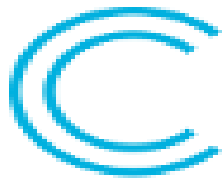


Conwy County Borough Council's Welsh Language Standards Annual Report 2022 - 2023

Prepared in accordance with the requirements of



**Comisiynydd y
Gymraeg
Welsh Language
Commissioner**

April 2023

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 2022-2023	8
4.1 Digital Developments	8
4.2 Welsh Language Steering Group	8
4.3 Developing Links with Primary Schools in the County	8
4.4 Celebrating Welsh Language Music Day 2023	9
4.5 Celebrating the Shw Mae Su' Mae Day 2022	9
4.6 Celebrating St. David's Day 2023	9
4.7 Eisteddfod yr Urdd – Abergele's Youth Sheds Club	10
4.8 Celebrating Welsh Day	10
4.9 Welsh Language Skills Tool and E-mail messages	10
4.10 Work Welsh Logo on e-mail	10
4.11 Translation Work	10
4.12 Simultaneous translation	11
4.13 Welsh Lessons	11
4.14 Learner's Forum	11
4.15 Nant Gwrtheyrn	12
4.16 Sgwrsio Scheme	12
4.17 Council Services	12
4.18 Staff's Welsh Language Skills	19
4.19 Recruitment - Jobs advertised during the year	19
4.20 Welsh Language Training	20
5.0. Keeping Records	23
5.1 Complaints	23
6.0 Conclusion	24

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 2022-2023, and the work done towards achieving all aspects of them.
- 1.2 We are incredibly proud of the many developments and successes that we accomplished during the year - further information about them are included in the main 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 Cabinet for approval.
- 2.8.2 After being approved, this report is available to the public at the Council's public offices 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 Newsletter** - this year for the first time, we published a newsletter called "Celebrating the Welsh Language in Conwy". The purpose of this Newsletter is to celebrate Welsh in Conwy and provide information to staff about various initiatives. The first edition was published in November, when Wales' football team were playing in the World Cup, so the newsletter included words and phonetics for the national anthem and 'Yma o Hyd', as well as football vocabulary and phonetics. The newsletter also included information about the 'Band of the Month', 'Cymraeg i Bawb - Conwy', information about Welsh lessons available to staff and an update about translation work. There was a 'Learners' Corner' which celebrated the success of our members of staff who learn Welsh with their exams, there was also a Questions and Answers with a Welsh Learner section where a member of staff who is learning Welsh answered a series of questions about their experience of learning Welsh.
- b) **Appointing a new Champion for New Welsh Speakers** – As part of our commitment to Learning Welsh, we decided to appoint a new Champion for New Welsh Speakers from amongst the Councillors recently, this is in addition to the function of the Welsh Language Champion which we've had for many years. We are looking forward to further develop this function during the next few months.
- c) **Welsh Learners Forum** – Recently, we formed a Welsh Learners' Forum - a group of around 25 learners (staff and Councillors) on all levels who will be meeting with the Welsh and Translation Service Manager and the Promoting & Developing Welsh Officer to help us know what kind of resources/events would the learners like, how we could help them to develop further etc. This is a very exciting development, and we look forward to working with the learners to develop a programme of events and opportunities to practice etc over the coming weeks.
- ch) **Translation Work** – Over the last four years, the amount of words we translate for Conwy Council have continued to significantly increase. During 2022-2023, it meant that we've translated around 500,000-700,000 words more than usual which equates to the work of more than one full time translator. Our written material is available in Welsh and English at all times, whether that be for the public or internally for staff.
- d) **Simultaneous Translation** – In May this year, all public meetings, became hybrid meetings, and everyone who wishes to listen to the translation can do so by using the headsets in the Chamber or through Zoom on-line. The hours spent at meetings providing a simultaneous translation service has also increased during 2022-23 as well from 233 hours last year to 261 hours this year. There was also an increase in the amount of Welsh used by Councillors and staff this year.

- dd) **Welsh Lessons** – We are proud of the fact that our Welsh Lessons have continued to flourish this year. We're very proud of the 75 members of staff who 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. 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.
- e) **Sgwrsio Scheme** (Chatting in Welsh in the Workplace) – At the beginning of 2021, we launched the Sgwrsio Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 20 pairs who meet regularly as part of the Sgwrsio Scheme.
- f) **Promoting the advantages of speaking Welsh** - We held 4 sessions for 120 Year 10 pupils at Ysgol Aberconwy during March this year to provide information for them about how important it is to speak Welsh in the workplace. We hope to develop these sessions for other schools in the future.
- ff) **Welsh in Education Website** - During the year, we have developed a new [Welsh in education page on the Council's website](#). The purpose of this page is to provide information for parents/guardians about Welsh education and the advantages of being bilingual. We intend to develop the page to create a whole section about Welsh Education next year.
- g) **Welsh Language Commissioner's review** – last year, the Welsh Language Commissioner reviewed our website and found 3 instances of non-compliance with the Welsh Language Standards – 3 monolingual Welsh / English documents that didn't include reference to the fact that they were also available in either language as noted in the Welsh Language Standards. Following their review, we conducted a review of the whole website, and found, other documents where this sentence needed to be added. We're pleased to report that this sentence has been added to all documents and forms by now. Also, the Web Team won't publish any document or form that doesn't contain this sentence to ensure that we comply fully with this requirement from now on.

3.2 Future Work

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

- a) **Promoting Welsh Strategy** – Our Promoting Welsh Strategy will be updated over the next few months. The purpose of the Strategy is promote the Welsh language and to facilitate the use of the Welsh language more widely in Conwy.
- b) **Welsh Language Skills Table** - We will be developing our Welsh Language Skills Table in order to provide more clarity about the different levels and ensuring that staff and Councillors choose a level which conveys their abilities. This will be especially beneficial to the recruitment process as we hope that by providing further clarity, we will be able to attract more Welsh speakers to posts, and make it clearer which Welsh language skills are needed in respect of all posts.
- c) **Welsh Lessons** – In May, we intend to add to our present courses by offering opportunities for even more staff to learn Welsh, in addition to our present provision. We look forward to hearing about their successes next year.

- ch) **Welsh Learners Forum** - we look forward to develop the forum, and the ideas, activities and events that have derived from the forum during the next year.
- d) **Welsh Learners Support Scheme** – we intend to develop our arrangements for learners even further next year and a calendar of events will be held.
- dd) **Activities in the Community** - Next year, we hope that we will be able to go out to the communities to hold activities and work further with the public by working with our partners.
- e) **Promoting the advantages of learning Welsh** – We will hold sessions in various schools next year to inform the pupils about the importance of speaking Welsh in the workplace.
- f) **Welsh Word of the Week** – We will be starting to send the word of the week messages out on our Teams channel for all of the Council's employees.

4.0 Information about the year 2022-2023

4.1 Digital developments

4.1.1 **Facebook Page** – We have a Facebook page called Cymraeg i Bawb – 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 **Welsh Learning Channel on Teams** – The Council has a Welsh Learning channel on Microsoft Teams called ‘Dysgu Cymraeg’. 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, information about practising Welsh skills in the workplace and beyond etc.

4.1.3 **Welsh in Education Website** - During the year, we have developed a new Welsh in education website on the Council’s website. The purpose of this page is to provide information for parents/guardians about Welsh education and the advantages of being bilingual.

4.2 Welsh Language Steering Group

4.2.1 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 and several interesting discussions were had supporting and challenging various Council services. There is a work programme and actions resulting from the group 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.

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. The membership changed somewhat following the Election in May 2022. Many parties/groups took advantage of the offer and we had some individual nominations too. The group also includes officers who are interested in the Welsh Language, learning Welsh etc. The meetings are chaired by the Welsh Language Champion.

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 2023

4.4.1 On 10 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 6 Welsh songs for schools to share with their pupils and asked the pupils to vote for their favourite song. 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 232 responses to the questionnaire, 145 (64.7%) individuals, 66 (29.5%) as whole classes and 13 (5.8%) responded as a whole school. This means that thousands of children and young people throughout the county took part in Welsh Language Music Day this year. 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 also had some 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 a day to promote and celebrate the Welsh language in Wales. The Shw Mae Su' Mae Day is celebrated every year on 15 October, which was on a Saturday this year. A message was shared on the Council's social media accounts, encouraging people to start conversations in Welsh with a copy of the Mentrau Iaith's 'Say it in Cymraeg' poster which included Welsh vocabulary to be used in the office, in cafes, in the pub, in the shop and during meetings.

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 Spring'. The competition was open to nursery pupils to year 4 and there were two categories - nursery-year 2 and years 3 and 4. The poetry and photography competition's brief was to take a photo of your square mile and then write a poem to correspond with 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 good response to both competitions with children from 6 different schools taking part.

4.6.2 The Welsh Learners held a Cuppa and a Chat session in the Welsh Language Classroom in Bodlondeb on 1 March 2023. Around 50 members of staff and Councillors came to the event. It was wonderful to see that all of the learners had given their Welsh a go.

This is what the Welsh Language Champion had to say about the event:

"On St. David's Day, it was a privilege to attend a cuppa and a chat session that had been arranged for the new Welsh speakers. Some had only started learning Welsh fairly recently, others had been learning for more time and had reached Level 3. It filled me with pride that the new Welsh speakers were confident to give their Welsh a go and others had developed to fluency and could hold a conversation in Welsh and by now could also provide a bilingual service to the public. Congratulations to the learners and their tutor."

4.7 Eisteddfod yr Urdd – Abergele’s Youth Sheds Club

4.7.1 As the Urdd Eisteddfod was in Denbighshire this year, tickets were arranged for 30 young people from Abergele’s Youth Sheds Club to attend the Eisteddfod for the day. The young people hadn’t been to the Eisteddfod before and they had really enjoyed the day and the opportunity. When staff asked for feedback after the day, many of them said they’d enjoyed hearing so much Welsh and that they’d had so much fun.

4.8 Celebrating Welsh Day

4.8.1 Friday, 25 November, it was an exciting day as Wales played their second game in the World Cup against Iran at 10am. In order to celebrate this, a ‘Celebrating Welsh / Wearing Red Day’ was arranged. Staff were asked to wear red to work that day in order to show their support for the team and everyone were encouraged to start every conversation in Welsh. Football vocabulary and phonetics posters. ‘Welsh at meetings’ and ‘Welsh at the office’ were shared with all staff via the Council’s Teams channel.

4.9 Welsh Language Skills Tool and E-mail messages

4.9.1 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 he/she speaks Welsh fluently, then a message appears above his/her name saying: “Rydw i’n siarad Cymraeg / I can speak Welsh”.

4.9.2 We had very positive feedback about this as it has been a great help to staff when communicating with others as it makes it much easier to know what staff’s language skills are and makes it easier to start e-mail conversations in Welsh.

4.10 Working Welsh Logo / E-mail signature

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.

4.11 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. We translate over a million words every month.

4.12 Simultaneous translation

4.12.1 In May this year, all public meetings, became hybrid meetings, and everyone who wishes to listen to the translation can do so by using the headsets in the Chamber or through Zoom on-line.

4.13 Welsh Lessons

4.13.1 Work Welsh is a programme designed to strengthen Welsh language skills in the workplace. The scheme is funded by Welsh Government, and has been developed by the National Centre for Learning Welsh. The Work Welsh scheme is a specific programme to strengthen Welsh skills in the workplace throughout Wales and offers fully funded appropriate, flexible training.

4.13.2 The lessons were all on-line between March 2020 and the end of July 2022. We're very pleased that the lessons are partly back in the dedicated classroom, with all classes being held face to face and on-line every other week.

4.13.3 It's wonderful to report that 75 of Council staff and Councillors have been part of the scheme this year. 6 courses led by the tutor were held on Entry, Foundation and Intermediate levels between April 2022 and March 2023, and over 35 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 39 learners (of the 75) registering for these courses during the year.

4.13.4 The Work Welsh scheme is going from strength to strength every year. It's a testament to the wonderful partnership between the Council and the National Centre for Learning Welsh, and due to this, the operational difference that the scheme achieves. We can see the effect of the scheme in our work life every day with the use of Welsh very visible - in the office, in meetings, in committees and even in media interviews! We are also extremely fortunate of having a Welsh Tutor who brings the language alive for the staff taking part in the project. This wouldn't be possible without the enormous investment from the Centre, and we're extremely grateful and appreciative of this investment.

4.13.5 The increase in the number of staff who take part, and the interest in the Welsh culture really does fill one with pride. What's extremely encouraging this year, is the interest shown by Councillors to take part in the scheme. There is a significant increase in Councillors who have started the journey with us. Again this is a huge step towards bilingualism in the Council on every level.

4.14 Welsh Learners Forum

4.14.1 Recently, we formed a Welsh Learners' Forum - a group of around 25 learners (staff and Councillors) on all levels who will be meeting with the Welsh and Translation Service Manager and the Promoting & Developing Welsh Officer to help us know what kind of resources/events would the learners like, how we could help them to develop further etc. This is a very exciting development, and we look forward to working with the learners to develop a programme of events and opportunities to practice etc over the coming weeks.

4.15 Nant Gwrtheyrn

4.15.1 In March this year, a group of the Council's fluent Welsh speakers went to Nant Gwrtheyrn on a Gloywi Iaith (Welsh Language Improvement) course. They all enjoyed the experience immensely.

4.16 Sgwrsio Scheme

4.16.1 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. At the beginning of 2021, we launched the Sgwrsio Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 20 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.

4.17 Update from the various Council Services

4.17.1 Main reception

4.17.1 The Council's main reception/switchboard is located at Coed Pella, Colwyn Bay. Each one of the main reception/switchboard posts have been designated Welsh essential and each one of the 9 members of staff (100%) who work there are fluent Welsh speakers.

4.17.2 Venue Cymru & Theatr Colwyn

- a) We enjoyed S4C's Cyw Panto at the end of 2022 in the Arena. This was live streamed to schools in North Wales.
- b) Take pART saw the return of the live Cyw shows in the Theatre (x3) with other workshops over the weekend, such as Camau Cerdd, Ciamera Workshops (Circus Skills), Clog Dancing, Rownd a Rownd Workshops, Mudiad Meithrin, and some Archaeology workshops.

4.17.3 Libraries

a) Archives and Conwy Library, The Culture Centre

- As a Library Service, we're proud to spend a high percentage of our resources fund on Welsh materials, whether that's books, oral books, large print, as well as games and digital resources.
- The Archives Service held their first event which was held purely in the medium of Welsh recently. A group of Merched y Wawr came over for an introductory session about the archive service, with emphasis on Merched y Wawr records and a tour of the Archives. The same group was given a session on how to use the Borrowbox and Libby apps, our digital e-books and oral e-books resources as well. The group were very thankful for the sessions and they've already made use of the service to listen to books. They were also very happy to see the ever-growing collection of Welsh digital titles we have on offer.

b) Working with children

- Every week, we hold a story time session for children under 5 years old, and bilingual craft sessions regularly, as well as offering a Snack and a Story sessions during the summer holidays.

c) Abergele

- Pupils from Ysgol Glan Morfa came to visit us. Since then, many of the children have been over regularly to join the library or to borrow books. Ysgol Glan Gele pupils were over the moon with Mari Lovgreen's books when they visited the library. Mari held on-line sessions with the school too.
- A Nursery from Llanddulas/Llysfaen area attend the bilingual story time which the library staff hold weekly.

ch) Colwyn Bay

- By now, we have regular bilingual story time sessions at the local Families Centre.

d) Conwy (in partnership with the Summer of Fun Project funded by Welsh Government, events are timetabled by the Reading Agency)

- Children who were on the summer scheme came together with Casi Wyn at the Culture Centre to write poems. Many of the pupils and their parents/carers thanked the library for an inspired session for the children and the young people – thank you Casi.

dd) Llanrwst (in partnership with Conwy Valley and North West Coast Community Rail Partnership).

- National Book Day was celebrated at the Library at Llanrwst with the storyteller, Chris Baglin, as he recited and performed a number of stories and Welsh folklores with years 5 and 6 from Ysgol Bro Gwydir.

e) Llandudno

- On National Book Day, the library went to visit Ysgol Morfa Rhianedd to provide the pupils with 4 sessions which included reading books and book themed activities.

f) Activities and Resources for learners

- The libraries are a stronghold for learning Welsh amongst staff and customers. A number of additional developments were accomplished this year, as well as buying Lingo for all area libraries:

a) Abergele

- Many adults come to our Reading Friends sessions for Welsh learners regularly, and others attend from time to time. We had feedback that these sessions help with their Welsh language skills and they are interested in the resources that we have here to help them, as well as the various ones on offer. For example, many learners had shown an interest in borrowing Welsh oral books (even children's ones) in order to be able to listen to Welsh books.

b) Llanrwst

- A Reading Circle for Welsh learners was established (to celebrate St. David's Day) which derived from University of Wales, Bangor's Welsh lessons. They are going to be reading the series 'Amdani'.

c) Colwyn Bay

- A weekly cuppa and a chat session is held to support our customers who are learning Welsh and we have collections of resources which are solely for Welsh learners at the library.

ch) Llandudno

- Our weekly Cuppa and a Chat sessions are going from strength to strength. Sessions are held with different themes, and discussions and information about the subject e.g. Santes Dwynwen Day and St. David's Day are had. Many suitable resources are used e.g. specific books for Welsh learners, Lingo magazine, websites.

4.17.4 Welsh in Education Strategic Plan (WESP)

4.17.4.1 We had a very exciting year in terms of Welsh in Education - here are a few of the main points below.

4.17.4.2 2022-2023 updates:

- Discussions with key stakeholders to plan the Conwy WESP 2022-27 action plan
- Presentations to update Cabinet members and the Education and Skills Scrutiny Committee
- Presentations on progress to ESTYN
- Contribute to national discussions with WG as required
- Coordinator of the Welsh in Education Advisory Team representing the authority on:
 - WG national committee on categorising schools according to Welsh language provision
 - primary CYDAG executive committee
 - Conwy Language Forum
 - consortia meetings as needed
- Welsh in Education Advisory Team and the Canolfan Iaith Conwy part of the national immersion education network
- update Conwy's public website and all the county's school principals with information about Welsh in Education in Conwy County on an ongoing basis
- Distribute information to all childcare settings to share with parents - Menter Iaith marketing booklet '*Welsh-medium education - the best of both worlds*'
- Establishing the Camfa Croesi'r Bont as part of the Mudiad Meithrin and Early Years Wales transition programme – Llanfairfechan
- Collaborate on a dedicated support programme for specific schools - Pre-school Support Team, Mudiad Meithrin, Welsh in Education Advisory Team and Menter Iaith from training, good practice visits, exemplar lessons, immersion pedagogy, Menter Iaith activities
- WG late Immersion Grant:
 - Conwy - Immersion pedagogical support within Welsh-medium primary schools including newly qualified teaching staff
 - Dyffryn Conwy – immersion support for primary feeder schools and supporting pupils who are latecomers to secondary education

- Creuddyn – increase the provision of the Immersion Scheme and promote the benefits of immersion education with families who wish to follow Welsh-medium secondary education
- Welsh-medium secondary schools network effectively with Gwynedd schools
- Awareness of the advantages of the Welsh language in the world of work through collaboration with key stakeholders e.g. Coleg Llandrillo, Careers Wales
- Siarter Iaith and the Cymraeg Campus scheme have continued in all primary schools in the county.
- Ysgol Uwchradd Aberconwy piloting Cymraeg Campus in the secondary school and part of a consortia case study
- Conwy primary schools' good practice visits with a primary school in Flintshire which has received the Cymraeg Campus gold award
- Primary, secondary, special schools and pupil referral units have received funding to work together on projects to support informal use and to develop the workforce within clusters:
 - Dragon's Den projects in operation and bearing fruit in the schools.
 - Target aspects within Cymraeg Campus and develop the Welsh language skills of the workforce.
 - planning cross-curricular language, developing the linguistic proficiency of the workforce,
 - resources to support the development of the Welsh language
- Training for the primary workforce on pedagogy in the context of Curriculum for Wales - Language, Literacy and Communication
- Sabbatical scheme to develop the Welsh linguistic skills of the workforce

4.17.5 Updates on Creu Conwy 2021-2026

- a) Our Welsh Language and the Visitor Welcome project, which consulted with more than 80 businesses and 200 people to identify priorities for promoting the Welsh language in their business offer. We are now applying for funding under Shared Prosperity Fund, Arts Council and others to deliver this work.
- b) We produced a Welsh Language and the Visitor Welcome Toolkit for businesses based on the learning from our Survey Work which is available for free to all businesses and individuals.
- c) We have held internal 'Toolbox Talks' on Creu Conwy with CCBC staff to promote the importance of using Welsh language and culture in the development of all their project work.
- ch) We delivered Winter Sounds pilot music festival which worked with Welsh and bilingual artists to provide performances across the whole county, bringing Welsh artists to new venues and providing 7 sell out headline gigs and a further 17 grass roots performances.
- d) We delivered a series of Cultural events across all five of our Area libraries as part of Creu Conwy's first year of delivering the Open Doors programme in celebration of Welsh language and culture.
- dd) We carried out a project with artist Jwls Williams and our Youth Service as part of the Urdd to explore young people's perceptions around language, culture and identity and their hopes for Conwy of the future.
- e) Venue Cymru's Arts Council-funded Connect and Flourish, Dim byd amdanom ni hebom ni, project has enabled us to work with both Mentor Iaith and Race Council Cymru to understand what communities want from their theatre and arts centres.

- f) The work of the Culture Strategy to promote and celebrate Welsh language and culture has been recognised by the outgoing Future Generations Commissioner on their Changemaker 100 list.
- ff) Working with our Creu Conwy Ifanc leaders we have increased the amount of bilingual activity we provide and have asked that they work bilingually to encourage young people to use Welsh in their creative activities. In 2022/23 we held 82 bilingual sessions with our creative practitioners. This covers – Baby Brahms, Story Circle, Play & Discover, Storytelling from the Archives and an Arts Award project.

4.17.6 More than just words

- a) Mwy Na Geiriau - More Than Just Words, Five Year Plan 2022-2027 is the Welsh Government's strategic framework to strengthen Welsh language provision in health and social care. Its aim is to support Welsh speakers to receive services in their first language.
- b) The plan is based on the following themes:
 - o Culture and leadership
 - o Welsh language planning and policies
 - o Supporting and developing the Welsh language skills of the workforce
 - o Sharing best practice and developing
- c) Conwy Social Care & Education established the *Mwy Na Geiriau - More Than Just Words Steering Group* in December 2022. Objectives of the group are:
 - o To embed a healthy culture of belonging for the Welsh language in health and social care.
 - o Evidence implementation of Mwy Na Geiriau - More Than Just Words Five Year Plan 2022-2027.
- ch) The Steering Group want to take an inclusive and enthusiastic approach to Welsh Language and Mwy na Geiriau/More Than Just Words. Having established a draft action plan, the group will host consultation workshops for stakeholders to have the opportunity to contribute to the action plan.

4.18 Staff's Welsh Language Skills

4.18.1 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, the authority employs 1,841 members of permanent staff. Below are the details for the 1,841 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	434	24
Level 1	583	32
Level 2	210	11
Level 3	127	7
Level 4	173	9
Level 5	314	17
TOTAL	1,841	

Reading/Understanding		
Level	Number of staff	%
Level 0	477	26
Level 1	554	30
Level 2	198	11
Level 3	127	7
Level 4	180	10
Level 5	305	16
TOTAL	1,841	

Writing		
Level	Number of staff	%
Level 0	591	32
Level 1	504	27
Level 2	225	12
Level 3	126	7
Level 4	139	8
Level 5	256	14
TOTAL	1,841	

4.18.2 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.

4.18.3 From the above, it can be seen that 26% have classed themselves as fluent Welsh speakers (Levels 4 and 5).

4.18.4 The number of staff who have some Welsh skills (Level 1) have increased again this year, from 30% last year to 32% this year, an increase of 2% once more. By now, 50% of the staff, who aren't fluent, are able to use their Welsh skills, to some extent. Many of these are due to the Welsh courses to learn / improve their Welsh skills that staff attended during the year.

4.18.5 The Heads of Service's Welsh skills can be seen below:

Heads of Service' Welsh Skills:

Service	Total no. of staff	No. who speak Welsh fluently (Levels 4 and 5)	Percentage who staff Welsh fluently (Levels 4 and 5)	No. who are learning Welsh (Levels 1, 2, and 3)	Percentage who are learning Welsh (Levels 1, 2, and 3)	No. who have no Welsh ability (Level 0)	Percentage who have no Welsh ability (Level 0)
Heads of Service	12	7	58%	5	42%	0	0

4.18.6 The breakdowns per service can be seen on the next page.

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 of staff who speak Welsh fluently (Levels 4 and 5)	Percentage changed since 2021-22?	No. of staff who are learning Welsh (Levels 1, 2, and 3)	Percentage of staff who are learning Welsh (Levels 1, 2, and 3)	Percentage changed since 2021-22?	No. of staff who have no Welsh ability (Level 0)	Percentage of staff who have no Welsh ability (Level 0)
Chief Executive's Department	5	2	40%	+23%	3	60%	-23%	0	0%
Education	174	62	36%	-13%	76	44%	+4%	36	20%
Environment, Roads and Facilities	229	44	19%	-3%	125	55%	Unchanged	60	26%
Internal Audit	13	2	15%	+7%	8	62%	-15%	3	23%
Economy and Culture	312	90	29%	-5%	151	48%	-4%	71	23%
Corporate Finance Service	42	8	19%	-3%	27	64%	+8%	7	17%
Social Services – Adults	502	118	24%	-2%	242	48%	+1%	142	28%
Social Services – Children	195	48	25%	+1%	77	39%	-2%	70	36%
People & Performance (Human Resources and Corporate Improvement previously)	32	6	19%	+4%	26	81%	+21%	0	0%
Revenue & Benefits	62	18	29%	Unchanged	33	53%	Unchanged	11	18%
Regulatory & Housing	145	29	20%	-3%	93	64%	+9%	23	16%
Information Technology and Digital Transformation	69	13	19%	-6%	45	65%	+7%	11	16%
Law & Governance	61	47	77%	-2%	14	23%	+5%	0	0%
TOTAL	1,841	487	26%		920	50%		434	24%

4.18.6 It's wonderful to report that 3 services by now have no members of staff who don't have any Welsh skills at all (Level 0), and that another 4 services have a low amount of staff who don't have any Welsh skills. We will be targeting those members of staff on level 0 next year, especially as some members of staff do underscore their Welsh skills in this self-assessment.

4.19 Recruitment - Jobs advertised during the year

4.19.1 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.

4.19.2 Every post that is advertised is sent to the Welsh Language & Translation Service 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 is considered such as the duties of the post as well as how many Welsh speakers work in the particular team.

4.19.3 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	143 posts (28%)	Of the 133 posts recruited to, Welsh speakers (level 4 and above) were appointed to all (100%) of them. To date, no one has been appointed to 10 of these posts as the recruiting process is ongoing.
Desirable	372 posts (72%)	Of the 354 posts recruited to, 223 of the officers spoke Welsh fluently (63%). To date, no one has been appointed to 18 of these posts as the recruiting process is ongoing.
TOTAL IN ALL CATEGORIES	515 posts	Therefore, from the 487 posts recruited to, a total of 356 were fluent Welsh speakers, a percentage of 73%.

4.20 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 2022-2023.

4.20.1 Welsh in The Workplace Courses

Course level	Type of course	Suitable for	Details	Application	Total attendees
Entry 1	Self-Study	Those who wish to learn Welsh	Course between April 2022 and March 2023 for people who wish to learn Welsh The classes were all on-line until July 2022.	Staff's personal choice	25
Entry 1	Blended learning				7
Entry 2	Self-Study				6
Foundation 1 and 2	Face to face (on-line / class)				10
Foundation 1	Self-Study				7
Intermediate 1	Face to face (on-line / class)				8
Intermediate 1 and 2	Face to face (on-line / class)				5
Higher 1	Face to face (on-line / class)				7
TOTAL NUMBER WHO ATTENDED THE COURSE					75

4.20.2 Using Welsh Exams – WJEC

Exam	Details	Total who sat their exams	Total who succeeded in their exams
Entry	The WJEC's 'Using Welsh' exams assess the reading, writing, listening and speaking skills of those who learn Welsh, with 60% of the marks in all exams given for the speaking tests. Exams are offered on Foundation, Intermediate and Higher levels in June every year, and Entry level exams in June and January every year.	9	9
Foundation		4	4
Intermediate		2	2
TOTAL WHO SUCCEEDED IN THEIR EXAMS			15

4.20.3 Gloywi Iaith Courses

Date/Length of course	Suitable for	Details	Application	Total attendees
6-10 March 2023	Any member of staff who speak Welsh fluently and who wish to improve their written Welsh skills.	Gloywi Iaith Course for a week at Nant Gwrtheyrn	Staff's personal choice	5
TOTAL NUMBER WHO ATTENDED THE COURSE				5

4.20.4 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)	All such courses are offered in Welsh and English.	No courses were held this year as no one applied for the course to be held.
Managing the PDR process (Standard 128, (b) managing performance)	All such courses are offered in Welsh and English.	No courses were held this year as no one applied for the course to be held.
Managing the Discipline Process (Standard 128, (c) complaints and discipline procedures)	All such courses are offered in Welsh and English.	No courses were held this year as no one applied for the course to be held.
Corporate Health and Safety (Standard 128, (dd) health and safety)	All such courses are offered in Welsh and English.	No courses were held this year as no one applied for the course to be held.

4.20.5 Corporate Induction Session / Welsh Awareness

Date/Length of course	Suitable for	Details	Application	Total attendees
21/10/2022	New members of staff – (Every new member of staff should attend a corporate induction session within 6 months of starting to work for the Council).	The officers are addressed by the Chief Executive, with part of the address in Welsh. 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	36
11/1/2023				39
15/3/2023				43
TOTAL NUMBER WHO ATTENDED THE COURSE				118

4.20.6 From this year's statistics, it can be seen that 118 members of staff have had Welsh awareness information this year. Only 3 sessions were held this year as we restarted holding them face to face from October 2022 onwards.

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 2022-2023.

5.1.3 Complaints sent to the Welsh Language Commissioner

5.1.3.1 The public can complain directly with the Welsh Language Commissioner as well, and this year, they received two complaints in regards to Conwy Council. However, in both cases, after receiving further information from us, the Commissioner was of the opinion that we hadn't broken any Standard, and decided not to investigate either of them further.

Date	11/04/2022
Welsh Language Commissioner Reference	CS132
Nature of Complaint sent to the Welsh Language Commissioner	Complaint from a member of the public that it wasn't possible to apply for a blue badge in Welsh on the Council's website.
Council's Response	The Council aren't responsible for blue badges applications. Although information about blue badges are on our website, it is only possible to apply through the Gov.uk website so our website provides a link to that website. Their homepage, which explains the process, which information is needed, the cost etc isn't available in Welsh, but it's possible to apply on their website in Welsh. From looking at their website, it seems that the user would have to change the language of the page to Welsh after starting the application. This, in our opinion, isn't good practice nor is it sufficient at all, however, the information displayed on Gov.uk is beyond our control.
Outcome	Not upheld

Date	25/11/2022
Welsh Language Commissioner Reference	CS1084
Nature of Complaint sent to the Welsh Language Commissioner	Allegation that the Council had used 'Google translate' to translate an objection to a planning application.
Council's Response	After reviewing the translation, no errors were seen in it at all, therefore, the allegations that we had used Google Translate to translate the objection was completely unfounded. We don't, under any circumstances whatsoever, use Google Translate to translate any document. We have a team of 26 translators, so we have enough translators available to attend to any translation work all the time.
Outcome	Not upheld

6.0 Conclusions and recommendations / actions to be taken

- 6.1 It has been remarkable to see so many developments and successes going from strength to strength throughout the year.
- 6.2 We take pride in the success of our Welsh lessons and the Sgwrsio Scheme, and we look forward to developing the Welsh Learners Support Scheme during the next few months. It has been wonderful hearing about the Welsh learner's progress with using their Welsh language skills in the workplace too.
- 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 We look forward to continuing with the wonderful work accomplished this year and putting a few new initiatives in place during the next year.