

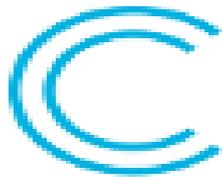
# Conwy County Borough Council's

## Welsh Language Standards

### Annual Report

2020 – 2021

Prepared in accordance with the requirements of



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

April 2021

## Contents

<b>1.0 Introduction</b>	<b>3</b>
<b>2.0 Background of the Report</b>	<b>3</b>
<b>3.0 Summary</b>	<b>4</b>
3.1 Progress / Developments during the year	4
3.2 Looking to the future	5
<b>4.0 Information about the year 2020-2021</b>	<b>6</b>
4.1 Appointing a Welsh Promotion & Development Officer	6
4.2 Welsh Language Steering Group	6
4.3 Developing Links with Primary Schools in the County	6
4.4 Celebrating Welsh Language Music Day 2021	6
4.5 Celebrating the Shw Mae Su' Mae Day 2020	6
4.6 Celebrating Welsh Learners Week, October 2020	7
4.7 Celebrating St. David's Day 2021	7
4.8 Language Skills Tool and E-mail Messages	7
4.9 Working Welsh Logo / Sentence on e-mail	8
4.10 Welsh Language & Translation Service's Translation Work	8
4.11 Simultaneous Translation	8
4.12 Language Forum / Strategic Sub-Committee	8
4.13 Welsh in Education Strategic Plan	9
4.14 Welsh Lessons	9
4.15 Work Welsh Awards	9
4.16 Speaking Welsh in the Workplace Scheme	10
4.17 Council Services	10
4.18 Staff's Welsh Language Skills	12
4.19 Recruiting - Jobs advertised during the year	14
4.20 Welsh Language Training	15
<b>5.0. Record Keeping</b>	<b>17</b>
5.1 Complaints	17
<b>6.0 Conclusion</b>	<b>19</b>

## **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 2020-2021, and the work done towards achieving all aspects of them.
- 1.2 Although we have been working from home for the past year, we are extremely proud of the many developments and successes that we achieved - further information about them can be seen in the body of this document.

## **2.0 Background of the Report**

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

## **2.8 Accountability**

- 2.8.1 The Welsh Language & Translation Manager and the Welsh Language Promotion and Development Officer were responsible for writing this report. It is then presented to members of the Finance and Resources Overview & Scrutiny Committee. If they're satisfied with the contents, they recommend the report for approval to the Cabinet and they will discuss it at their next meeting.

2.8.2 After being approved, this report is available to the public at the Council's public offices (when they will be open) and on its website. The report is also circulated to all the individual services and in addition, information about the general monitoring report, along with the recommendations, is published on the intranet, and disseminated via the internal postmaster messaging system, the Team Brief 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) **Appointing a Welsh Promotion & Development Officer** – We're extremely pleased of reporting that we appointed a Welsh Promotion & Development Officer, who started in post in January. This is a new, and very exciting, post for the Council, as the postholder will be working internally with Council staff, as well as working with schools, the public etc to promote and develop the Welsh language in the county as well.
- b) **Welsh Language Steering Group** - During 2020, a new group, the Welsh Language Steering Group was formed. The Group is an internal group, with the specific intention of considering and discussing matters relating to the Welsh language in the Council, whether they be good practice to celebrate and develop, or any matter that is below the standard that we aim for, matters that need improving within a specific service or a specific aspect of our work etc.
- c) **Developing Links with the Primary Schools in the County** – Since beginning in post in January, the Welsh Language Promotion & Development Officer has been busy forming links with all primary schools in the county, which is a great way of promoting Welsh amongst children.
- ch) **Welsh Learners Week** – We were overjoyed that one of our Welsh language learners was interviewed entirely in Welsh on Radio Cymru during Welsh Learners Week.
- d) **Translation Work** – Over the last three years, the amount of words we translate for Conwy Council have continued to significantly increase. By now, we employ 26 translators. Since July 2020, we have translated around 1 million words every month, and around 200,000 words more per month than during 2019-2020. In March this year, we translated the highest amount of words ever, 1.2 million words, across the 5 organisations we translate for, which is a truly astonishing amount of words.
- dd) **Simultaneous translation** – In May 2020, since our meetings turned to virtual ones over Zoom, the Councillors, officer and members of the public present at all our virtual meetings have been able to contribute to the meeting in their language of choice, whether that be Welsh or English, as is the norm in all our meetings of course. 2020-2021 was the busiest year we've ever had in terms of simultaneous translation.

- e) **Welsh Lessons** – We are proud of the fact that 48 members of staff have been able to continue to develop their Welsh language skills and contribute in a small, but important way, towards a million of Welsh speakers by 2050.
- f) **Work Welsh Awards** – Our Welsh Tutor won the Tutor of the Year Award at the National Work Welsh Awards. A truly deserving award which reflects the tutor's dedication to her work. We were also extremely pleased that the Council had 3rd place in the Employer of the Year award due to our commitment to promoting the Welsh language and learning Welsh in the Council.
- ff) **Speaking Welsh in the Workplace Scheme** – At the beginning of 2021, we launched a Speaking Welsh in the Workplace Scheme, where a learner on Intermediate level is paired with a fluent Welsh speaker in order to chat informally. At the moment, we have 9 pairs who meet regularly as part of the Speaking Welsh in the Workplace Scheme.

## 3.2 Looking to the future

3.2.1 During the next year, we intend to develop the following matters, amongst an array of smaller developments:

- a) **Welsh Promotion Strategy** – During the next year, we will be developing the Welsh Promotion Strategy significantly. Our intention is to ensure that the Welsh language thrives even more so in Conwy, and placing the county at the heart of the Welsh Government's strategy and objective of creating or ensuring 1 million of Welsh speakers by 2050 and ensuring Conwy is a county where Welsh culture is viable and lively and where the Welsh language thrives and develops.
- b) **Welsh Language Music Day** – In order to continue with the success of celebrating Welsh Language Music Day this year, and trying to ensure that Welsh music is celebrated and enjoyed throughout the year, we are intending to develop the idea of 'Band of the Month'. At the beginning of each month, a poster with that month's band will be sent to schools. The poster will include the name of a Welsh band and a list of suitable songs to listen to.
- c) **Welsh Lessons – Combined Course** – In May, we intend to further develop our present provision of learning Welsh courses by offering a new course with Work Welsh - a Self-Study on-line course at Entry Level 1. The course takes up to 60 hours of self-study time on-line but with 2 hour revision sessions with the tutor once every three weeks. The tutor support will also be available over the phone or e-mail. We hope to be able to offer a similar course on Entry Level 2 later on in the year.

## **4.0 Information about the year 2020-2021**

### **4.1 Appointing a Welsh Promotion & Development Officer**

4.1.1 We're extremely pleased of reporting that we appointed a Welsh Promotion & Development Officer, who started in post in January. This is a new, and very exciting, post for the Council, as the postholder will be working internally with Council staff, as well as working with schools, the public etc to promote and develop the Welsh language in the county.

### **4.2 Welsh Language Steering Group**

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

4.2.2 The intention is to hold a meeting three, or four, times a year. 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. At the moment, the meetings are held via Zoom.

4.2.3 When establishing the Group, membership was open to any Councillor with an interest in Welsh matters. In order to ensure that there is a political representation on the Group, a place was offered to one Councillor from each political group, if they wished to join. Many parties/groups took advantage of the offer and we had some individual nominations too.

### **4.3 Developing Links with Primary Schools in the County**

4.3.1 Since beginning in post in January, the Welsh Language Promotion & Development Officer has been busy forming links with all primary schools in the county. Further information about some of this work can be seen below.

### **4.4 Celebrating Welsh Language Music Day 2021**

4.4.1 On 5 February this year, it was Welsh Language Music Day. In order to raise awareness about the day, the officer decided to create a short playlist with 5 Welsh songs for schools to share with their pupils. A QR code was created in order to make it easier to find the playlist and it was placed on a poster and shared with schools by e-mail. The intention was to promote Welsh Language Music Day and make it easier for school staff by choosing the songs beforehand. Many teachers gave positive feedback and they really appreciated the playlist. The QR code was scanned just over 100 times, with most hits on Friday, 5 February. We know that some teachers scanned the code once but played the playlist to whole classes of pupils in their on-line classes which means that the number of pupils in Conwy who celebrated and enjoyed the music on Welsh Language Music Day is much higher.

### **4.5 Celebrating the Shw Mae Su' Mae Day 2020**

4.5.1 The Shw Mae Su' Mae Day this year was celebrated by including an internal message to Council staff and a message was shared on the Council's social media as well. A virtual cuppa and a chat session was also held for Welsh learners and fluent Welsh speakers.

There was an opportunity to have a cuppa and speak Welsh. We had a positive response to the event and all learners had enjoyed speaking Welsh with colleagues.

#### **4.6 Celebrating Welsh Learners Week, October 2020**

4.6.1 As part of the celebrations for Welsh Learners Week, and due to the success of our Work Welsh Scheme, we had a request from Radio Cymru asking if one of our learners would be willing to be interviewed on the Radio. We're really proud that one of our learners, who has been learning Welsh through the Scheme for 3 years agreed to do so, and did the interview solely in Welsh. An astonishing achievement! We were over the moon listening to the interview and he deserves praise for his success.

#### **4.7 Celebrating St. David's Day 2021**

4.7.1 In order to celebrate St. David's Day 2021, an arts and crafts competition for primary school children in Conwy was arranged. The competition brief was to create a 2 or 3-d piece, no bigger than A4 on the theme St. David's Day. The competition was advertised via an e-mail message to the schools to be sent on to parents and also on social media through the Events Conwy page. The competition was also shared on social media by other organisations in the county such as Menter Iaith Conwy and Urdd Conwy. We had a fantastic response to the competition with children from 15 different schools taking part, 8 Welsh medium and 7 English medium schools. From the 7 English medium schools, 4 were category 4 schools (schools which are mainly English medium schools with significant use of Welsh) and 3 were in category 5 (schools which are mainly English medium schools).

4.7.2 The Welsh learners celebrated St. David's day as well by attending a virtual gig with Welsh learners from the Work Welsh Scheme in Ceredigion. During the event, the learners had the opportunity to hear Gwilym Bowen Rhys and Owen Shiers singing folk songs that originated in Conwy and Ceredigion and then the learners from both areas had an informal chat with each other in small groups. The event was very successful and it is hoped that there will be other opportunities in future to hold joint events with both areas again.

4.7.3 Also, a photography competition for the learners was held on St. David's Day. The learners were expected to take a photograph of their square mile and write no more than 100 words in Welsh to correspond to the photograph. We decided to have 4 categories for the competition on four levels – entry, foundation, intermediate and higher as these are the levels used by the National Centre for Learning Welsh. We had entries from learners in all 4 categories. It was wonderful to see the learners entering and happy and confident enough to take part in the competition.

#### **4.8 Language Skills Tool and E-mail Messages**

4.8.1 This tool has now been in place for over four 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".

4.8.2 This tool has been invaluable during the last year as most of the Council's staff have been working from home and much more of our work has been done via e-mail. The tool is a great help to staff when communicating with other staff as it makes it much easier to know the Welsh language skills of the staff you're contacting. During the last year, many members of staff contacted the Welsh Language & Translation Service to say how useful

this tool is as they had started many more conversations in Welsh during the year due to its existence.

#### **4.9 Working Welsh Logo / Sentence on e-mail**

- 4.9.1 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. We have also developed a logo for Welsh learners noting '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.
- 4.9.2 During the Welsh Language Commissioner's mystery shoppers last year, they found that not all staff's e-mail signatures included a sentence noting that there would be no delay in terms of dealing with an e-mail sent to us in Welsh, as required under the Welsh Language Standards and the Council's Welsh Language Policy. In order to ensure that this is included on all accounts, we changed the usual arrangement of including the sentence as part of individual e-mail signatures and by now, it is included as default as part of all e-mail messages that are sent.

#### **4.10 Welsh Language & Translation Service's Translation Work**

- 4.10.1 Apart from the first quarter of 2020-2021 when our workload dropped significantly at the start of the coronavirus pandemic, we have translated approximately 1 million words every month since July 2020. Even in August and December, which are usually quieter, we have translated approximately 200,000 words more in those months in 2020-2021. In March this year, we translated 1.2 million words, our highest sum ever, across the 5 organisations we translate for, which is an amazing amount of words.

#### **4.11 Simultaneous Translation**

- 4.11.1 Since May 2020, our meetings all moved to virtual ones via Zoom, and we had to learn how to use a new system in order to provide a simultaneous translation. Since our first virtual meeting in May 2020 onwards, the Councillors, officers and members of the public present at all our virtual meetings have been able to contribute to the meeting in their language of choice, whether that be Welsh or English, as is the norm in all our meetings of course. Since then, we have held a large number of meetings every week on Zoom, ranging from formal Committees to job interviews. During this period, a number of Councillors who aren't fluent in Welsh / who don't speak Welsh have started voting at meetings by saying "O blaid" (Welsh for "For") / "Yn erbyn" (Welsh for "Against" in Welsh at all times, which is wonderful to hear.

#### **4.12 Language Forum / Strategic Sub-Committee**

- 4.12.1 The Council is part of Conwy's Language Forum again this year and the Forum continues to meet on a quarterly basis. The Forum gives everybody which is a member the opportunity to share good practice and update each other on the great work done to raise the language profile locally. The Forum is also a wonderful opportunity to work with other organisations/services in the county on a range of projects.
- 4.12.2 The Strategic Sub-Committee derives from the Language Forum. This is a new strategic committee for Conwy. The first meeting of the Sub-committee was held on 17 March. The Sub-Committee is keen to promote many elements of the Promotion Strategy as well as other elements of our work. In conjunction with other members of the Sub-Committee, Menter Iaith Conwy is keen to promote Welsh education as well as the external organisations who support and offer families the opportunity to speak Welsh.

## **4.13 Welsh in Education Strategic Plan**

4.13.1 We're extremely proud of the close collaboration work between us and officers from the Education Service. As the Welsh Language & Translation Manager and the Welsh Language Promotion & Development Officer is part of the Welsh in Education Strategic Plan Steering Group, and work with officers from the Education Service on various aspects of the work, we are part of very important discussions about Welsh Education in Conwy. Also, officers from Education are very keen to contribute towards the Welsh language in a wider context across the Council and collaborating with us on several elements at the moment. We are looking forward to see the work develop next year.

## **4.14 Welsh Lessons**

4.14.1 Conwy County Borough Council staff have been able to take advantage of an innovative scheme to learn Welsh thanks to a partnership with the National Centre for Learning Welsh. Following on from the success seen with the Work Welsh courses between September 2018 and March 2019, when 73 members of staff and 2 Councillors attended Welsh lessons through the scheme, we were extremely pleased that we were chosen to be part of a pilot scheme during 2019-2020, and then as part of a tailor made scheme again during 2020-2021. The scheme is part of the National Centre For Learning Welsh's 'Work Welsh' programme. The Council is extremely grateful of receiving such an enormous investment from the Centre in order to develop Council staff's Welsh language skills. This last year has been quite different of course, and the lessons have all been on-line since the end of March last year.

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

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

4.14.4 This year, 5 courses were held between April 2020 and July 2020, then the number of courses were increased to 6 courses between September 2020 and March 2021 on Entry, Foundation and Intermediate levels. Over 50 members of staff attended the courses during the year. All of the courses are going from strength to strength and we are extremely pleased to present information about the resounding success of the courses. We are proud of the fact that staff have been able to continue to develop their Welsh language skills and contribute in a small, but important way, towards a million of Welsh speakers by 2050.

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

## **4.15 Work Welsh Awards**

4.15.1 We were overjoyed when we found out that Menna, our Welsh Tutor, had won the Welsh Tutor of the Year award in the National Work Welsh Awards at the end of March. She totally deserves the award and it reflects Menna's dedication to her work and also how happy the learners are with her. We were also extremely pleased that the Council had 3rd place in the Employer of the Year award due to our commitment to promoting the Welsh

language and learning Welsh in the Council. It was a privilege and an honour to accept both these awards.

#### **4.16 Speaking Welsh in the Workplace 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. During the 2019-2020 scheme, some of the students named some members of staff in their services who spoke Welsh fluently who would be happy to support them at work to use and practice their Welsh and they had been chatting in Welsh with these people. However, due to the pandemic, most of the staff have now been working from home since March 2020, and therefore the opportunities to chat with co-workers and hearing the Welsh language being spoken around them aren't as readily available. It was evident therefore that we needed to find other opportunities to use the Welsh language during this period of working entirely from home.

4.16.2 In January 2021, we launched a mentoring scheme where a learner who's currently on Intermediate level has the opportunity to be paired with a fluent Welsh speaker in order to chat informally. We held a briefing session for the fluent Welsh speakers in regards to the purpose and requirements of the scheme, and following on from that session, we launched Conwy Council's Speaking Welsh in the Workplace scheme. At the moment, we have 9 pairs who meet regularly as part of the Speaking Welsh in the Workplace Scheme, and following on from the success of these 9 pairs, other learners have shown an interest in the scheme. We're hoping to pair them with fluent Welsh speakers in the next few weeks.

#### **4.17 Council Services**

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

#### **4.17.2 Venue Cymru & Theatr Colwyn**

4.17.2.1 During the last year, no events have been held at Venue Cymru of course, due to the pandemic, however, the team have been busy arranging an array of events on-line, some entirely Welsh, and some bilingual ones. To name but a few:

- Drama games and more for children in Welsh with Siwan Llynor: <https://www.youtube.com/watch?v=i92zyRye09w>
- Crafting: Make a Mabinogi Puppet: <https://www.youtube.com/watch?v=qHKdNnKh1AY>
- How to create a dance on film with Jasmin Cash: <https://www.youtube.com/watch?v=Xtak9WtZNPc&t=285s>
- At the Seaside, An energetic, imaginative, movement session for younger children and the adults in their lives: <https://www.youtube.com/watch?v=spNXrb8599A>

- A Jungle Adventure movement:  
<https://www.youtube.com/watch?v=FLOsEz4u958>
- Movement with Emma-Jane: [https://www.youtube.com/watch?v=iva\\_C9wJI38](https://www.youtube.com/watch?v=iva_C9wJI38)
- With the S4C actor, Carwyn Glyn:  
[https://www.youtube.com/watch?v=ZvR\\_E1Q1yYU&t=256s](https://www.youtube.com/watch?v=ZvR_E1Q1yYU&t=256s)

### 4.17.3 Libraries

- 4.17.3.1 The service has provided its social and community contacts digitally throughout 2020-2021. As well as a Facebook account, the libraries' digital platform include Twitter and Instagram which were launched during the year.
- 4.17.3.2 An array of events have been offered bilingually or entirely in Welsh, such as the craft sessions, story sessions and specific campaigns, e.g. 12 Poems of Christmas (Welsh and English).
- 4.17.3.3 During the year, we saw an increase in the use of our Welsh version of the on-line catalogue.
- Visitors - 1353 (+12%)
  - Pages read in Welsh 7806 (+3.4%)
  - Unique Visitors - 916 (+8.5%)
- 4.17.3.4 The digital resources we offer was also enhanced for our customers through activities planned for the digital platform and we developed the interactive elements of these sites. We increased the platforms where Welsh e-books and e-audio books are available. By now, a wider range of titles are available in Welsh on our e-platform, including e-comics and magazines such Mellten, Lingo, Cara and Y Wawr. The public library sector is working with the Reading Agency, the Wales Book Council and the Welsh press to further expand this provision.
- 4.17.3.5 During the year, through financial support from Welsh Government, the Welsh books and e-books about Health and Well-being have been expanded. More titles have been translated to Welsh for the 'Reading Well Scheme' for Adults and the Children's Scheme has been launched. We have been promoting these resources that are available as new resources and information can be seen [our website](#).
- 4.17.3.6 The Summer Reading Scheme (for 5-11 year olds) were provided through the usual methods with promotional packages and motivating them with the books package and digitally for those who wished to do so or the ones who weren't as confident to visit the library during the pandemic.
- 4.17.3.7 Activities were available through the Culture and Libraries Facebook pages such as information about the National Play Day where the film Gwesty Pryfed was promoted. Material was prepared to be circulated for the bilingual play sessions for children under 5 years old in December 2020 and bilingual activities packages for families were supported by the Family Centres (266 packs).
- 4.17.3.8 Through the 'Imagine Colwyn Bay' Project, a competition for primary school children was held for St. David's Day.
- 4.17.3.9 In conjunction with the Family Centres, Welsh and English books were provided for families and also daily story telling on-line (December to March). 74 stories were

shown in Welsh through this project. They were available through the libraries Facebook account. Very positive feedback was received from local families and beyond enjoying listening to the stories in Welsh – one family from New Zealand even had been listening to them.

4.17.3.10 Through the digital Reach Out project, a number of developments can be seen. One of these is the podcast including an interview with the author Rhian Cadwaladr.

#### 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, and staff who work for other authorities, the authority employs 1,888 members of permanent staff. Below are the details for the 1,888 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	413	22
Level 1	504	27
Level 2	208	11
Level 3	181	9
Level 4	193	10
Level 5	389	21
<b>TOTAL</b>	<b>1,888</b>	

Reading / Understanding		
Level	Number of staff	%
Level 0	449	24
Level 1	473	25
Level 2	187	10
Level 3	183	10
Level 4	196	10
Level 5	400	21
<b>TOTAL</b>	<b>1,888</b>	

Writing		
Level	Number of staff	%
Level 0	604	32
Level 1	432	23
Level 2	199	11
Level 3	159	8
Level 4	189	10
Level 5	305	16
<b>TOTAL</b>	<b>1,888</b>	

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 Welsh Language Policy.

4.18.3 From the table, it can be seen that 31% have classed themselves as fluent Welsh speakers (Levels 4 and 5), which is the same as last year. This is consistent with 29% of staff who noted they were fluent Welsh speakers in 2018-19 and 30% that noted they were fluent Welsh speakers during 2017-18.

4.18.4 The breakdowns per service can be seen below. From the table, we can gather that the percentages of Welsh speakers in all services apart from the Community Development Service have increased or are unchanged from last year's findings, which is very positive. Although it was only a small percentage difference this year, we will be keeping an eye on the Community Development Service during the next year.

### Council Staff's Welsh Language Skills, by service:

Service	Total no. of staff	No. of staff who speak Welsh fluently (Levels 4 and 5)	Percentage changed since 2019-20?	No. of staff who are learning Welsh (Levels 1, 2, and 3)	Percentage changed since 2019-20?	No. of staff who have no Welsh ability (Level 0)
Human Resources	22	6 (27%)	Unchanged	11 (50%)	Unchanged	5 (23%)
Chief Executive's Department	6	1 (16.5%)	Unchanged	4 (67%)	Unchanged	1 (16.5%)
Education	133	66 (50%)	Unchanged	51 (38%)	+3%	16 (12%)
Environment, Roads and Facilities	233	65 (28%)	Unchanged	111 (48%)	+3%	57 (24%)
Internal Audit	12	1 (8%)	Unchanged	7 (58.5%)	Unchanged	4 (33.5%)
Corporate Finance Service	41	10 (24%)	Unchanged	20 (49%)	Unchanged	11 (27%)
Community Development Service	267	87 (33%)	-4%	141 (52%)	+5%	39 (15%)
Corporate Events, Communication, Customers and Marketing	12	3 (25%)	Unchanged	5 (42%)	Unchanged	4 (33%)
Social Services – Adults	544	154 (28%)	Unchanged	267 (49%)	Unchanged	123 (23%)
Social Services – Children	183	39 (21%)	+1%	70 (38%)	-1%	74 (41%)
Revenue and Benefits	72	21 (29%)	Unchanged	33 (46%)	Unchanged	18 (25%)
Regulatory and Housing	137	35 (26%)	Unchanged	80 (58%)	Unchanged	22 (16%)
Estates and Asset Management	7	2 (29%)	Unchanged	4 (57%)	Unchanged	1 (14%)
Information Technology and Digital Transformation	60	15 (25%)	Unchanged	29 (49%)	-1%	16 (26%)
Theatres and Conference Centre	75	18 (24%)	Unchanged	38 (51%)	+3%	19 (27%)
Corporate Improvement and Development Team	10	1 (10%)	Unchanged	7 (70%)	Unchanged	2 (20%)
Law and Governance	74	58 (78.5%)	+1.5%	15 (20%)	Unchanged	1 (1.5%)
<b>TOTAL</b>	<b>1888</b>	<b>582 (31%)</b>		<b>893 (47%)</b>		<b>413 (22%)</b>

#### 4.19 Recruiting - 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 Manager in order to come to a decision about whether the post should be advertised as one where the Welsh skills are essential for the post or where the Welsh skills are desirable. Several aspects of the post 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.

<b>Designation:</b>	<b>No. and % by language category</b>	<b>No. and % of posts where Welsh speakers were appointed</b>
Essential	36% - 97 posts	Of the 89 posts recruited to, Welsh speakers (level 4 and above) were appointed to all (100%) of them.  To date, no one has been appointed to 8 of these posts as the recruiting process is ongoing.
Desirable	64% - 171 posts	Of the 138 posts recruited to, 83 of the officers spoke Welsh fluently (60%).  To date, no one has been appointed to 33 of these posts as the recruiting process is ongoing.
<b>TOTAL IN ALL CATEGORIES</b>	268 posts	Therefore, from the 227 posts recruited to, a total of 172 were fluent Welsh speakers, a percentage of 76%.

- 4.19.4 Compared to last year, the percentage of Welsh speakers appointed is slightly higher than last year - 67% last year and 76% this year.

**4.20 Welsh Language training** – 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 2020-2021.

**4.20.1 Welsh in The Workplace Courses**

<b>Date/Length of course</b>	<b>Suitable for</b>	<b>Details</b>	<b>Application</b>	<b>Total attendees</b>
Entry 1 and 2	Those wishing to learn Welsh	Course between April 2020 and March 2021 for people who wish to learn Welsh The classes were entirely on-line this year	Staff's personal choice	17
Foundation 1 and 2				7
Intermediate 1 and 2				24
<b>TOTAL NUMBER WHO ATTENDED THE COURSE</b>				<b>48</b>

**4.20.2 Various Courses Offered / Held in Welsh**

<b>Course offered</b>	<b>How many courses offered in Welsh?</b>	<b>Total attendees</b>
Safe Recruitment for Managers (Standard 128 (a) recruiting and interviewing)	1	Not held as not enough had registered.
Managing the PDR process (Standard 128, (b) managing performance)	0	The course wasn't offered this year due to the coronavirus
Managing the Discipline Process (Standard 128, (c) complaints and discipline procedures)	0	The course wasn't offered this year due to the coronavirus
Corporate Health and Safety (Standard 128, (d) health and safety)	1	Not held as not enough had registered.

#### 4.20.3 Corporate Induction Session / Welsh Awareness

Date	Suitable for	Details	Application	Total attendees
Various dates during the year	New member of staff	During the last year, as face to face training hasn't been held during the coronavirus pandemic, all new members of staff have received an induction pack with links to the presentations they would usually listen to during the Corporate Induction. The pack includes 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. <b>(Staff from various services of Conwy County Borough Council)</b>	Compulsory for every new member of staff who starts working for the Council	202
<b>TOTAL NUMBER WHO ATTENDED THE COURSE</b>				<b>202</b>

4.20.4 From this year's statistics, it can be seen that 202 members of staff have had Welsh awareness information this year.

## 5.0. Record Keeping

### 5.1 Complaints

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

5.2 **Complaints** – We had 1 complaint about a sign during 2020-2021, details as follows:

<b>Date</b>	Between 1/12/2020 and 1/3/2021
<b>Reference</b>	<b>GF60544</b> – E-mail messages and complaint letters from a member of the public
<b>Nature of Complaint</b>	Complaint about the Iolyn Park sign.
<b>Service concerned</b>	Regulatory Service
<b>Summary of the complaint, action taken, and how it was resolved</b>	<p>1/12/2020 – complaint by e-mail about an English only sign at Iolyn Park.</p> <p>2/12/2020 – Replied to the e-mail letting the complainant know that there isn't a Welsh name for Iolyn Park, therefore the sign is correct.</p> <p>11/2/2021 – Received an official Complaint Letter from the complainant about the Iolyn Park sign. The complainant felt that the Council hadn't given him the correct answer therefore sent an official complaint this time.</p> <p>12/2/2021 – Responded to the letter explaining that there isn't an official Welsh name for Iolyn Park. We referenced the Council's Street Name Policy and let the complainant know how to apply for a Welsh name for the hamlet through the policy.</p> <p>16/2/2021 – Received a second complaint letter from the same complainant with questions about the street naming policy and a map which included "Parc Iolyn".</p> <p>25/2/2021 – Responded to the second complaint letter and noted that the map wasn't a Council map and replied to the questions about the street naming policy.</p> <p>1/3/2021 – Received a complaint letter about the same matter, on behalf of the complainant, by Janet Finch-Saunders, AM.</p> <p>1/3/2021 – Responded to the points raised by Janet Finch-Saunders noting that there isn't a Welsh name for Iolyn Park.</p> <p>1/3/2021 – Received a third letter of complaint from the complainant. The complainant didn't agree with the Council that there wasn't a Welsh name, but this time asked us not to respond to the letter.</p> <p>As there isn't a Welsh name for Iolyn Park, this complaint wasn't a valid complaint as the Council haven't broken any Standards when erecting these English only signs.</p>

### 5.3 Complaints sent to the Welsh Language Commissioner

5.3.1 The public can complaint 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.

<b>Date</b>	24/8/2020
<b>Welsh Language Commissioner Reference</b>	CSG759
<b>Nature of Complaint</b>	English only signs at Iolyn Park hamlet
<b>Further Details</b>	As can be seen above, there has never been a Welsh name for Iolyn Park, therefore the Council hasn't broken any Standards when erecting these signs. Due to this, the Commissioner decided not to investigate further.

<b>Date</b>	24/2/2021
<b>Welsh Language Commissioner Reference</b>	CS015
<b>Nature of Complaint</b>	English only signs at Iolyn Park hamlet. This time, the complainant had included a map which referenced "Parc Iolyn".
<b>Further Details</b>	As can be seen above, there has never been a Welsh name for Iolyn Park, therefore the Council hasn't broken any Standards when erecting these signs. This was a Sustrans map and the name "Parc Iolyn" had been included on it in error unfortunately. Due to this, the Commissioner decided not to investigate further.

## **6.0 Conclusion**

- 6.1 The last year has been a different year to say the least, but we are proud that this hasn't affected our Welsh language services to the public.
- 6.2 It's an exciting time for us in terms of the wider Welsh promotion work that will now be possible due to appointing a Welsh Promotion & Development Officer, and we look forward to seeing the post develop next year.
- 6.3 It has been remarkable to see so many developments and successes throughout the year such as forming the Welsh Language Steering Group, developing links with the primary schools, the Welsh lessons flourishing and the development of the Speaking Welsh in the Workplace Scheme.
- 6.4 During the next year, we will first be concentrating on developing and refining our Welsh Language Policies, developing on the foundations of the Promoting Welsh Strategy and continuing to develop our contacts with schools.
- 6.5 We look forward to seeing our learners developing and also to see the new combined course's progress in due course.