

Welsh Language Annual Monitoring Report 2020-21 Denbighshire County Council

Welsh Language Annual Monitoring Report 2021-22

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Introduction

In accordance with the Welsh Language Standards introduced under the Welsh Language Measure (Wales) 2011 the Council is required to publish an annual report by 30 June outlining the work undertaken to comply with the requirements of the Standards between 1 April and 31 March. This report focuses on the 6th year of the implementation of the Welsh Language Standards, the past two years having been very different from the norm. Denbighshire County Council is fully committed to responding positively to the Welsh Language Standards as is reflected in its Welsh Language Strategy 2017-2022 and remains fully committed to playing its part towards the national effort to increase the number of Welsh speakers to a million by 2050. [View a full list of the Standards we are required to comply with.](#)

The transition from office to home working over the past two years was significantly facilitated by the rapid and thorough roll out of the Zoom platform within the Council and every opportunity was taken to promote the use of the Welsh language via this medium. Great efforts have also been made to create opportunities for staff to use Welsh socially via virtual platforms, however the reduction in face to face contact continues to be of concern in this regard and much remains to be done in this area going forward.

The duties arising from the Standards mean that the Council should not treat the Welsh language less favourably than the English language and that the use of Welsh should be promoted and facilitated, making it easier for people to use their Welsh skills in everyday life.

The purpose of the standards is to:

- provide greater clarity to organisations regarding their Welsh Language duties
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure greater consistency and quality of Welsh language services.

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The Council's main focus in 2021-22 was on continuing to implement the Welsh Language Standards within the authority to ensure compliance with the 167 Standards under the headings Service Planning, Policy Making, Promoting and Record Keeping. To achieve this it was essential to work closely with the Welsh Language Champions across the Authority as monitoring staff compliance at a time when the majority of the workforce was still working from home was challenging. We continue to support the workforce more than ever with the implementation of the standards and our target is to double the day to day use of Welsh. We will do this by promoting Welsh language courses for staff to embark on their language journey or confidence building courses and in-house activities to help staff develop and foster their Welsh language skills.

In addition to the new Welsh Language Standards, the Council continues to respond positively to the 'More Than Just Words' framework and the Welsh in Education Strategic Group (an update on this work can be seen later in this document).

Executive Summary

The Council is an active partner of the Welsh Language Partnership led by Menter Iaith Sir Ddinbych. This Forum is made up of a number of organisations, both local and national, working towards the strategic promotion and development of the Welsh language in Denbighshire.

Denbighshire's Welsh in Education Strategic Plan to 2032 contains information about the proposed merger of the Welsh in Education Strategic Group with the County's Language Forum to oversee the implementation and evaluation of the plan. During the past year therefore, the Language Forum officers' efforts have been focused on merging the Forum and the Welsh in Education Strategic Plan Group following the model adopted by Anglesey and Carmarthenshire Councils.

Under this model each meeting would be in two parts with one part specifically for Education and the other for the Language Forum. There will be a minimum of 3 meetings a year and it is proposed that an independent Chair be appointed. The main advantages of this structure will be ensuring a clear strategic direction, a reduction in the duplication of activities and increased opportunities for stakeholders to work together.

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Before the pandemic officers from the Language Forum and WESP attended an Anglesey County Council joint meeting and based on its numerous advantages it was decided that this was a model we would like to implement here in Denbighshire County Council. Dewi Snelson from Carmarthenshire's Menter Iaith and Myfanwy from Carmarthenshire County Council attended the initial meeting to explain how the merger operates in their County and it was also an opportunity for members to have their say on the new model, to ask questions about the advantages/disadvantages and also to challenge the decision. As the forthcoming elections meant that there would be new members on the WESP committee, it was decided to hold the first formal joint meeting in July.

Each Service within the Council has a Welsh Language Champion with meetings held every three months to monitor progress with the Welsh Language Standards and also to share good practice and act as critical friends. Over the past year many staff members have become new Champions and we have succeeded in ensuring that each service has two champions. Members have an in-depth understanding of the requirements of the Standards and the accompanying strategy as well as conducting Mystery Shopper exercises. Ensuring full compliance with the language standards is very challenging with the majority of staff still working from home so having 2 members of staff for each Service to monitor the situation was crucial.

A significant amount of internal communication work was again undertaken within the Council with the language standards continuing to be reinforced by sharing a checklist for staff to use when corresponding, arranging meetings and answering the phone. We have also distributed vocabulary lists with phonetic pronunciations to assist Welsh learners. The vocabulary has been in the form of documents and videos to enable staff to become familiar with the sound of words and how to pronounce them. We have used national days as focal points e.g. St. Dwynwen's Day, St. David's Day, Shrove Tuesday, Welsh Language Music Day, Mother's Day, Shwmae Su'mae etc.

Report Background

Producing an annual report is part of an organisation's self-regulation work: [View documents setting out the organisation's arrangements for complying with the standards, the Welsh language statement and Welsh Language Strategy 2017-2022](#)

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Strategic responsibility for the Welsh Language in Denbighshire lies with the Council's Corporate Executive Team. The Lead Director is Nicola Stubbins and the political Lead Member is Councillor Huw Hilditch-Roberts who was responsible for Education, Children's Services and Public Engagement over the period of this report. Manon Celyn, the council's Welsh Language Officer was responsible for actively dealing with Welsh language issues over the past year, and should you wish to discuss the report please contact the officer by sending an e-mail to manon.celyn@denbighshire.gov.uk

Matters arising during the reporting period

Welsh Language Training Undertaken

Below are details of the number/percentage of staff who have received Welsh language training to a specific level of attainment and the number of staff who have had language awareness training during 2021-22.

Appendix 1 – Language Awareness (including schools)

Status	%
Completed	76
Not completed	24

Appendix 2 – Various courses delivered/completed through the medium of Welsh (data only available since December 2021)

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Details	Numbers undertaking/completing the courses
Data Protection	19
Modern Slavery	2
Conduct	12
Equality	26
Attendance at Work	1
Corporate Induction	12
Mental Health Awareness	35
Safeguarding Awareness	27
Total	134

Arrangements for checking/overseeing

As each service now has a designated Welsh Language Champion there is help available to check documents when promoting and facilitating the use of Welsh; this support is also provided by the Welsh Language Officer and fluent Welsh speakers within teams.

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A Bilingual Workforce

Over the past year we have undertaken a great deal of key work in promoting and facilitating the use of Welsh internally and externally to ensure that the Language Standards are implemented. Below are some of the projects:

Staff Eisteddfod

The Council held its fourth Eisteddfod between 18 February and 1 March as part of the St David's Day celebrations. The event is part of the Council's efforts to raise the profile and ensure better understanding of the Welsh language and also to celebrate Welsh culture. It was held during a period of considerable focus on the Welsh language with the imminent return of the Urdd Eisteddfod to the County in May 2022. Once again this year, because of Covid-19, the Staff Eisteddfod was held digitally. Our private staff Facebook platform was used to hold the Eisteddfod and to promote the various categories for staff to compete in by uploading a photo to accompany each category. Categories included Pet in the Best Condition, Most Talented Pet, Before and After/Old and New, a sentence from the the words DEWI SANT, and many more. To encourage more people to take part in the Eisteddfod this year it was decided that all Council staff should be adjudicators. They chose the winners by 'liking' photos/videos on the Facebook page and those with the most 'likes' were the winners. The response and support received was extremely encouraging again this year with a good level of staff engagement.

The Urdd Eisteddfod in Denbighshire

The Urdd Eisteddfod returns to Denbighshire this year and will be held at Kilford Farm on the outskirts of Denbigh. Preparations for the Eisteddfod began in 2018 however it had to be postponed twice because of the Pandemic. The work of arranging the Eisteddfod re-started in 2021 with many busy months leading up to the event itself.

Denbighshire County Council is one of the Eisteddfod's main sponsor this year and we are also sponsoring the two shows – the primary schools' show 'Ni yw y Byd' (We are the World) and the secondary schools' show 'Fi di Fi' (I am Me).

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We will have a large marquee on the Eisteddfod field and our theme will be 'Discovering Denbighshire'. The marquee will have several different sections:-

Theatre – where schools can rehearse before going on stage as there will be no prelims at this year's Eisteddfod. The Urdd will also be holding receptions there every afternoon from Monday to Thursday; story sessions with Fiona Collins on Tuesday and Saturday; poetry recitals by Hywel Griffith and Sian; silent disco and a meet and greet session with the Dewi Draig mascot; entertainment by the Dyffryn Clwyd ensemble and much more.

Business / Tourism – here there will be an opportunity for the county's businesses to promote their products/business such as One Planet, Rhuthun Gaol and Nantclwyd y Dre; walks within the county, youth services with physical activities and much more.

Arts and Crafts – resident artist Mari Gwent will be holding an arts and crafts workshop throughout the week using natural materials from the county. Work will be constructed throughout the week and there will also be an opportunity for children to make their own natural paintbrush to take home with them.

Countryside – there will be a bike track outside at the rear of our tent and a wildflower meadow at the front, as well as a sandpit where children can play.

Denbighshire is very excited to be hosting the Eisteddfod and we very much look forward to welcoming the whole of Wales to our glorious county.

Cuppa and Chat

Sessions are still being held virtually. Because numbers have reduced over the past year as a result of the sessions being virtual, we have started holding face to face reading clubs once a month at our libraries in Denbigh and Ruthin. Staff choose a book from the 'Amdani' series which is suitable for learners and read it by the next session, where the book is then discussed giving learners the opportunity to use Welsh to express their opinions. These sessions have been very successful to date with staff favouring the face to face sessions as they feel that the virtual 'cuppa and chat' sessions do not have the same effect. Weekly written tasks are also prepared for staff in order to help them develop their written skills.

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Owain Glyndŵr Day

A video created to highlight Owain Glyndŵr's connections with Denbighshire and significant places within the county was shared. These places include Glyndyfrdwy, the site of one of Glyndŵr's two principal courts and the estates from which he took his name; the motte in Llidiart-y-Parc near Glyndyfrdwy where he was proclaimed Prince of Wales; Bryn Saith Marchog where he had a row with Sir Reginald Grey (Lord of Dyffryn Clwyd in Ruthin) over common land that evolved into a rebellion over Welsh independence; Ruthin, where the whole town apart from Casle was burnt to the ground and Denbigh and Rhuddlan, which were also attacked. The old NatWest Bank building in Ruthin bears a plaque unveiled by Dafydd Iwan in 2000 commemorating Glyndŵr's 600 year anniversary. We received very positive feedback from staff and many others who said that they were not previously aware of the significant part Denbighshire played in the history of Owain Glyndŵr. The video [that can be seen here on youtube](#) has been watched over 2,000 times

'Mae gen i hawl' (I have a right) campaign

This is a national campaign to celebrate the Welsh services offered by Local Authorities and people's rights to use Welsh in their dealings with them. It was an opportunity to promote Welsh language services in Denbighshire and to try and increase the numbers choosing to use them. The marketing campaign talks about some of the rights the public as well Council staff have.

During September external messages posted weekly on our social media included photos of staff who speak/are learning Welsh outlining their responsibilities and how Welsh is of benefit to them in their roles. The messages have attracted a great many positive comments on our social media with people praising our staff.

St Dwynwen's Day

A quiz about the history of Santes Dwynwen was created as part of this year's celebrations. The quiz was shared internally and externally on our social media channels. We also put together a document containing the relevant Welsh vocabulary with phonetics to help Welsh learners.

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Shwmae Su'mae Day

Once again this year we were part of the Shwmae Su'mae Day celebrations on 15 October (Shwmae and Su'mae are informal greetings used in the south and the north respectively to start a conversation). The aim of the day is to promote the idea of starting every conversation with 'Shwmae' or 'Su'mae' to show that the Welsh language belongs to everyone – fluent speakers, learners and those who are shy about using their Welsh language skills. It was difficult to create something new because of the situation with the pandemic so we shared some messages on our social media platforms and shared a video we created last year of the Welsh Dragon mascot, Dewi Draig, being filmed using the Council's Welsh language services. The dragon passes a rugby ball to members of staff saying "shwmae" or "sumae" as he does so and then those members of staff do the same when passing the ball on. The idea behind this is that the rugby ball is the Welsh language and that the language must be passed on. [Watch the Shwmae Sumae 2020 video on youtube here.](#)

Welsh Language Music Day

A playlist of Welsh songs was compiled and disseminated to staff to encourage them to listen to the playlist at home, at work or in the car. We also created an emoji quiz to guess the names of Welsh songs which was extremely popular on our Facebook page and generated good staff engagement.

St David's Day

Once again this year the Staff Eisteddfod was the main event to celebrate St David's Day, however we also shared information about Dewi Sant on our social media which included helpful vocabulary and phonetic spellings to help Welsh Learners as well as some interesting facts about why the leek and daffodil are the national emblems of Wales and worn on St David's Day.

Welsh Language Steering Committee

The Committee has continued to meet on-line over the past year and has invited some of our partners, including Mudiad Meithrin and Menter Iaith Sir Ddinbych, to give

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presentations on their work in the county. We have also invited members of staff who are learning Welsh to talk about their language journey and how being able to speak Welsh is an advantage to them in their work and day to day lives.

Other topics of discussion have been the Urdd Eisteddfod, the Grant Awards Policy, the Welsh Language Standards and county based and national Welsh language events. Committee Members will change after the Local Government elections in May.

Iaith Gwaith (Working Welsh) Logo / Sentence at the foot of e-mails

Welsh speaking staff include a logo at the bottom of their e-mail signature so that customers and colleagues know that they can speak Welsh. We have also developed a logo for learners with the words 'Dw i'n dysgu Cymraeg' (I'm learning Welsh) to include with their e-mail signatures and many are using it.

Promoting the Welsh Language Standards

We have created documents promoting the Welsh Language Standards to share on the council staff Facebook page, in our daily newsletter, on our intranet and our visiontime system. It is a checklist for staff to ensure that they comply with the standards by following the guidelines given. Templates include information on answering the phone bilingually, arranging meetings and corresponding.

Videos to promote the Welsh language

As many things have gone online or digital over the past 2 years we have had to be a little more creative in the way we promote the Welsh language to keep the momentum going. We have promoted many videos created by us such as a video on how to pronounce Welsh words and sentences that are useful for meetings and how to pronounce the names of some of Denbighshire's towns and villages correctly. All the videos are shared internally and externally on our corporate Facebook page and have been shared many times by the public.

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Welsh Language Strategy

The Council already has a 5 year Welsh Language Strategy in force that comes to an end this year. We have started consultations with departments and partners to enable the implementation of a new 5 year strategy by 2023. Full data from the 2021 Census will be available by March 2023 and our actions will be based on this data. Our priority is to introduce a new 5 year Strategy (2023-28) that sets ambitious goals and targets to ensure that Denbighshire is a County where the Welsh culture and heritage are very much alive and the Welsh language is thriving in order to contribute towards the target of a million Welsh speakers by 2050

Welsh Activities in Denbighshire Libraries

Dechrau Da Sir Ddinbych:

Amser Rhigwm/Rhyme Time live on Facebook on a weekly basis since the end of March 2020. Bilingual activities, introducing Welsh to families. 33 sessions watched a total of 12,763 times with 5936 responses/comments, reaching 29,344 over the year.

Baby Talk Videos (Welsh) on YouTube - a series of 9 videos giving parents advice on how to support their babies' speaking, reading and play development. Created in 2020, usage continues to increase and the videos had been watched a total of 7191 times to the end of March 2022

Welsh reading groups

The Sgwrs a Sangria (Chat and Sangria) (Denbigh Library) and Llyfr a Llymed (Book and Drink) (Ruthin Library) continued their virtual meetings and are now (2022) starting to meet again every other month at the Libraries.

Glyndŵr Reading Circle, Corwen had a break during the pandemic, however since the beginning of 2022 they have started meeting monthly in Corwen Library with much fun and laughter during the sessions!

Summer Reading Challenge 2021: Wild World Heroes / Arwyr y Byd Gwylt

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The bilingual challenge returned with 1710 children taking part. Once again this year there was a Welsh website to support the challenge (funded by Welsh Government) so that children could also take part virtually.

Winter of Wellbeing Campaign

A successful campaign was held in Denbighshire Libraries – March 2022

450 children from the County's schools visited local libraries to see the show 'Mewn Cymeriad' based on the book '10 o Storiau Hanes Cymru' by Ifan Morgan Jones. 13 Welsh or bilingual sessions were held in 5 libraries with 11 schools taking part in lively workshops with the character Hari Hanes. The programme was arranged by Denbighshire Libraries in partnership with Menter Iaith Sir Ddinbych.

24 art workshops were held for families in seven Denbighshire Libraries led by seven local craftspeople and artists, the majority being Welsh speakers. The Libraries Service provided a creative programme in collaboration with Denbighshire's Lively Communities Department.

Bilingual Lego workshops were held c/o Menter Iaith Sir Ddinbych where children had the opportunity to recreate and learn more about historic buildings in their areas - Corwen, Llangollen, Prestatyn and Rhyl. In addition virtual events in Welsh and English were held nationally with popular authors such as Manon Steffan Ros and Connor Allen.

Empathy Lab

The libraries have been part of a scheme with local schools to develop children's empathy skills using characters from books. Each member of staff received basic training and a number of school visits have also stemmed from the project. Head Librarian Bethan Hughes was one of the panel who selected the Welsh books for the scheme's new national list.

Welsh Book Loans

15,103 Welsh items (books, talking books and DVDs) were loaned during 21-22. Over 70% of these were children's books which demonstrates that local libraries contribute

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significantly towards the Council's aim of increasing the number of children who use the language and receive a Welsh medium education.

Service through the medium of Welsh

65% of the library service's staff speak Welsh and a Welsh service is available in each library. Staff are supported to learn Welsh and to develop their language skills.

Cymry Newydd (New Welsh People)

A new discussion group was set up in Rhyl Library so that Welsh learners can talk and practise the language. The Cuppa and Chat groups for council staff have restarted in Denbigh and Ruthin Libraries following a lengthy period of virtual meetings.

A number of library staff are following various Welsh courses including Welsh in the Workplace.

Workforce Planning

All services are expected to produce a Workforce Planning document and to consider whether they have sufficient Welsh speakers to provide a fully bilingual service. Services are also challenged by the Senior Management Team and councillors on compliance with the Welsh Language Standards.

Welsh Language Standards

Under the Welsh Language Standards the Council is required in its Annual Monitoring Report to report on a number of key performance indicators. The information is summarised below:

List of actions undertaken to comply with service delivery standards

- We have communicated with staff regarding replying to correspondence, arranging meetings and answering the phone.
- We remind staff on a regular basis to give people the opportunity to be transferred to a Welsh speaker when contacting the Council if they so wish.

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- We have introduced one telephone number for the Council's main switchboard, which gives people the option of choosing a Welsh Language Service.
- We have provided staff with wording to be included in letter templates, giving residents the opportunity to request correspondence through the medium of Welsh in the future
- We have included the statement 'This document is available in Welsh' on all templates for staff use in order to ensure that it is included at all times.
- The Community Support Services have ensured that a newly commissioned piece of work to be undertaken in partnership with Community Catalysts fully incorporates the requirements of the Welsh Language Standards in the delivery of Community Micro Enterprises in Denbighshire.
- We have included a message in the contact centre's recorded message saying that a Welsh language line is available.
- If an individual expresses a wish to receive correspondence from us in Welsh only, we will keep a record of this preference and will correspond with them in Welsh only from then on.
- We have informed staff arranging public meetings that publicity/invitations must always be bilingual, that simultaneous translation should be arranged for every public meeting and that organisers of public meetings should remind people at the beginning of meetings that they can contribute in Welsh.
- All documents for the public are bilingual, including promotional materials and exhibition documents.
- A Relocation to Care Service was established in response to Covid-19 and its aim was to ensure that Welsh speaking volunteers were matched with citizens who wanted support through the medium of Welsh.
- The interface and menus on every page of our website are bilingual.
- We respond to all grant forms we receive in Welsh.
- We have launched a promotional campaign to market the council's social media accounts in Welsh
- Signage has been placed in main reception areas to state that people are welcome to communicate through the medium of Welsh.
- All our signs are in Welsh and are checked.

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- We have added additional, clearer guidance to our website on how to make a complaint about matters relating to the Welsh language.

List of actions taken to conform with the Operational Standards

- We have created a policy on the use of Welsh internally to promote and facilitate the use of the language and this document has been published on our intranet.
- We have introduced a Human Resources process asking all staff whether they wish to receive their contract of employment in Welsh.
- The Senior Leadership Team has been sending regular messages to their services about opportunities to learn Welsh as well as the requirement to complete the mandatory Welsh Language Awareness e-learning module.
- We have included a table in our job application form asking candidates about their level of Welsh language skills
- We have asked all staff whether they wish to receive paper correspondence about their employment that refers specifically to themselves in Welsh.
- We have asked all staff whether they wish to receive paper correspondence about their training needs or requirements in Welsh.
- We have asked all staff whether they wish to receive documents that describe their performance objectives in Welsh, and if so provide Welsh documents
- We have asked all staff whether they wish to receive documents that describe their career plan in Welsh, and if so provide Welsh documents.
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absence from work and flexible working hours in Welsh.
- Staff can submit complaints in Welsh through a corporate complaints procedure and all staff have been notified of this.
- The Council's Corporate Complaints Procedure already states that staff have the right to make a complaint in Welsh and to respond to a complaint made about them in Welsh. Staff have been informed of these rights.
- All staff will be given the opportunity to request any meeting concerning complaints against them in Welsh (with or without the use of a translator).

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- A record of all decisions made about a complaint against a member of staff will be published in Welsh (and any subsequent meeting will be held in Welsh).
- Our Human Resources policies state that staff can respond in Welsh to any allegations made against them.
- Computer spell check and grammar software has been provided to all staff who speak or are learning Welsh as well as Welsh language software interfaces (such as Microsoft Word and Outlook).
- Each page on the intranet with a corresponding page in Welsh contains a link to that page.
- We have created intranet pages providing services and support materials to promote the Welsh language and help staff to use the Welsh language.
- The interface and menus on the intranet are in Welsh.
- The Council has undertaken an assessment of the Welsh language skills of its staff through self-assessment following the new Framework.
- The Council promotes all opportunities for staff to attend basic Welsh Language courses during working hours.
- The Council gives staff who wish to continue their basic Welsh language training the opportunity to receive further training.
- The Council has developed an e-learning module to raise staff awareness of the Welsh Language.
- Information raising awareness of the Welsh language is provided to all new staff.
- We have provided staff with the work Welsh logo and wording to use in their e-mail signatures to let people know if they are fluent Welsh speakers or learners.
- We have created a new self-assessment document to measure services' performance with regards to the Welsh Language Standards. All council departments have completed the questionnaire that asks what their level of compliance with the standards is so that we have a full picture of our compliance across the council, are aware of weaknesses/strengths and where the standards need to be reinforced.
- We have continued to correspond bilingually with staff internally throughout the pandemic with bilingual e-mails and newsletters from the Chief Executive updating staff on the situation regarding the pandemic.

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List of actions taken to comply with the Policy Making Standards

- We have advised managers to consider what effects, if any (positive or negative) policy decisions would have on opportunities for staff to use the Welsh language, and to ensure that Welsh is not treated less favourably than English.
- When a new policy is being put together or a policy is revised, we ensure that all managers are aware of the need to consider the effects of policy decisions on the Welsh language.
- We have created a new policy on Grant Awards following the above guidance.

Complaints

Standards Category	Complaints received directly
Service Delivery	6
Policy Making	0
Operational	0

Date	Complaint	Details	Actions Taken
26.9.21	Errors on a PCN ticket	Allegation that the Council failed to act properly following an appeal. Errors in the notice letter.	The council was unable to send a 'Notice to Owner' document containing the complainant's details as the document did not exist as the complainant had already paid

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Date	Complaint	Details	Actions Taken
		<p>An allegation that the Council had not sent a 'Notice to Owner' document following the appeal .</p> <p>Errors on the WPPP website</p>	<p>the fine.</p> <p>The Welsh Language Commissioner is further investigating the issue of errors on the PCN and the PCC website.</p>
12.4.21	<p>Errors on the Welsh Ambassador website</p>	<p>Allegation that the Welsh website isn't working and that it directs users to the English site</p> <p>Using an English-only email address on the Welsh page.</p> <p>Allegation that there are a number of linguistic errors in the Snowdonia Ambassador's content with an English only video when Welsh versions of the video exist.</p>	<p>We are looking into getting the URL www.llysgennad.cymru rather than it changing to www.ambassador.wales/cy/</p> <p>We have changed the English email address to twristiaeth@sirddinbych.gov.uk</p> <p>The council has asked the complainant to send a list of the language errors to llysgennad.eryri@eryri.llyw.cymru</p> <p>The videos are available in English and Welsh so we have investigated why the Welsh video was not available this time.</p>
12.4.21	<p>Errors on the Garden Waste page on the Website</p>	<p>The word "Priodwedd" being used for "Property".</p>	<p>We believe the error occurred during the transition to the new accessible website, but there is no firm evidence as to how or why this happened.</p> <p>The word has now been changed to 'Eiddo'.</p> <p>We are in the process of completely checking the Garden Waste website to ensure that there are no more errors in the Welsh language.</p>
3.9.21	<p>Error on road sign</p>	<p>Error on a road sign erected on the road from Ruthin to Clawddnewydd on 19 August</p>	<p>This was a printing error by the printing company which was corrected on 23 August</p>

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Date	Complaint	Details	Actions Taken
13.9.21	Welsh names not used for a county and towns	Welsh names for a county and towns not used on the below website: https://www.sirddinbyc.h.gov.uk/cy/parcio-ffyrdd-a-theithio/cludiant-cyhoeddus/1bws.aspx	Enquirer asking whether the Welsh names for Shropshire - Swydd Amwythig, Barmouth – Y Bermo and Chirk – Y Waun should be used rather than the English names only. These errors have now been corrected.
11.1.22	English comments in a Welsh e-mail	Complainant received an e-mail in Welsh from the Council with revisions/comments in English.	This was caused by human error and an e-mail has been sent to all members of staff who have access to the online system reminding them that updates on any situation should be given in the customer's language of choice – Welsh in this instance

Employees' Welsh Language Skills

Presented below is the information the Council currently has. This information is fed back to Heads of Services for workforce planning purposes.

Corporate Results only (excluding schools)

Level	Listening and Speaking		Reading and Understanding		Writing	
	2021	2022	2021	2022	2021	2022
Level 0	356 (15%)	388 (15%)	429 (18%)	466 (18%)	640 (27%)	714 (27%)

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Level	Listening and Speaking		Reading and Understanding		Writing	
	2021	2022	2021	2022	2021	2022
Level 1	878 (37%)	970 (37%)	853 (36%)	954 (36%)	708 (30%)	773 (29%)
Level 2	268 (11%)	306 (12%)	225 (9%)	239 (9%)	241 (10%)	261 (10%)
Level 3	146 (6%)	158 (6%)	131 (5%)	153 (6%)	118 (5%)	139 (5%)
Level 4	174 (7%)	167 (6%)	183 (8%)	182 (7%)	111 (5%)	109 (4%)
Level 5	145 (6%)	167 (6%)	145 (6%)	161 (6%)	118 (5%)	138 (5%)
No knowledge	416 (17%)	487 (18%)	417 (17%)	488 (18%)	447 (19%)	509 (19%)
Total	2,383 (100%)	2,643 (100%)	2,383 (100%)	2,643 (100%)	2,383 (100%)	2,643 (100%)

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Listening and Speaking Skills by Service (excluding schools)

Service	Level 0 %		Level 1 %		Level 2 %		Level 3 %		Level 4 %		Level 5 %		No knowledge %	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Business Improvement and Modernisation	12	11 (-1)	37	35 (-2)	21	22 (+1)	10	10	10	10	6	7 (+1)	5	5
Communities and Customers	5	8 (+3)	35	41 (+6)	12	13 (+1)	7	7	15	14 (-1)	14	11 (-3)	11	6 (-5)
Community Support Services	21	19 (-2)	31	33 (+2)	10	11 (+1)	6	6	6	6	4	4	21	19 (-2)
Education and Children's Services	7	10 (+3)	29	30 (+1)	11	12 (+1)	5	7 (+2)	7	7	7	9 (+2)	34	26 (-7)
Finance and Property	13	13	41	43 (+2)	11	13 (+2)	10	9 (-1)	10	9 (-1)	8	9 (+1)	7	3 (-4)
Highways and Environment	21	18 (-3)	49	45 (-4)	10	9 (-1)	5	5	4	4	4	4	6	3 (-3)
Legal, HR and Democratic	10	8 (-2)	46	43 (-3)	12	12	4	5 (+1)	8	7 (-1)	15	13 (-2)	5	11 (+6)
Planning, Public Protection and Countryside	8	13 (+5)	28	30 (+2)	15	15	6	6	7	5 (-2)	4	6 (+2)	32	25 (-7)

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Reading and Understanding Skills

Service	Level 0 %		Level 1 %		Level 2 %		Level 3 %		Level 4 %		Level 5 %		No knowledge %	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Business Improvement and Modernisation	13	13	43	40 (-3)	13	17 (+4)	10	8 (-2)	10	8 (-2)	6	9 (+3)	5	6 (+1)
Communities and Customers	7	9 (+2)	34	41 (+7)	12	10 (-2)	7	10 (+3)	15	10 (-5)	14	12 (-2)	11	6 (-5)
Community Support Services	25	24 (-1)	30	32 (+2)	8	8	6	5 (-1)	6	6	4	5 (+1)	21	19 (-2)
Education and Children's Services	9	12 (+3)	30	32 (+2)	8	9 (+1)	5	6 (+1)	7	9 (+2)	7	7	34	26 (-8)
Finance and Property	15	14 (-1)	39	45 (+6)	11	10 (-1)	10	7 (-3)	10	14 (+4)	8	7 (-1)	7	3 (-4)
Highways and Environment	26	22 (-4)	45	42 (-3)	0	9 (+9)	5	4 (-1)	4	4	4	3 (-1)	6	16 (+10)
Legal, HR and Democratic	13	11 (-2)	44	41 (-3)	1	11 (+10)	4	5 (+1)	8	8	15	13 (-2)	5	11 (+6)
Planning, Public Protection and Countryside	10	17 (+7)	30	30	10	10	6	5 (-1)	7	7	4	5 (+1)	32	25 (-7)

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Writing Skills

Service	Level 0 %		Level 1 %		Level 2 %		Level 3 %		Level 4 %		Level 5 %		No knowledge %	
	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Business Improvement and Modernisation	30	30	29	27 (-2)	21	23 (+2)	2	3 (+1)	6	6	6	7 (+1)	5	5
Communities and Customers	20	26 (+6)	26	28 (+2)	12	11 (-1)	10	10	9	8 (-1)	11	10 (-1)	12	6 (-6)
Community Support Services	34	34	21	23 (+2)	8	8	5	5	3	3	3	3	26	23 (-3)
Education and Children's Services	17	20 (+3)	25	26 (+1)	8	10 (+2)	5	5	4	4	6	8 (+2)	34	26 (-8)
Finance and Property	30	31 (+1)	29	31 (+2)	12	11 (-1)	10	10	7	7	5	6 (+1)	7	3 (+4)
Highways and Environment	20	26 (+6)	43	39 (-4)	10	9 (-1)	4	4	4	3 (-1)	3	3	6	16 (+10)
Legal, HR and Democratic	23	22 (-1)	36	31 (-5)	10	12 (+2)	8	8	4	4	14	12 (-2)	5	11 (+6)
Planning, Public Protection and Countryside	20	28 (+8)	25	25	9	10 (+1)	4	4	4	4	4	4	33	25 (+8)

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Schools staff results only

Level	Number of Staff		% of staff	
	2021	2022	2021	2022
Level 0	380	387	19.5%	20%
Level 1	528	526	27.1%	27.2%
Level 2	299	293	15.3%	15.1%
Level 3	117	114	6.0%	5.9%
Level 4	90	87	4.6%	4.5%
Level 5	510	502	26.2%	25.9%
No knowledge	24	26	1.2%	1.3%
Total	1948	1935	100%	

Welsh Language Skills Framework

We have continued to use the Skills Framework which is a simple way for staff to self-assess their language skills based on the types of communication tasks (reading, writing, speaking and understanding) they are able undertake through the medium of Welsh. This is an effective way of monitoring the Welsh language skills needed for a post and what course employees need to follow to move to the next level. Following this framework will enable us to support employees on their language journey in order to achieve the best possible results.

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We have also assessed every post within the Council, following the above framework, to ascertain the necessary level of Welsh language skills for each specific job. No post will be advertised as Welsh desirable or essential as skills to at least Level 1 are required for every post. Welsh is essentially therefore "essential" for all posts. If a person does not have the Welsh language skills required for the post, then they are obliged to attend training and reach that level within 6 months, which is the probation period (subject to the situation), with support from our Welsh Language Officer. The Welsh language skills of each service will be monitored every month and managers will also receive information about the Welsh language ability of employees within their service.

Welsh Lessons

The table below shows the number of Council staff who attended Welsh lessons through the 'Work Welsh' scheme provided by the National Centre for Learning Welsh:-

Level	Number
Entry	2
Foundation	0
Intermediate	1
Advanced	0
Proficiency	0
Nant Gwrtheyrn (residential)	4
Total	7

10 hour online Welsh taster courses are available for those wishing to commence their Welsh language journey. These courses introduce everyday vocabulary and phrases and are available to everyone, free of charge. Some courses are tailored to different sectors, namely health, care, public services, teachers, headteachers, tourism and Welsh tourism, retail, Women's Institute and Welsh language information tailored to childcare providers.

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The table below shows the number of staff who have started/completed online courses:-

Course (part one and two)	Number
Welcome	34
Welcome Back	17
Improve your Work Welsh	12
Retail	2
Care Sector	7
Tourism	2
Public Services	1
Headteachers	1
Health Sector	1
Teachers	1
Total	78

Recruiting to vacant and new posts

Detailed below are the number/percentage of posts advertised during the 2021/2022 financial year. The following Welsh Language requirements were stipulated for vacant contracted posts advertised

Designation	Number of posts per language category	% of posts per language category
Welsh Essential	150	14%

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Designation	Number of posts per language category	% of posts per language category
Necessary to learn Welsh	1	0%
Welsh Desirable	916	85%
Welsh not necessary	6	1%
Total	1073	100.0%

‘More Than Just Words’ Framework Progress

With regards to our business plan for 2020-21, below is a summary of the actions taken in relation to ‘More Than Just Words’.

The Workforce Development team continue to produce their monthly newsletter sharing information to promote and facilitate the use of the Welsh language with Care Providers and partners. We have also launched our new training website which includes details about how Care Providers can develop their Welsh services. The website contains information about various resources to encourage, assist and support staff to use their Welsh skills including links to information and resources to promote the use of Welsh in social care and information about the Active Offer and More Than Just Words.

[Social Care Workforce Development: Welsh in Social Care work | Denbighshire County Council](#)

Also this year we have given an online presentation on the support that is available for Care Staff to use their Welsh language skills. This presentation was arranged by the Care Council for Wales. The team has also worked with Careers Wales to give a presentation

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to year 9 pupils about 'Using their Welsh skills in the Care Sector'. Also, RITA (Reminiscence Interactive Therapy Activities) was introduced in care homes and Extra Care Housing. We discussed the content with the company to ensure that local memories of Denbighshire are represented and the feedback has been extremely positive.

We have also commissioned the following courses for Care Providers working across the Adults and Children's Services. These include a Welsh taster course and also an online course suitable for staff who have no difficulty understanding Welsh but lack the confidence to speak Welsh. We have also commissioned a course to equip care staff with the necessary skills to meet and greet the public in Welsh and to make the proactive offer. Staff new to the department are given a presentation on 'More Than Just words' and the proactive offer as part of their induction sessions.

The 'Caring in Welsh' Award

Alaw Pierce, Denbighshire County Council Service Manager, won the 'Caring in Welsh' award at a national awards ceremony organised by Social Care Wales. Throughout her career Alaw has supported the use of Welsh in the workplace and has fostered a culture where staff feel comfortable to use Welsh at work. Her role in making a positive difference to people's lives through the provision of high quality care through the medium of Welsh was celebrated. Additionally, Catherine Roberts, Assistant Manager at Cysgod y Gaer Care Home, Corwen reached the shortlist in the same category.

Welsh in Education Strategic Plan Update

There are places for 2304 full time primary pupils to receive full time Welsh medium education in Denbighshire County Council's schools. 10 of these educational settings have also received significant investment over the past 10 years. During the 2020/21 academic year 27% of all pupils in the Foundation Phase received their education through the medium of Welsh.

Denbighshire's target is a 10% increase in the number of Year 1 pupils educated through the medium of Welsh over the next 10 years. Overall the percentage of empty places in schools providing Welsh medium education, to enable growth, is 10.2%. However this capacity has been evenly distributed throughout the County which means that the

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percentage of empty places in the Denbigh, Edeyrnion and Dee Valley areas is less than 4%.

Over the last two years 93% of Denbighshire's primary school pupils who studied in Welsh at Key Stage 2 transferred to a Welsh medium educational provider in KS3. This figure does not include pupils attending the immersion provision at Ysgol Glan Clwyd that enables latecomers to attend Welsh medium education.

Based on the latest available information 95% of pupils assessed through the medium of Welsh at the end of KS3 carried on to the end of KS4.

14 Welsh medium schools in the County have won the Language Charter Gold Award.

33 English medium primary schools follow the Cymraeg Campus framework. At the present time 22 schools have won the Bronze award and one school, Ysgol Bodnant has won the Silver award. As yet no school has won the Gold Award.