

Conwy County Borough Council's Welsh Language Standards Annual Report 2024 – 2025

Prepared in accordance with the requirements of the



**Comisiynydd y
Gymraeg
Welsh Language
Commissioner**

April 2025

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

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1.0 Introduction

- 1.1 The purpose of this report is to show to what extent the Council has conformed with the Welsh Language Standards during 2024-2025, 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 Cymraeg 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 the Welsh Language Standards. 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 the Council should not treat the Cymraeg language less favourably than the English language, together with promoting and facilitating the use of the Cymraeg language (making it easier for people to use their Cymraeg language skills in everyday life).
- 2.4 Standards will:
- provide greater clarity to organizations on their duties on the Cymraeg language
 - provide greater clarity to Cymraeg speakers about the services they can expect to receive in Cymraeg
 - ensure greater consistency of Cymraeg language services and improve their quality
- 2.5 The Welsh Standards supersede 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 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 its monitoring work.

2.7 Ein Llais Cymraeg

- 2.7.1 During 2024-2025, the Council launched a new Promoting Cymraeg Strategy called Ein Llais Cymraeg.
- 2.7.2 The process of publishing and implementing a Cymraeg promotion strategy is a statutory document, required by law, but that's not why we're doing this. We're doing this because we are proud of our Welsh culture and proud of Conwy being a bilingual Council and we're passionate about supporting people. Our strategy builds on and embeds our previous good practice and incorporates our learning from the Arwain mewn Gwlad Ddwylieithog (Leading in a Bilingual Country) programme we participated in last year.
- 2.7.3 Cymraeg is part of who we are. It's our language and belongs to us all. It is part of our history, our heritage and our culture. We want everyone to join us, no matter how much Cymraeg they know, wherever they come from and wherever they live now.

2.8 Accountability

- 2.8.1 The Welsh Language & Translation Service Manager and the Welsh Language Promotion and Development Officer were responsible for writing this report. The report is then presented to the Finance and Resources Overview and Scrutiny Committee, and then presented to the Cabinet for approval.
- 2.8.2 After approval the document will be available to the public in the Council's public offices and on the website. The document 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 number of opportunities for staff to use their Cymraeg language skills and to make it easier for people to use their Cymraeg skills in everyday life. Here's a summary:

- a) **Ein Llais Cymraeg** – In July 2024, we published and started to implement our new promoting Cymraeg strategy, which is called Ein Llais Cymraeg, which means our Cymraeg voice. The strategy is a statutory document, required by law, but that's not why we're doing this. We're doing this because we are proud of our Welsh culture and proud of Conwy being a bilingual Council and we're passionate about supporting people. Our strategy builds on and embeds our previous good practice and incorporates our learning from the Arwain mewn Gwlad Ddwylieithog (Leading in a Bilingual Country) programme we participated in last year. We're working closely with the Marketing and Communications Service to implement many of the actions.
- b) **Cymraeg elements on our website** – Two years ago, we developed a brand new webpage on the Council's central website all about Cymraeg medium education. By now we have added many different sections to the website about all kinds of different elements of Cymraeg in Conwy and we intend to develop it even further too. The link to the website is in a prominent location on the Council's home page. There are several different sections such as information about our Welsh Language Standards, Ein Llais Cymraeg, Cymraeg Education, Welsh in Education Strategic Plan, Cymraeg for Adults and information about our partners who are working with us to increase the opportunities to live life in Cymraeg and providing opportunities to speak Cymraeg and attending events in Cymraeg in Conwy.
- c) **Work Welsh Scheme** – As part of the Work Welsh scheme in 2024-2025, 78 members of staff and 1 Councillor took advantage of the Work Welsh tutor-led provision. 4 courses were held during the year under the leadership of the tutor, on Entry, Intermediate and Advanced level. Three combined 50/50 courses on Entry levels 1 and 2 were held as well. As part of the scheme Council staff have free access to 5 hour long taster courses that they complete independently online. It was great to see so many staff members registering and completing the taster course during the year.
- ch) **Cynllun Sgwrsio** – Three years ago, we established our Cynllun Sgwrsio, which gives learners an opportunity to practice their skills by chatting regularly with a fluent Cymraeg speaker. Some chatting partners have been a part of the scheme since it was established. Recently, one of the pairs, who have been a part of the Cynllun Sgwrsio since it was established and who have been chatting nearly every week without fail during the last 3 years, went to talk to learners in our Foundation and Advanced classes about their experiences of the scheme to encourage them to take part as well. We also asked for volunteers amongst Council staff and Councillors to chat with our learners and we had many responses. 2 new pairs have already started chatting with each other and another 14 pairs will start chatting as they move on to the next course during the next few weeks.
- d) **WJEC Using Cymraeg Exams** – In June 2024 and January 2025, 9 members of staff sat and passed their Using Cymraeg exams on Entry level. Congratulations to them all!
- dd) **Staff's Cymraeg Skills Level** – The criteria for our Cymraeg skills levels were updated so that they are easier to understand. Now, all members of staff who have self-

assessed themselves as level 0 will need to complete a Taster course on the National Centre for Learning Welsh's website in order to progress to Level 1. We've already seen that the percentage of staff on level 0 has halved since last year. 24% of staff had self-assessed themselves as level 0 last year, and a similar figure had been seen for some years, but the figure has now decreased to 12%, which is excellent news.

- e) **Creating Fforwm Ein Llais Cymraeg (Our Welsh Voice Forum)** – We intend to combine Menter Iaith Conwy's Language Forum and Cyngor Conwy (Conwy Council)'s Welsh Strategic Group to form Fforwm Ein Llais Cymraeg. We also intend to hold a Welsh in Education Strategic Plan (WESP) meeting on the same day when a WESP meeting is required. It is hoped that this will mean less duplication between similar meetings with the same members, it will be more efficient and will also ensure transparency, knowledge and accountability amongst all stakeholders.
- f) **Translation Work** – Over the last six years, the amount of words we have translated for Conwy Council has continued to significantly increase. Our written materials are available in Cymraeg and English at all times, whether that be for the public or internally for staff. The Welsh and Translation Service staff are always on hand to assist staff with translating their documents or proofreading translations if they've written the Cymraeg version themselves and want to check that it is correct.
- ff) **Simultaneous translation** – Our public meetings continue to be held as multi-location meetings which means that attendees can choose to be present in the Council chamber in Bodlonddeb or join online; those wishing to listen to the translation can do so using the headsets in the chamber or the translation function on Zoom. The number of meetings that we translate at and the amount of Cymraeg heard in our meetings have also increased since last year.
- g) **Encouraging Cymraeg speakers** – We always encourage our staff and Councillors to use the Cymraeg that they have and we also welcome staff and Councillors to use their Cymraeg skills at meetings. More staff and Councillors have been using their Cymraeg skills at public meetings over the last year, which is wonderful to hear.

3.2 Future Work

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

- a) **Implementing Ein Llais Cymraeg** – We are looking forward to implementing more actions from Ein Llais Cymraeg in order to provide even more opportunities for people to live their lives through Cymraeg.
- b) **Fforwm Ein Llais Cymraeg (Ein Llais Cymraeg Forum)** – We are looking forward to developing the new Forum over the coming months.
- c) **New Chamber at Coed Pella** – Our offices at Bodlondeb will close in May 2025, and we're looking forward to holding our meetings from the new Chamber at Coed Pella.
- ch) **Cymraeg lessons** - We're very much looking forward to holding our lessons in our new classroom in Coed Pella from June onwards. Yet again we have an overflowing list of people wishing to start their learning Cymraeg journey so we will be offering an Entry 1 Combined (on-line) course after Easter and a weekly Entry 1 course starting in September 2025. All current courses will be continuing at the next stage in their course, including offering a combined Foundation level course. Due to this, 2025-2026 will be the first year since the scheme began where the provision will include classes on Entry, Foundation, Intermediate and Advanced level at the same time, which is excellent news for the Council. It's wonderful to see so many Councillors and Council staff learning Cymraeg and we look forward to seeing their accomplishments over the next year.

4.0 Information about the year 2024-2025

4.1 Ein Llais Cymraeg

- 4.1.1 In July 2024, we published and started to implement our new promoting Cymraeg strategy, which is called Ein Llais Cymraeg, which means our Cymraeg voice. The strategy is a statutory document, required by law, but that's not why we're doing this. We're doing this because we are proud of our Welsh culture and proud of Conwy being a bilingual Council and we're passionate about supporting people. Our strategy builds on and embeds our previous good practice and incorporates our learning from the Arwain mewn Gwlad Ddwylieithog (Leading in a Bilingual Country) programme we have participated in. We're working closely with the Marketing and Communications Service to implement many of the actions.
- 4.1.2 Cymraeg is part of who we are. It's our language and belongs to us all. It is part of our history, our heritage and our culture. We want everyone to join us, no matter how much Cymraeg they know, wherever they come from and wherever they live now in the county of Conwy.
- 4.1.3 The strategy has three main themes, Y Teulu (Family), Y Gweithle (Workplace) and Y Gymuned (Community), and we're working with partners to implement and realise our aims and objectives under each theme.

4.2 Digital developments

- 4.2.1 **Facebook Page** – We have a Facebook page called Cymraeg i Bawb – Conwy. The purpose of this page is to promote and celebrate the Cymraeg 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.
- 4.2.2 **Welsh Learning Channel on Teams** – We have a Welsh learning channel on Microsoft Teams called 'Dysgu Cymraeg'. The channel is for Council staff who attend the internal Cymraeg 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 Cymraeg events, such as band of the month and information about opportunities to practice speaking Cymraeg at work or outside work.
- 4.2.3 **Cymraeg elements on our webpages** – Two years ago, we developed a brand new webpage on the Council's central website all about Cymraeg education. By now we have added many different sections to the website about all kinds of different elements of Cymraeg in Conwy and we intend to develop it even further too. The link to the website is in a prominent location on the Council's home page. There are several different sections such as information about our Welsh Language Standards, Ein Llais Cymraeg, Cymraeg Education, Welsh in Education Strategic Plan, Cymraeg for Adults and information about our partners who are working with us to increase the opportunities to live life in Cymraeg and providing opportunities to speak Cymraeg and attending events in Cymraeg in Conwy.
- 4.2.4 **Useful information for Cymraeg learners** – There is a section on our intranet called 'Learning Cymraeg' that includes information about the Council's Work Welsh Scheme, the Cymraeg lessons and useful information for learners. We will continue to develop

this section during the next year by adding more information about useful resources, websites and apps for learners.

4.3 Developing Links with Primary Schools in the County

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

4.4 Celebrating Welsh Language Music Day 2025

- 4.4.1 On 7 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 Cymraeg songs for schools to share with their pupils and asked the pupils to vote for their favourite song. The intention was to promote Welsh Language Music Day and make it easier for school staff by choosing the songs on their behalf. The songs and a link to a questionnaire were placed on a poster and shared with primary and secondary schools via e-mail. This year 18 primary schools took part in the project – a higher number than last year which is very encouraging. We had 177 responses to the questionnaire, 134 (75.7%) responded as individuals, 40 (22.6%) as classes and 3 (1.7%) responded as a whole school. This means that thousands of children and young people throughout the county took part in celebrating Welsh Language Music Day this year. Very positive feedback was received from teachers and they really appreciated the playlist. It was also wonderful to see new schools taking part. We also had some great comments from some of the pupils too.
- 4.4.2 A link to Welsh Government's Spotify playlists was also shared with all Council staff by internal e-mail on the day and we had very positive feedback.

4.5 Celebrating the Shwmae Su'mae Day 2024

- 4.5.1 Shwmae Su'mae Day is a day to promote and celebrate the Cymraeg language in Wales. The Shwmae Su'mae Day is celebrated every year on 15 October. A message was shared on the Council's social media accounts and internally to staff, encouraging people to start conversations in Cymraeg with a copy of the Mentrau Iaith's 'Say it in Cymraeg' poster which included Cymraeg vocabulary to be used in the office, in cafes, in the pub, in the shop and during meetings.

4.6 Use Your Cymraeg Campaign – Welsh Language Commissioner

- 4.6.1 The Welsh Language Commissioner ran a campaign called 'Defnyddia dy Gymraeg' (Use your Welsh) once again this year for a fortnight between 25 November and 9 December 2024. The aim was to promote the Cymraeg language and services through the medium of Cymraeg, as well as increasing people's confidence and increasing the use of services through the medium of Cymraeg. The IT Service created a background for Council desktops promoting the campaign and that the Cymraeg language belongs to everybody. Internal messages were sent to staff by e-mail and messages were shared on the Council's social media accounts during the fortnight, including messages about our new promoting Cymraeg strategy - Ein Llais Cymraeg.

4.7 Cymraeg Language Skills Tool and E-mail Messages

- 4.7.1 This tool has now been in place for many years and it continues to be very successful. With the IT Service'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 Cymraeg fluently, then a message appears above his/her name saying: "Rydw i'n siarad Cymraeg / I can speak Welsh". We are trying to develop this tool for Cymraeg learners too.
- 4.7.2 It has been a great help to staff when communicating with other staff members and it makes it much easier to know what staff's language skills are before contacting them.

4.8 Working Welsh Logo / E-mail signature

- 4.8.1 Staff who can speak Cymraeg include a logo at the bottom of their e-mail signature to let customers and colleagues know that they can speak Cymraeg. In the same vein, we have developed a logo for learners which says 'Dw i'n dysgu Cymraeg' (I'm learning Welsh). A large number of Cymraeg 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 Cymraeg won't incur a delay in responding. In order to ensure that the message is included on every account, this message is automatically part of every message that leaves every e-mail account in the Council.

4.9 Translation Work

- 4.9.1 Over the last six years, the amount of words we have translated for Conwy Council has continued to increase significantly. Our written materials are available in Cymraeg and English at all times, whether that be for the public or internally for staff. The Welsh and Translation Service staff are always on hand to assist staff with translating their documents or proofreading translations if they've written the Cymraeg version themselves and want to check that it is correct.

4.10 Simultaneous translation

- 4.10.1 Our public meetings continue to be held as multi-location meetings which means that attendees can choose to be present in the Council chamber in Bodlondeb or join online; those wishing to listen to the translation can do so using the headsets in the chamber or the translation function on Zoom. The number of meetings that we translate at and the amount of Cymraeg heard in our meetings have also increased since last year.

4.11 Encouraging Cymraeg speakers

- 4.11.1 We always encourage our staff and Councillors to use the Cymraeg that they have and we also welcome staff and Councillors to use their Cymraeg skills at meetings. More staff and Councillors have been using their Cymraeg skills at public meetings over the last year. We were very pleased to see this.

4.12 Learning Cymraeg Lessons

- 4.12.1 Work Welsh is a programme designed to strengthen Cymraeg language skills in the workplace. The scheme is funded by Welsh Government and has been developed by the National Centre for Learning Welsh.
- 4.12.2 As part of the Work Welsh scheme in 2024-2025, 78 members of staff and 1 Councillor took advantage of the tutor-led Work Welsh provision. Four courses were held during the year under the leadership of the tutor, on Entry, Intermediate and Advanced level. Three combined 50/50 courses on Entry levels 1 and 2 were held as well. As part of the scheme Council staff had free access to 5 hour long taster courses that they completed independently online. It was great to see so many staff members registering and completing the Taster course during the year.
- 4.12.3 All classes in the Scheme include staff from a range of Council services, with many of them working in frontline services such as Social Services, Education, Environment, Roads & Facilities and Regulatory Services. All classes also include individuals from various tiers of responsibility in the Council and this year, we've seen an increase in heads of service and managers attending the courses, mainly due to developing the Combined 50/50 course.
- 4.12.4 This table shows how many staff from each service in the Council were learning Cymraeg on the various levels at the end of January 2025.

Service	Entry 1	Entry 2	Intermediate	Advanced	Total no. of staff
Chief Executive's Department		1			1
Education	1		2		3
Environment, Roads and Facilities	3	1	1	1	6
Internal Audit					0
Economy and Culture	4	2	3	2	11
Corporate Finance Service			1		1
Social Services – Adults	7	7	1	1	16
Social Services – Children	4				4
People and Performance	2	1	1	1	5
Revenue & Benefits			1	1	2
Regulatory & Housing	1	1	1	2	5
Strategic Housing				1	1
Information Technology and Digital Transformation	1	2	2	1	6
Law & Governance	1				1
Councillors		1			1
TOTAL	24	16	13	10	63

- 4.12.5 Work Welsh [Taster Courses](#): During 2024-2025, 26 individuals registered on 37 Work Welsh Taster Courses that are completed independently online. Of the 37 courses, 19 were completed and the rest were partially completed. We continue to monitor these courses to

make sure that everyone who has registered completes at least one 5 hour course. 6 of the 37 individuals have completed two 5 hour courses. The remaining individuals will be encouraged to complete the courses. The taster courses are available free of charge to staff members, and are in addition to the provision led by the tutor. Everyone is expected to complete the courses within two months of registering. The number of people who registered on the Taster courses is lower than last year, but the completion rates are better. A number of staff members have received information about registering and completing these courses as the Council moves towards omitting Level 0 from the table of Cymraeg skills, therefore we expect these completion rates to increase during the next year as we encourage and support more staff to move from no Cymraeg ability to at least a Level 1 (Entry) level in Cymraeg.

- 4.12.6 **Tutor led weekly lessons** – All three hour long tutor led lessons include elements of revising previous work, introducing new work and practising language patterns through various activities, to ensure that the learners are given opportunities to chat freely in an active, fun and safe environment. We provide between 90 and 120 hours of learning every year.
- 4.12.7 **Combined 50/50 lessons** – The combined course means that the learners attend 3 hour tutor led lessons and study independently for the equivalent of three hours every other week. All three hour long tutor led lessons include elements of revising previous work, introducing new work and practising language patterns through various activities, to ensure that the learners are given opportunities to chat freely in an active, fun and safe environment.
- 4.12.8 **One to One lessons** – This year, we have developed our on-to-one provision and now, the Leader of the Council, Head of Law & Governance and Head of People & Performance attend weekly one-to-one sessions. These one-to-one courses are an hour and a quarter long. 36 sessions were held during the year, that's equal to 45 hours of contact with the tutor, on Entry 2, Entry 1 and Intermediate level. These sessions are tailor made for the individual, and includes an element of independent studying using the Combined Work Welsh course resources on Entry level for one individual.
- 4.12.9 The Work Welsh Scheme is an invaluable investment for the Council, and also the personal value for staff and Councillors who are part of the scheme, and we are extremely grateful, once again, to the National Centre for Learning Welsh for this investment. We are very proud that our Cymraeg learners' success on these courses contributes in a small, but important, way towards having a million Cymraeg speakers in Wales by 2050, and of course enriches our ability, as a Council, to offer a bilingual service to the public. At the end of each year, we send a questionnaire to each learner who's a part of the Work Welsh scheme. It was wonderful to see so many responses in Cymraeg this year, even those who have just started on their learning Cymraeg journey on Entry level. It was great to see everyone's enthusiasm and enjoyment in regards to their Cymraeg lessons this year shining through their responses and reading about their progress and their successes. Of course, we have to praise each and every one of the learners, even the ones who have just started, for using the skills they do have already, whether that be with their colleagues, over the phone with their customers or even in public meetings.
- 4.12.10 Three years ago, we established our Cynllun Sgwrsio, which gives learners an opportunity to practice their skills by chatting regularly with a fluent Cymraeg speaker. Some chatting partners have been a part of the scheme since it was established. Recently, one of the pairs, who have been a part of the Cynllun Sgwrsio since it was established and who have been chatting nearly every week without fail during the last 3 years, went to talk to learners in our Foundation and Advanced classes about their experiences of the scheme to encourage them to take part as well. We also asked for

volunteers amongst Council staff and Councillors to chat with our learners and we had many responses. We're very grateful to those staff and Councillors who volunteered their precious time to help our Cymraeg learners. 2 new pairs have already started chatting with each other and another 14 pairs will start chatting as they move on to the next course during the next few weeks.

4.13 Staff's Cymraeg Language Skills

- 4.13.1 The Cymraeg skills levels criteria were updated so that they are easier to understand. Now, all members of staff who have self-assessed themselves as level 0 will need to complete a Taster course on the National Centre for Learning Welsh's website in order to progress to Level 1. Although this will take some time to be realised fully, it is hoped that all of the staff will have some Cymraeg skills and that level 0 won't exist in time.
- 4.13.2 All members of staff who have self-assessed themselves as level 0 have had information over the past few weeks on how to register for the taster courses so we look forward to reporting on further completion rates next year.
- 4.13.3 We will be monitoring the registrations and the completion levels regularly.
- 4.13.4 Since developing the tool with the Information Technology Service, which appears on everyone's PCs to collect information about the Cymraeg language skills of staff, there has been an improvement in the accuracy of recording staff's Cymraeg language skills. All members of staff can now use this tool, and with the Information Technology Service's assistance, we have now been able to collect information about all members of staff, including those who don't have access to the intranet. With the exception of schools and staff members who work for other authorities, the authority employs 1,719 permanent members of staff. Below are the details for the 1,719 members of staff who have provided information about their Cymraeg Language skills:

The Cymraeg Language Skills of Council Staff

Listening / Speaking		
Level	Number of staff	%
Level 0	204	12
Level 1	668	39
Level 2	222	13
Level 3	128	7
Level 4	175	10
Level 5	322	19
TOTAL	1,719	

Reading / Understanding		
Level	Number of staff	%
Level 0	251	15
Level 1	625	36
Level 2	221	13
Level 3	128	7
Level 4	183	11
Level 5	311	18
TOTAL	1,719	

Writing		
Level	Number of staff	%
Level 0	426	25
Level 1	560	33
Level 2	210	12
Level 3	142	8
Level 4	137	8
Level 5	244	14
TOTAL	1,719	

- 4.13.5 Council staff have used the tool on the intranet to note their Cymraeg Language Skills by using the table found in the Language Policy.
- 4.13.6 It can be seen that there was a small increase in the number of staff - 497 members of staff (29%) who noted that they were fluent Cymraeg speakers (Levels 4 a 5) this year, which is an increase of 3% on last year's figures. There was an increase of 8% in the

percentage of staff who have some Cymraeg skills between Level 1 and Level 3 too, which is 59% this year (51% last year).

4.13.7 The written skills levels haven't increased on the same ratio, but that doesn't pose a problem as the Council has a large, excellent translation service that is always on hand to assist staff with translating their work.

4.13.8 Mainly due to our action to explain the skills levels better and omitting Level 0 from the table of Cymraeg skills, the percentage of staff who self-assessed themselves as level 0 has halved since last year. 24% of staff had self-assessed themselves as level 0 last year, and a similar figure had been seen for some years, but the figure has now decreased to 12%, which is excellent news.

4.13.9 Below is a breakdown of the Cymraeg language skills of the Senior Management Team.

Senior Management Team's Cymraeg Skills:

Service	Total no. of staff	No. who speak Cymraeg fluently (Levels 4 and 5)	Percentage who speak Cymraeg fluently (Levels 4 and 5)	No. who are learning Cymraeg or who have some Cymraeg skills (Levels 1, 2 and 3)	Percentage who are learning Cymraeg or have some Cymraeg skills (Levels 1, 2 and 3)	No. who have no Cymraeg skills (Level 0)	Percentage who have no Cymraeg skills (Level 0)
Heads of Service	16	8	50%	8	50%	0	0

4.13.10 It's very encouraging to see that half of the Senior Management Team speak Cymraeg fluently and that the other half have some Cymraeg skills or are learning Cymraeg.

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

Council Staff's Cymraeg Language Skills, by service:

Service	Total no. of staff	No. of staff who speak Cymraeg fluently (Levels 4 and 5)	Percentage of staff who speak Cymraeg fluently (Levels 4 and 5)	Percentage change since 2023-2024?	No. of staff who are learning Cymraeg or who have some Cymraeg skills (Levels 1, 2 and 3)	Percentage of staff who are learning Cymraeg or who have some Cymraeg skills (Levels 1, 2 and 3)	Percentage change since 2023-2024?	No. of staff who don't understand any Cymraeg (Level 0)	Percentage of staff who don't understand any Cymraeg (Level 0)	Percentage change since 2023-2024?
Chief Executive's Department	5	1	20%	-13%	4	80	+13%	0	0%	No change
Education	156	59	38%	+6%	76	49%	+4%	21	13%	-10%
Environment, Roads and Facilities	227	49	22%	+4%	150	66%	+13%	28	12%	-17%
Internal Audit	7	1	14%	-4%	6	86%	+13%	0	0%	No change
Economy and Culture	265	82	31%	+4%	152	57%	+9%	31	12%	-14%
Corporate Finance Service	39	9	23%	+6%	28	72%	+4%	2	5%	-10%
Social Services – Adults	456	127	28%	+4%	267	59%	+9%	62	13%	-14%
Social Services – Children	185	57	31%	+5%	91	49%	+11%	37	20%	-15%
People and Performance	42	10	24%	No change	32	76%	No change	0	0%	No change
Revenue & Benefits	60	17	29%	No change	38	63%	+2%	5	8%	-2%
Regulatory	102	20	20%	+2%	77	75%	+3%	5	5%	-5%
Strategic Housing	58	17	29%	+8%	34	59%	+6%	7	12%	-14%
Information Technology and Digital Transformation	65	12	18%	-3%	48	74%	+10%	5	8%	-7%
Law & Governance	52	36	69%	-7%	14	27%	+7%	2	4%	-2%
TOTAL	1719	497	29%	+3%	1018	59%	+2%	204	12%	-12%

- 4.13.8 Three services report that they don't have any members of staff on level 0, i.e. who don't have any Cymraeg skills. Another five services have less than 10% of staff who have self-assessed as level 0.
- 4.13.9 It's wonderful to see that the percentage of staff who had noted that they had no Cymraeg skills have decreased as follows:
- Environment, Roads and Facilities Service have decreased from 29% of their service last year to 12% this year;
 - Economy and Culture Service have decreased from 26% of their service last year to 12% this year;
 - Social Services – Adults have decreased from 27% of their service last year to 13% this year;
 - Social Services – Children have decreased from 35% of their service last year to 20% this year;
 - Strategic Housing have decreased from 26% of their service last year to 12% this year
- as many of the staff had developed their skills from a level 0 to a level 1 and higher.

4.14 Recruitment – Jobs advertised during the year

- 4.14.1 Every post which the Council advertises includes a Cymraeg designation for the post of either Cymraeg essential or Cymraeg desirable, but those sentences are elaborated upon so that the applicants know exactly to what extent the Cymraeg language skills are needed. These sentences are amended when advertising and therefore are relevant to the post being advertised.
- 4.14.2 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 Cymraeg skills are essential for the post or where the Cymraeg skills are desirable. Several aspects of the post are considered such as the duties of the post as well as how many Cymraeg speakers work in the particular team.

4.14.3 Please find below the number/percentage of jobs advertised during the year where Cymraeg was essential or desirable, and the number and percentage of posts in each category where Cymraeg speakers were appointed.

Designation	No. and % by language category	No. and % of posts where Cymraeg speakers were appointed
Essential	102 posts (23%)	Of the 90 posts recruited to, Cymraeg speakers (level 4 and above) were appointed to 90 (100%) of them. To date, no one has been appointed to 12 of these posts as the recruiting process is ongoing.
Desirable	333 posts (77%)	Of the 323 posts recruited to, 172 of the officers spoke Cymraeg fluently (53%). To date, no one has been appointed to 10 of these posts as the recruiting process is ongoing.
TOTAL IN EACH DESIGNATION	435 posts	Therefore, of the 413 posts recruited to, a total of 262 were fluent Cymraeg speakers, a percentage of 63%.

4.15 Cymraeg Language training completed – Please find information below about the number of staff that have received training in Cymraeg to a specific qualification level and the number of staff who have had Cymraeg language awareness training during 2024-2025.

4.15.1 Cymraeg Courses in the workplace

T= Term

Course level	Type of course	Suitable for	Details	Application	Total attendees		
					T1	T2	T3
Advanced 1	Class	Staff who wish to learn Cymraeg or improve their skills	Courses held between April 2024 and March 2025 for people who wish to learn Cymraeg.	Staff's personal choice	9	10	10
Entry 2	Class				5		
Entry 2 Combined 50/50	Class				13	16	12
Entry 1 Combined: Face to face	Class				13	12	8
Entry 1 Combined: On-line	Class				14	10	9
Intermediate	Class				6		
Intermediate	Class				6	13	11
Entry 1	One to One				0	0	1
Entry 2	One to One				1	1	1
Intermediate	One to One				1	1	1
TOTAL Face to face / Combined					68	63	53

4.15.2 Using Cymraeg Exams – WJEC

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

4.15.4 Various Courses Offered / Held In Cymraeg

Course offered	How many courses offered in Cymraeg?	Total attendees
Safe Recruitment for Managers (Standard 128 (a) recruiting and interviewing)	All such courses are offered in Cymraeg and English.	No courses were held this year as no one applied for the course to be held.
Managing the Staff Appraisal process (Standard 128, (b) managing performance)	All such courses are offered in Cymraeg and English.	No courses were held this year as no one applied for the course to be held.
Managing the Disciplinary Process (Standard 128, (c) complaints and disciplinary procedures)	All such courses are offered in Cymraeg 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 Cymraeg and English.	No courses were held this year as no one applied for the course to be held.

4.15.5 Corporate Induction Session / Cymraeg Awareness

Date / Length of course	Suitable for	Details	Applica tion	Total attendees
30/4/2024	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 Cymraeg. Some of the presentations during the half day are presented in Cymraeg, including a presentation from the Welsh Language and Translation Service about implementing the Welsh Language Standards, the help and advice on offer, using Cymraeg internally and Cymraeg language awareness and history. (Staff from various services of Conwy County Borough Council)	Compul sory for every new member of staff who starts working for the Council	44
19/6/2024				39
26/9/2024				36
15/11/24				40
10/01/2025				35
07/03/2025				24
TOTAL NUMBER WHO ATTENDED THE COURSE				218

4.15.6 From the statistics above, it can be seen that 218 members of staff have had Cymraeg awareness information this year.

4.16 Update from various Council services

4.16.1 Main reception

- 4.16.1.1 The Council's main reception/switchboard is located at Coed Pella, Colwyn Bay. Each one of the main reception/switchboard posts have been designated Cymraeg essential and each one of the 8 members of staff (100%) who work there are fluent Cymraeg speakers.

4.14.2 Venue Cymru & Theatr Colwyn

- 4.16.2.1 During Take Part we enjoyed live Cyw shows on the theatre stage and various other workshops during the weekend e.g. Criw Celf Bach, Clog Dancing, Cimera (circus skills), Rownd a Rownd, Deian a Loli, 'Deud O', Mudiad Meithrin, Bangor University, drumming, Only Boys Aloud, Conwy Employment Hub, yr Urdd, Pobol y Cwm, Welsh National Opera and Xplore! Science Discovery Centre.

- 4.16.2.2 Family Arts Festival – The festival included 9 craft sessions with Lowri Lewis, 3 workshops from the Theatr Genedlaethol (Welsh National Theatre), 3 Caffi Babis sessions, Cimera sessions (circus skills), and 2 sessions with Tape Music and Film.

4.16.3 Libraries

4.16.3.1 Conwy Archives and Library, Culture Centre

a. Archives:

- Staff chatted with members of the public in Cymraeg at events including Deganwy Prom Day, the Seed Festival and the Honey Fair, providing information in Cymraeg as well as sharing bilingual leaflets and activity sheets for children.
- A Cymraeg-speaking volunteer working on a joint project with the National Library of Wales is using the Clip Corner at Conwy Archives.
- Open Doors tours were presented bilingually.
- The Explore your Archives roadshow to all community libraries was presented bilingually.
- Over 500 pages of Cymraeg language material has been digitised for the Crowd Cymru volunteer transcription project.
- A Cymraeg medium school visited Conwy Culture Centre as part of a Tudor themed day facilitated bilingually.
- The Archives Service hosted an exhibition at Conwy Culture Centre by artist Lydia Silver, the work was inspired by the National Library of Wales' Broadcast Archive audiovisual collection. The National Library of Wales' entire digitised audiovisual collection is available through the Clip Corner terminals at Conwy Culture Centre and Llyfrgell Llanrwst.

b. Museums:

- The Museums Officer continues to chat with visitors, respond to e-mails and facilitate and present workshops and events in Cymraeg.

- Ysgol Bod Alaw worked on a project addressing their area and a Black History story 'The African Institute' with an African artist and with staff members through the medium of Cymraeg.
- Nature masks and lanterns workshops for the Museum Festival were held bilingually.
- Bronze Age axe printing workshops were facilitated bilingually.

c. Cyfuno:

- 14 stories from the archives sessions were delivered through the medium of Cymraeg as well as other bilingual sessions.
- Museums Festival was celebrated at Sir Henry Jones Museum in Llangernyw with a bilingual history event and art workshops.
- Art Awards sessions at Betws y Coed, Capel Garmon, Cerrigydrudion, Pentrefoelas and Llanfairtalhaiarn schools were delivered bilingually but all written work was done in Cymraeg. Sessions were offered bilingually elsewhere.
- Early Welsh History course for adults was offered at Llyfrgell Llanrwst in Cymraeg by Manon Prysor and Rhys Mwyn in November/December for 4 weeks.
- Course repeated in Cymraeg in February/March at Llanfairfechan and bilingually at Llyfrgell Llanrwst in March 2025.
- Aberconwy Domestic Abuse group - Christmas Wreath making sessions with Gwenan Johnson offered bilingually in December.
- Incredible Edible sessions offered bilingually at Sir Henry Jones Museum and we are creating an edible garden with funding from the Food Partnership and Keep Wales Tidy.

ch) Libraries:

- The Learners' Reading group continues to be successful.
- Abergele Clwb Clebran continues to go from strength to strength.
- We have rearranged stock in Abergele Library, and created a special space for anyone who wants to learn Cymraeg or are currently doing so, customers have given positive feedback.
- Library Social Media and Marketing Channels ran a #DefnyddiaDyGymraeg campaign encouraging users to communicate with staff in Cymraeg at all times, utilising our Cymraeg books and resources and joining our Cymraeg language reading groups.
- A social media campaign was run during March 2025 following St. David's Day to promote all Cymraeg language resources available at Conwy Libraries including Cymraeg language newspapers and magazines through Borrowbox, Cymraeg fiction and non-fiction stock, stock for Cymraeg learners and more.
- Year 3 students studying a Childcare course at Coleg Llandrillo came to visit Penrhyn Bay Library. The students had an opportunity to look at some of the resources with a question and answer session at the end.
- Ffrindiau Darllen Llanrwst - A reading club for young people aged between 11 and 15 years old who meet every month at Llyfrgell Llanrwst. At the moment, 18 young people regularly attend. We had a visit from:
 - Bethan Gwanas - Bethan contacted Llyfrgell Llanrwst after she heard about our Ffrindiau Darllen group following an article she wrote about young people reading and the decrease in the sale of books. She asked if she could come to meet Medi, Llyfrgell Llanrwst's manager,

who established the group, as well as the group itself, in order to get to know them, and see the structure of the Ffrindiau Darllen group, with the intention of encouraging other organisations / individuals to hold similar sessions.

- Morgan Dafydd held a session about 'Sôn am lyfra' (All about books). Morgan Dafydd has a blog called 'Sôn am lyfra'. He shared his experience of blogging about books with the Ffrindiau Darllen group and shared the technique of reviewing books. He also mentioned the effect that good reviews can have on reading books' sales / run and gave examples of authors who have contacted him following this blog.
- Welsh Books Council - Francesca Sciarrillo – Special session where we invited Francesca Sciarrillo from the Welsh Books Council to come to run a focus group. This was a very lively session where the participants were encouraged to share their views, preferences and opinions on books commissioned and published in Wales (in Cymraeg and English).
- Gwasg Carreg Gwalch - A member of staff came to discuss the novel 'Galwad yr Alarch', which has been published in Cymraeg as a dyslexia friendly book. Gwasg Carreg Gwalch wanted to raise awareness of the events they have with books for children and young people that entice the reader into the story.
- The Hedd Wyn film was shown in the Hall.
- We had new Cymraeg board games for the libraries.

4.16.3.3 Activities and Resources for learners

- The libraries are a stronghold for learning Cymraeg amongst staff and customers. A number of additional developments were accomplished this year, as well as buying Lingo for all area libraries.
- Our 'Panad a Sgwrs' sessions at Llandudno, Llanrwst and Abergele libraries continue. Different content is prepared for the sessions. Sessions are held with different themes, and discussions are held and information is shared about the subject e.g. Santes Dwynwen Day and St. David's Day.
- The Learners' Reading Circle is still very successful.
- Clwb Clebran Abergele is still going from strength to strength.

4.16.4 Welsh in Education Strategic Plan (WESP)

4.16.4.1 We want to see Cymraeg flourishing. We want to stop the decline and increase the number of Cymraeg speakers. We will continue to promote opportunities to receive Cymraeg education for all children who wish to receive their education in Cymraeg, as well as develop and strengthen bilingual skills across all sectors. Our target is to increase the provision of Cymraeg in Conwy by 14% + over the ten years in order to reach the Welsh Government's target of 30% by 2031. We had an exciting year in terms of Welsh in Education - here are some of the main points.

4.16.4.2 Main Accomplishments 2024-2025:

- More pupils had access to Cymraeg education across all sectors.
- Quality training on the Cymraeg provision according to the Curriculum for Wales – Language, Literacy and Communication, Progress steps 1-3 for all categories of primary schools (including appropriate provision).
- Progress with planning for an increase in the provision of Cymraeg in Cylchoedd Chwarae (early years).
- Initial increase with strategic schools planning to move some schools further along the Language Continuum (including an early discussion about secondary schools' capacity).
- Work on supporting the Siarter Iaith in English medium secondary schools including mapping and improving external provision support (Menter Iaith and the Urdd).

4.16.4.3 Next steps in terms of Outcomes:

Outcome 1

- Expand Flying Start - increasing numbers in Cylchoedd Chwarae (playgroups).
- Develop Cynllun Plethu - collaborate with cylchoedd chwarae.
- Continuation of the 'Croesi'r Bont' scheme and contact with schools.
- Increasing the settings that can offer a One Stop Shop on school grounds.
- Capital Schemes e.g. Morfa Rhianedd.
- Promotion - work closely with Parents for Welsh Medium Education (RhAG) who want to lead on this.

Outcome 2

- Further support all T2 schools to ensure that their Cymraeg provision is on target for 50% of the curriculum. Ensure that marketing and communication with stakeholders is transparent. Use external stakeholders (Yr Urdd / Menter Iaith) to improve the provision from time to time.
- Support some schools on the Language Continuum e.g. those moving from T2 to T3 in infants. Ensure that marketing and communication with stakeholders is transparent.
- Support English medium secondary schools to improve their ethos and their Welsh culture.
- Improve cross-sector staff's access to learn Cymraeg.
- Plan strategically to improve the Cymraeg provision for learners at secondary levels.

Outcome 3

- Increase the number of secondary school practitioners who can receive support and training to improve their language skills.
- Continue to provide free home to school transport to enable learners to attend Cymraeg medium education settings (even when this isn't their nearest school).
- Support schools to assess the standard of Cymraeg in schools continuously and ensure learners' progress (no matter what the school's category is).
- Ensure that Conwy schools are supported to develop Siarter Iaith practices.
- Continue to develop the LINC Conwy offer to enable more post-16 pupils to follow courses through the medium of Cymraeg and study Cymraeg as a

second language.

Outcome 4

- Increase the number of secondary school practitioners who can receive support and training to improve their language skills.
- Continue to provide free home to school transport to enable learners to attend Cymraeg medium education settings (even when this isn't their nearest school).
- Support schools to assess the standard of Cymraeg in schools continuously and ensure learners' progress (no matter what the school's category is).
- Continue to develop the LINC Conwy offer to enable more post-16 pupils follow courses through the medium of Cymraeg and study Cymraeg as a second language.

Outcome 5

- In accordance with Conwy's self-evaluation, Welsh in Education Strategic Plan and planning strategic services, grant funding under Cymraeg 2050 will be allocated to support the following high level aspirations:
- Support schools to assess the standard of Cymraeg in schools continuously and ensure learners' progress (no matter what the school's category is)
- Ensure that Conwy schools are supported to develop Siarter Iaith practices.

Outcome 6

- We will continue to project the numbers of learners with Additional Learning Needs (ALN) who need a specialist provision in order to inform planning and develop provision in the future.
- We will continue to encourage the development of Cymraeg language skills of all the specialist ALN staff in the county.

Outcome 7

- Identify language competency fields to be developed across each sector.
- Collaborate with Dysgu Cymraeg to provide a specific and further offer if needed.

Important data

- 3 year old children in Cymraeg Education:
23-24 Target = 28%
Actual = 29.8%
- 5 year old children in Cymraeg Education:
23-24 Target = 26%
Actual = 26.4%

4.16.5 Updates on Creu Conwy 2021-2026

- The Creu Conwy 'Using Welsh in your Business' toolkit is available to download and has been actively promoted through business forums and networks such as Destination Conwy.
- The Town Teams that have been developed in Abergele, Colwyn Bay, Conwy, Llandudno and Llanrwst are supported to be bilingual with translation / interpretation services present as required.
- Winter Sounds has delivered an eclectic programme of events across the county. Over 700 people made it out on cold, dark evenings to enjoy live music in their communities. The line-up included:
 - Cymraeg folk music and dance with the band VRi, hosted by the Dance Collective at St. Mary's Church in Betws y Coed.
 - The Al Lewis Band with support from Alis Glyn at St. Mary's Church in Conwy hosted by Pwllgor Aberconwy.
 - Underground Artist Movement held a Grime event at their Bae Colwyn venue, with Mr Phormula and other artists performing.
 - Beacons Cymru worked with the community in Llanfairtalhaiarn to put on a night of young Cymraeg talent with TewTewTennau and Bau Cat
- Taith: Creative Journeys to Wellbeing - Resource Launch. We are excited to launch the Taith resource pack, which has been developed to support people's mental wellness through accessible activities and creative prompts! The project has been delivered in partnership with colleagues from the Mental Wellness Team and Conwy Mind. Through a series of artist-led group sessions participants have had the chance to explore how being creative can support their wellbeing. The resource is available bilingually: [Conwy Culture | Taith – Creative Journeys to Wellbeing!](#)
- **Town Teams**
- The Town Teams developed in Abergele, Colwyn Bay, Conwy, Llandudno and Llanrwst are supported to be bilingual with translation / simultaneous translation services there as needed. All minutes and agendas are translated and communications are fully bilingual.
- All marketing materials for projects delivered are bilingual.
- Cymraeg Language activities included:
- Abergele – Cymraeg language creative writing sessions, 2 for schools and 1 for adults, banner making and puppet and story session at Ysgol Glan Morfa with Manon Prysor, 4 cyngannedd workshops with Dr Llion Jones, Incredible edibles bilingual interpretation panel and trail map, bilingual nature themed pottery workshop with Gwreiddiau Gwyllt, translation of Dragon story to be used in future project Beach of Dreams
- Colwyn Bay – Cymraeg language animation project to support Colwyn Lights in partnership with TAPE, bilingual lantern workshops with Manon Prysor, Cymraeg language gig at Ink with Pys Melyn.
- Conwy – Archbishop John Williams bilingual interpretation panel, Cymraeg language bird art workshop at Ysgol Porth y Felin, bilingual bird workshop in partnership with Carneddau project, bilingual map and webpages for the Conwy bird trail, Gwilym Bowen Rhys gig on Conwy Quay
- Llandudno – Twmpath event and cultural exchange with Basque country, facilitated by Dance Collective, 2 Bocswyn workshops, 2 Cymraeg Language gigs at Rugby Club and downstairs at Tiffany's with Gai Toms and Morgan

Elwy, Bilingual Beach of Dreams workshop at Ysgol Morfa Rhianedd and Ysgol Tudno for forthcoming project, Cymraeg language oral history WW2 project for The Longest Yarn

- Llanrwst – Hedd Wyn community cinema event at Glasdir, Llanast Llanrwst – Sioe Mewn Cymeriad in Ysgol Bro Gwydir and Ysgol Dyffryn Conwy, several Cymraeg language gigs around the town, Dafydd ap Siencyn Cymraeg Language gig with the band Celt, and activities throughout the town over the weekend, bilingual Empty Shop window display in partnership with Cymraeg book shop Bys a Bawd.
- LLENWI – Art trail launch - The project was developed from the Cymraeg Language study in 22/23 and celebrating sense of place through playfully exploring the Cymraeg Language is central to the project. Workshops to develop the content took place in community locations and schools across the county. Large scale murals have been installed in Abergele, Colwyn Bay, Conwy, Llandudno and Llanrwst, creating a trail around the county as part of the LLENWI project. Through LLENWI (which means to occupy or fill space), blank walls have been transformed into what we hope will be focal points for communities and visitors, working with bilingual artist Tomos Jones and poet Dr Rhys Trimble.

4.14.6 More than Just Words

4.16.6.1 More Than Just Words 2022-2027 is the Welsh Government's 5 year strategic framework to strengthen the Cymraeg provision within health and social care. The aim is to support Cymraeg speakers to have services in their language of choice.

4.16.6.2 The scheme is based on the following themes:

- Culture and leadership
- Planning and Cymraeg language policies
- Supporting and developing Cymraeg skills in the workplace
- Sharing and developing best practice

4.16.6.3 Unfortunately, the More than Just Words steering group haven't met for some time but officers from the service will be joining Fforwm Ein Llais Cymraeg in the hope that this will enable more collaboration with the service.

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 2024-2025.

5.2 Welsh Language Commissioner's Investigations

5.2.1 The public can complaint directly with the Welsh Language Commissioner as well.

5.2.2 This year no investigations were received from the Welsh Language Commissioner.

6.0 Conclusion

- 6.1 It has been remarkable to see so many developments and successes going from strength to strength throughout the year.
- 6.2 We are very pleased with the success of our Cymraeg lessons once again and the progress with our Cynllun Sgwrsio. It's wonderful to hear about the learners' progress when using their Cymraeg skills in the workplace and beyond too.
- 6.3 It was also wonderful to see so many events being held by our services in Cymraeg, with many more on the horizon next year.