the learners flourishing throughout the year as they come to the end of their current levels of Welsh lessons.

4.14 Council Services

4.14.1 **Main reception** - The Council's main receptions/switchboard are located at the Council's main offices in Bodlondeb, Conwy and Coed Pella, Colwyn Bay. Each one of the main reception areas/switchboard posts have been designated Welsh essential and every member of staff (12 members of staff = 100%) who works there are bilingual and have Welsh language skills at level 4 or higher. Of course, the reception areas have been closed over the last year due to the coronavirus, but staff have continued to deal with all phone calls that reach the Council's main phone number. The number of calls have increased during the last year of course as our offices have been closed.

14.14.2 Venue Cymru & Theatr Colwyn

14.14.2.1 Several events and workshops were held in Welsh during the year in Venue Cymru such as Ask a Pro with James Lusted, Take Part Workshops, Circus Skills and Brahms for Babies to name a few..

14.14.3 Libraries

14.14.3.1 During the year, additional digital resources were made available for customers, and activities were held for the digital platform including our new website, and we expanded the interactive activities on these sites. We increased the platforms where Welsh e-books and e-audio books are available. There are more titles available in Welsh on our e-platform, including e-comics and magazines and in conjunction with the public libraries sector with the Reading Agency, Books Council and various publishers, the provision continues to grow. We continue to promote the books on offer in accessible formats too through the large print books and oral books in Welsh. We continue to work with the North Wales Blind Association as well to ensure that many titles are available for readers in Welsh, in whatever format they wish to use.

14.14.3.2 Many events have been held bilingually or in Welsh only at our libraries such as craft sessions, story sessions and specific campaigns, and field work including weekly story times in the garden at the Welsh Mountain Zoo during the summer.

14.14.3.3 We have increased our activities for Welsh learners. In our new library at Glasdir, Llanrwst for example, a weekly textiles group is held for Welsh learners and further classes such as photography and heritage are in the pipeline too.

- 14.14.3.4 In conjunction with the Family Centres, Welsh and English books were provided for families and a weekly story time, and in-person once the pandemic's restrictions were lifted. We had very positive response from local, and beyond, families enjoying listening to stories in Welsh.
- 14.14.3.5 Ti a Fi (parent and child) sessions have restarted and library staff have really enjoyed providing story times for the little children again, to increase the literacy, language and social opportunities in our communities. As well as this, this year, due to the 'Puffins' project, story time has been provided in three languages at times as the story-teller used sign language with the little children for stories in Welsh and English.
- 14.14.3.6 The staff took an active part of the Well-being Winter national scheme. Conwy led one of the national events for young people via Zoom with the author Elgan Rhys and young co-authors Tomos Jones and Leo Drayton.
- 14.14.3.7 Our provision has also extended due to financing a project to include 3 writing workshops with Manon Steffan Ros at our new library in Glasdir. They were very popular with young children and it was a valuable way for us to reach our young library users, using local themes and new resources at the library.
- 14.14.3.8 The very young children have also been enjoying Brahms for babies, with Welsh musicians providing modern, and classical live music as well as Welsh nursery rhymes and traditional Welsh songs.
- 14.14.3.9 In our new library at Glasdir, Myrddin ap Dafydd produced this 'englyn' for our new library. The children's library at Glasdir has been designed using themes from Myrddin ap Dafydd's book, and has been illustrated by Dory Spikes, Stori Cymru.

For the new library in Llanrwst on the banks of the old Conwy river

*Mae hen afon sy'n cronni – ein geiriau'n
Llyfr agored inni;
Yn ei dŵr, mae blas stori
A chell wen sydd uwch ei lli.
Myrddin ap Dafydd*

- 14.14.3.10 Conwy Archives arranged various sessions in Welsh for children during March 2022 and had a great response to them as 217 children attended the sessions.

14.14.4 Welsh in Education Strategic Plan

- 4.14.4.1 We had an exciting year in terms of Welsh in Education - here are some of the main points.
- 4.14.4.2 **2021-2022 Updates:**
- Meetings with key stakeholders to plan new draft WESP 2022-32
 - Support from Cefin Campbell and Meirion Prys Jones on behalf of WG in drawing up the draft plan
 - Hold a public consultation November 8th 2021 - January 4th 2022
 - Presentations to share the plan and consultation responses with Cabinet members and the Education Scrutiny Committee

- Welsh Advisory Team and representation from Conwy schools, children and parents involved in WG marketing of Welsh and benefits of bilingualism
- Progress presentations to ESTYN
- The Welsh Advisory Team and Canolfan iaith Conwy are case studies in the ESTYN Immersion Education report
- Design / update the Conwy public website with information on Welsh in Education in Conwy County
- Continue Creuddyn Immersion Scheme (Trochi Creuddyn)
- WG grant to support mid and late immersion. Have undertaken late immersion projects with Ysgol Dyffryn Conwy and Creuddyn. Mid Immersion (Year 3) with Ysgol Y Creuddyn catchment area schools. This is in line with capital grant applications.
- Siarter Iaith and Cymraeg Campus has continued in all the county's primary schools.
- Ysgol Babnod Glangele has achieved the Silver Cymraeg Campus award.
- Primary, secondary, special schools and referral units have received funding to collaborate on projects to support informal use of Welsh and to develop the workforce within clusters.
 - Dragons Den projects in action and bearing fruit in schools
 - Mererid Hopwood and Myrddin Ap Dafydd gave inspirational presentations to both clusters to assist us on the journey to the Curriculum for Wales
 - Targeting aspects of Cymraeg Campus and developing the Welsh language skills of the workforce
 - Collaboration has taken place to bridge key stages, cross-curricular language planning, development of workforce language proficiency, resources to support Welsh language development
- Cymraeg ar dy Dafod Training for the Primary Workforce and Welsh Sabbatical Scheme

14.14.4.3 **Update on Categorising Schools according to Welsh Medium provision**

- Correspondence sent to Head teachers and governing bodies explaining the changes to school categories according to their Welsh medium provision, Conwy WESP and Curriculum for Wales from September 2022
- A questionnaire on Google forms was circulated to all head teachers for completion with the Chair of Governors setting out their current category and new category consideration, main challenges, support needed by the school and support and / or resources that can be offered
- Engage with key stakeholders in planning Conwy WESP 2022-32
- Consider and discuss the current situation, key challenges, support and training needs of each area while also considering the impact of Covid-19
- Share information with Scrutiny Members and Cabinet / County Governors / Head teachers
 - explaining the changes in the language categories of schools from September 2022
 - highlight the importance of building on their provision in shaping their vision for a Curriculum for Wales
 - consider planning the workforce's Continuous Professional Development in terms of Welsh language skills

14.14.5 Updates about Creu Conwy 2021-2026.

14.14.5.1 During November 2021, the Council's Cabinet approved Creu Conwy - Creating the Spark - the new Culture Strategy for Conwy County 2021 - 2026. We're pleased to publish our new Culture Strategy for the County where culture, heritage and the Welsh language thrive. The ideas in the strategy derive from the conversations held with organisations and individuals across the region since 2019 and we'd like to thank everyone who contributed to the final strategy. During the first half of 2022, the Council will support creating action plans to achieve the strategy, by working with partners and communities.

14.14.6 Caru Celf (Love Art) Workshops

14.14.6.1 A series of workshops were held in conjunction with the Urdd at the Conwy Culture Centre in response to the Sea and Mountains theme for the Eisteddfod led by local artist, Jwls Williams. The workshops were open to children in years 4, 5 a 6. We had a wonderful response to the sessions.

14.14.7 More than just words

14.14.7.1 Mwy Na Geiriau/More Than Just Words training is made available to internal and external social care staff, including voluntary sector. These courses are delivered each month and have a capacity of 18 people per course. At the end of each session attendees are asked to evaluate their increased understanding of the importance of language, culture and communities. The training provides an enhanced understanding and importance of 'the active offer' and our duty to provide this.

14.14.7.2 Some feedback from attendees:

- *My thoughts have changed I didn't realise how important it really was and what effect it had on a person's wellbeing so I am going to use the Duolingo app and learn a few words and incorporate it into my job role and try and be more confident to use it.*
- *I will get a badge to let people know that I speak Welsh, in case they would prefer to speak Welsh.*

4.15 Staff's Welsh Language Skills

4.15.1 Since developing the tool with the Information Technology Service, which appears on everyone's PCs to collect information about the Welsh language skills of staff, there has been an improvement in the accuracy of recording staff's Welsh language skills. By now, all members of staff can use this tool, and we have, with the Information Technology Service's assistance, been able to collect information about all members of staff by now, including those who don't have access to the intranet. With the exception of schools, and staff who work for other authorities, the authority employs 1,787 members of permanent staff. Below are the details for the 1,787 members of staff who have provided information about their Welsh Language skills:

Staff's Welsh Language Skills

Listening / Speaking			
Level		Number of staff	%
Level 0		376	21
Level 1	FLUENT LEARNING WELSH	550	30
Level 2		197	11
Level 3		136	8
Level 4		198	11
Level 5		330	19
TOTAL		1,787	

Reading/Understanding			
Level		Number of staff	%
Level 0		428	24
Level 1	FLUENT LEARNING WELSH	519	30
Level 2		190	11
Level 3		132	7
Level 4		188	11
Level 5		315	17
TOTAL		1,787	

Writing			
Level		Number of staff	%
Level 0		565	32
Level 1	FLUENT LEARNING WELSH	471	27
Level 2		208	12
Level 3		132	7
Level 4		143	8
Level 5		253	14
TOTAL		1,787	

4.15.2 Council staff have used the tool on the intranet to note their Welsh Language Skills by using the table found in the Language Skills Strategy.

4.15.3 From the above, it can be seen that 30% have classed themselves as fluent Welsh speakers (Levels 4 and 5).

4.15.4 It can be seen that there is an increase on level 1 in the number of staff who can use some Welsh (from 27% last year to 30% this year), and also an increase of 5% from 25% last year to 30% this year in those at level 1 who can read and understand some Welsh. Many of these are due to the Welsh courses that staff attended to learn Welsh during the year.

4.15.5 The breakdowns per service can be seen below. It's difficult to compare the figures this year, due to two new services being established, with several services amalgamating and some sub-sections moving from one service to another.

Council Staff's Welsh Language Skills, by service

Service	Total no. of staff	No. of staff who speak Welsh fluently (Levels 4 and 5)	Percentage changed since 2020-21?	No. of staff who are learning Welsh (Levels 1, 2, and 3)	Percentage changed since 2020-21?	No. of staff who have no Welsh ability (Level 0)
Corporate Human Resources and Improvement	41	6 (15%)	New Service, can't compare	25 (61%)	New Service, can't compare	10 (24%)
Chief Executive's Department	6	1 (17%)	Unchanged	5 (83%)	+16%	0
Education	138	67 (49%)	-1%	56 (40%)	+2%	15 (11%)
Environment, Roads and Facilities	227	50 (22%)	-6	124 (55%)	+7%	53 (23%)
Internal Audit	13	1 (8%)	Unchanged	10 (77%)	+18.5	2 (15%)
Economy and Culture	246	86	New Service, can't compare	127	New Service, can't compare	33
Corporate Finance Service	46	10 (22%)	-2%	26 (56%)	+7	10 (22%)
Social Services – Adults	521	132 (26%)	-3%	246 (47%)	-2%	143 (27%)
Social Services – Children	201	49 (24%)	+3%	83 (41%)	+3%	69 (35%)
Revenue & Benefits	66	19 (29%)	Unchanged	35 (53%)	+7%	12 (18%)
Regulatory & Housing	145	33 (23%)	-3%	97 (67%)	+9%	15 (10%)
Information Technology and Digital Transformation	64	16 (25%)	Unchanged	36 (56%)	+7%	12 (19%)
Law & Governance	73	58 (79%)	+0.5%	13 (18%)	Unchanged	2 (3%)
TOTAL	1,787	528 (30%)		883 (49%)		376 (21%)

4.16 Recruiting - Jobs advertised during the year

- 4.16.1 Every post which the Council advertises includes a Welsh designation for the post of either Welsh essential or Welsh desirable, but those sentences are expanded so that the applicants know exactly to what extent the Welsh language skills are needed. These sentences are tailor made when advertising so they relate specifically to the post being advertised.
- 4.16.2 Every post that is advertised is sent to the Welsh Language & Translation Service Manager in order to come to a decision about whether the post should be advertised as one where the Welsh skills are essential for the post or where the Welsh skills are desirable. Several aspects of the post are considered such as the duties of the post as well as how many Welsh speakers work in the particular team.
- 4.16.3 Please find below the number/percentage of jobs advertised during the year where Welsh was essential or desirable, and the number and percentage of posts where Welsh speakers were appointed.

Designation:	No. and % by language category	No. and % of posts where Welsh speakers were appointed
Essential	33% - 176 posts	Of the 163 posts recruited to, Welsh speakers (level 4 and above) were appointed to all (bar one of them (99%). With one post, where the manager didn't follow the usual process, which is to appoint somebody on level 4 or 5, steps were put in place to ensure that this doesn't happen again by reminding managers of the process and also a message to remind about the process is sent when approving Welsh essential posts. As this is the only case we've had for many years, we're certain that this was an error and that it won't happen again. To date, no one has been appointed to 13 of these posts as the recruiting process is ongoing.
Desirable	67% - 354 posts	Of the 326 posts recruited to, 201 of the officers spoke Welsh fluently (62%). To date, no one has been appointed to 28 of these posts as the recruiting process is ongoing.
TOTAL IN ALL CATEGORIES	530 posts	Therefore, from the 489 posts recruited to, a total of 363 were fluent Welsh speakers, a percentage of 74%.

4.17 Welsh Language training completed – Please find information below about the number of staff that have received training in Welsh to a specific qualification level and the number of staff who have had Welsh language awareness training during 2021-2022.

4.17.1 Welsh in The Workplace Courses

Course level	Type of course	Suitable for	Details	Application	Total attendees
Entry 1	Self-Study	Those wishing to learn Welsh	Course between April 2020 and March 2021 for people who wish to learn Welsh. The classes were all on-line	Staff's personal choice	35
Entry 2	Self-Study				7
Foundation 1 and 2	Face to face (virtually)				8
Foundation 1 and 2	Blended learning				14
Intermediate 1 and 2	Face to face (virtually)				15
TOTAL NUMBER WHO ATTENDED THE COURSE					79

4.17.2 Various Courses Offered / Held In Welsh

Course offered	How many courses offered in Welsh?	Total attendees
Safe Recruitment for Managers (Standard 128 (a) recruiting and interviewing)	1	Not held as no one had registered.
Managing the PDR process (Standard 128, (b) managing performance)	0	Not held due to coronavirus.
Managing the Discipline Process (Standard 128, (c) complaints and discipline procedures)	0	Not held due to coronavirus.
Corporate Health and Safety (Standard 128, (dd) health and safety)	1	Not held as no one had registered.

4.17.3 Corporate Induction Session / Welsh Awareness

Date	Suitable for	Details	Application	Total attendees
Various dates during the year	New members of staff	During the last year, as face to face training hasn't been held during the coronavirus pandemic, all new members of staff have received an induction pack with links to the presentations they would usually listen to during the Corporate Induction. Some of the presentations during the half day are presented in Welsh, including a presentation from the Welsh Language and Translation Service about implementing the Welsh Language Standards, the help and advice on offer, using Welsh internally and Welsh language awareness. (Staff from various services of Conwy County Borough Council)	Compulsory for every new member of staff who starts working for the Council	309
TOTAL NUMBER WHO ATTENDED THE COURSE				309

4.17.4 From this year's statistics, it can be seen that 309 members of staff have had Welsh awareness information this year.

5.0. Record Keeping

5.1 Complaints

5.1.1 The public can complain via the Council website or directly with the Welsh Language & Translation Manager or the Welsh Promotion & Development Officer. All complaints are recorded on the Council's complaints system.

5.1.2 No complaints were received during 2021-2022.

5.1.3 Complaints sent to the Welsh Language Commissioner

5.1.3.1 The public can complaint directly with the Welsh Language Commissioner as well. This year no investigations were received from the Welsh Language Commissioner.

6.0 Conclusion and recommendations / actions

- 6.1 The last two years have been different to say the least, but we are proud that this hasn't affected our Welsh language services to the public.
- 6.2 It has been remarkable to see so many developments and successes throughout the year such as the work of the Welsh Language Steering Group, developing links with the primary schools, the Welsh lessons flourishing and the development of the 'Sgwrsio' (Speaking Welsh in the Workplace) Scheme.
- 6.3 It has been wonderful to see so many Welsh events being held and with so many more in the pipeline for next year.
- 6.4 As well as this it was wonderful to see so much increase in our translation and simultaneous translation work during the year.
- 6.5 We look forward to continuing with the wonderful work accomplished this year and putting a few new initiatives in place during the next year.