

Denbighshire County Council

Annual Welsh Language Monitoring Report 2024 to 2025

Published June 2025

Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh.

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1.0 Foreword

It is my pleasure to present to you this Annual Monitoring Report.

As Denbighshire County Council operates a flexible working policy whereby staff are entitled to work in various different ways such as working from home, the use of information technology has been carefully refined in order to promote and facilitate the use of the Welsh language. As the majority of the meetings are now held in person there are more opportunities for staff to use the Welsh language socially.

You will see that there are opportunities for staff to attend courses and join in-house activities in order to use, develop and foster their skills. Also, you will see that the Welsh language is a strand tying together all six priorities in the Corporate Plan.

I must express my thanks to the internal team that oversees the use of the Welsh language under the leadership of our new Welsh Language Officer, Gerallt Lyall. I must also thank Manon Celyn for her work promoting the Welsh Language before she moved to another role out of County. The work done by Gerallt and the Language Champions and other individuals is valuable as all the internal departments develop their Welsh medium services.

A positive response was had to the four complaints received during the year and details regarding the actions taken are in this report.

The good work continues. Don't forget, you can discuss any matter regarding this report or the Welsh language in general within the County Council, with the Welsh Language Officer.

Councillor Emrys Wynne

Lead Member for the Welsh Language, Heritage and Culture



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2.0 Introduction / Background

The Welsh Language Standards introduced under the Welsh Language Measure (Wales) 2011 require the Council to publish an annual report no later than 30 June outlining the work accomplished to comply with the requirements of the Standards between April 1st and March 31st. The report focusses on our tenth year of implementing the Welsh Language Standards. Denbighshire County Council is fully committed to responding positively to the Welsh Language Standards and this is reflected in our Welsh Language Strategy 2023-2028, which was published in June 2023. We are fully committed to playing our part in the national efforts to increase the number of Welsh speakers to one million by 2050.

[View the full list of Standards with which we are required to comply.](#)

The duties which derive from the Standards mean that the Council should not treat the Welsh language less favourably than English and should promote and facilitate the use of the Welsh language, thereby making it easier for people to use their Welsh language skills in their everyday lives.

The Standards will:

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

We continue to support the workforce in implementing the Welsh Language Standards and our target is to double the daily usage of the Welsh language. This shall be accomplished by promoting Welsh courses to set them on their language journey, or confidence-building courses and in-house activities for them to develop and foster their skills.

We have a clear vision for the Welsh language in Denbighshire.

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- The Council's Corporate Plan has been amended during the year and rather than a separate priority for the Welsh language, it was recognised that the Welsh language should be tied into all six of the priorities in the Corporate Plan. We have implemented monitoring methods for each of the priorities in the revised corporate plan to ensure the Council meets this aim.
- Denbighshire is a predominantly bilingual county with a rich heritage and culture. We are proud of this and want that pride to be reflected in our daily work with communities, residents and our staff.
- We are committed to ensuring that the principles of the Welsh Language Standards are the basis for the method in which we provide services to the public; we want people to be able to access services through their natural language of choice, at every stage of their lives.
- We wish to build on the bilingual culture and ethos of the organisation, providing training and social opportunities for our staff to work in Welsh and to increase their confidence to use the language in the workplace.
- We shall work with partners and the wider community to ensure that Welsh is a thriving language in Denbighshire.

In addition to the above, the Council has continued to respond positively to the 'More Than Just Words' Framework and the Welsh in Education Strategic Group (an update on this work is provided further on in this document).

Accountability

Strategic responsibility for the Welsh Language in Denbighshire rests with the Council's Corporate Operations Team. The Lead Director is Gary Williams and the political Lead Member is Councillor Emrys Wynne, whom was responsible for the Welsh Language, Heritage and Culture during the period to which this report relates. Gerallt Lyall is the Welsh Language Officer for the County.

If you wish to discuss the report, you should contact the relevant department directly via e-mail on cymraeg@sirddinbych.gov.uk.

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3.0 Summary - Progress / Developments during the year

Language Partnership

The Council is an active partner in the Language Partnership led by Menter Iaith Sir Ddinbych. A number of local and national organisations participate in the Forum, working towards promoting and developing the Welsh language strategically in Denbighshire.

Menter Iaith in Denbighshire

We continue to have a service level agreement with Menter Iaith Sir Ddinbych as they receive an annual grant from us. In exchange, the Initiative assists the Council in its efforts to promote and enhance the Welsh language in Denbighshire. We supported the St David's Day Parade in Denbigh which was arranged by Menter Iaith. 600 school children attended and Denbighshire County Council Councillors were present, three officers from the County Council volunteered to help steward the event. You can watch a video of the day here - [St David's Day Parade 2025](#).

We also work closely with Menter Iaith to promote Welsh Medium Education in the county. The education department's pages on the Denbighshire County Council website have been updated and promote Welsh medium education. Information regarding the benefits of Welsh medium education is also shared regularly on other digital platforms. [Welsh Medium Education](#).

Postcards containing information about the benefits of being bilingual and Welsh medium education have been produced and shared with relevant stakeholders to be distributed e.g. health visitors, midwives, Mudiad Meithrin, schools etc.

A Magi Ann Tour was held in the libraries in the County to distribute the postcards and chat to parents in Bookstart sessions to promote the benefits of Welsh Medium education.

Welsh Language Champions

The membership of the Welsh Language Champions has increased this year and there are now 20 officers in the group. We hold regular meetings to monitor progress with the Standards and to share good practice, relevant training and to work as a critical friend.

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Members have an understanding of the requirements of the Standards and the associated strategy, and also conduct secret shopper exercises.

The Champions continue to strengthen the language standards by facilitating the internal communication process to the rest of the Council by sharing standards checklists, promoting Welsh language lessons, Paned a Sgwrs sessions and raising awareness of national days such as Owain Glyndŵr Day, St Dwynwen's Day, St David's Day, Welsh Language Music Day, Shwmae Su'mae, Use Your Welsh Campaign etc.

Promoting the Welsh language internally and externally

We have been doing a great deal of essential work to promote and facilitate the use of the Welsh language internally and externally over the last year in order to ensure that the Welsh Language Standards are implemented. These are some of projects undertaken:

St Dwynwen's Day

A quiz about the history of St Dwynwen was produced as part of the celebrations. It was shared internally and externally on our social media channels. We also shared a document containing a relevant Welsh language glossary internally for staff and externally for the public on our Social Media channels with phonetics to help Welsh learners.

Shwmae Su'mae Day

We took part in celebrating Shwmae Su'mae Day again this year on the 15th of October. The aim of the day is to promote the idea of starting every conversation with 'Shwmae' or 'Su' mae' with the aim of showing that the Welsh language belongs to us all – fluent speakers, learners or those shy about their Welsh. We also shared several messages on our social media and shared the following video - [Shwmae Su' mae Video 2024](#).

Welsh Language Music Day

[A playlist of Welsh songs](#) was created to share with staff and encourage them to play them at home, at work, or when travelling in the car. A quiz about Welsh language music was shared with the Council staff and externally on our social media channels.

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St David's Day

We shared a video on our social media telling the history of St David, and created a quiz about St David. [St David Video 2025](#).

The video included members of the Senior Leadership Team, the Leader of the Council, and the Lead Member for the Welsh Language, Heritage and Culture speaking in Welsh and encouraging the public to phone and e-mail the council using the Welsh language. The video also includes young people who attend our Youth Clubs and the Council's Welsh Language Officer sharing the history of St David. The video concludes with staff from different Council departments wishing everyone a happy St David's Day.

Paned a Sgwrs

We have restarted our monthly Paned a Sgwrs (Cuppa and Chat) sessions for the Council staff. This is what some attendees had to say about the sessions:-

"The Paned a Sgwrs sessions have been an enjoyable way to practice speaking Welsh in a relaxed environment where we do not need to feel afraid to make mistakes or forget words. It's a great initiative to encourage more use of the Welsh language in our everyday lives. I enjoy learning to speak Welsh in Paned a Sgwrs!"

"It gives me the opportunities to speak with others in Welsh and consolidate my learning that I would otherwise miss, and learn new words and motivate me to keep speaking and learning Welsh."

Use your Welsh campaign

With the support of the Welsh language Champions we held a stall in the Council Offices in Russell House in Rhyl and in the County Hall in Ruthin to promote the Welsh Language Commissioner's Campaign - Use your Welsh. There were opportunities to chat in Welsh, get more information regarding Welsh lessons and Paned a Sgwrs sessions and Welsh Speaker and Welsh Learner badges and lanyards were shared with staff.

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Business and the Economy

March for Business - a bilingual Using the Welsh Language in Business seminar was held and we advertised the Welsh Government's Welsh language seminar - Starting a Business. The Helo Blod website is now advertised [on the Business Page on our Corporate website](#).

Welsh Language Books for Care Homes Campaign

A campaign was arranged to collect Welsh language books and then distribute them to the care homes in the County. The County Libraries Department, the Adult Social Care Department and Homelessness Service and general council staff worked together to collect old books / books that were no longer required, and compiled them in the County Hall and in Russell House. We collected around a 100 books which have been distributed to the Care Homes in the county to be read by the residents.

Working Welsh

We have continued to promote and encourage staff to wear Working Welsh lanyards or badges. Also, we have developed TEAMS backgrounds with the Working Welsh logo and a background for learners which states that they are learning Welsh so staff can recognise the Welsh speakers in virtual meetings. We have created guidelines on how to record a bilingual message on the County Council Jabber phone system, the guidelines are on our intranet.

Welsh Language Steering Group

The committee has continued to meet online and has invited some of our partners to give presentations on their work in the county. We have strengthened the Group's role when monitoring and scrutinising that the Welsh language is mainstreamed in all 6 of our aims in the Corporate Plan. The committee also scrutinises the Impact on the Welsh Language in our Wellbeing Impact Assessments to ensure a Conscientious Effort is made in Council Policy Decisions.

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4.0 Update from the Council's numerous services

4.1 Denbighshire Libraries Service Welsh Language Activities

Here's a brief overview of the Welsh medium and bilingual activities held in our Libraries:

- Regular school visits.
- Visits from Playgroups and childcare groups.
- Craft workshops for adults and children.
- This year a new craft group was established 'Crefft a Chlonc' (Craft and Chat).
- Reminiscence sessions in Rhyl and Ruthin Libraries - 'Wyt ti'n Cofio?'
- 25 Book Challenge.
- "Meet the Author" session with Rebecca Roberts with Welsh learners in Denbigh Library and she recently held a book launch for her new Welsh language book in St Asaph Library in March 2025.
- Stars of the Shelves Project- Anni Llŷn visited Denbigh and Ruthin Libraries

Fiction Festival

Two well-known Welsh language authors were part of the Festival this year. Manon Steffan Ros held a "Meet the Author" session in Denbigh Library, and Myfanwy Alexander held a similar session in Ruthin Library.

Summer Reading Challenge 2024 - Marvellous Makers

Denbigh Library was proud to host the national launch for the Summer Reading Challenge 2024, with children from Ysgol Twm o'r Nant joining the author Leisa Mererid for a yoga and movement session based on her book 'Y Wariar Bach'. The session was arranged in partnership with the Welsh Books Council.

Bookstart Denbighshire

The Bookstart team host bilingual sessions in Denbighshire Libraries during term time. The number of attendees increased to 12,948 during this period. Staff from Menter Iaith Sir Ddinbych and the Welsh Language Network visited the sessions in October to promote the

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benefits of Welsh medium education. Magi Ann, a popular Welsh language children's book character was also in attendance.

This is what a few members of the public had to say about the Bookstart Sessions:

"We are so lucky to have Bookstart here in Denbighshire. The ladies are fantastic with every child and offer fun bilingual sessions! Thank you very much."

"Bookstart is a very valuable service for young children and their parents. It teaches the children many valuable skills such as sharing, playing with others, following instructions, concentrating, taking part, and developing their vocabulary and understanding of the language. Thank you very much to the Bookstart Team!"

Digital Offer

BorrowBox is the national service which enables readers to discover the latest edition of *Y Cymro* and Welsh language newspapers and magazines online.

Here are a few of this year's stats:

- 4,795 Welsh Language e-books for adults available on BorrowBox, and 750 audio books.
 - 130 downloads of *Y Cymro*.
 - There are 5,993 Welsh language e-books for children and young people, and 465 audio books.
 - Over 2,000 new Welsh language editions were added last year.
 - 857 Welsh language e-books and 401 audio books were downloaded by Denbighshire libraries members.

Welsh Language Books Borrowed

From April to December last year, 14,000 welsh language items were borrowed (books, audio books and DVDs), although the full data isn't available at the moment. From these, 66% were children's books, which shows the substantial contribution local libraries make to increase the number of children that use the Welsh language socially. With only two Welsh bookshops in the county, the local library is a key source of Welsh books in the

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community for children and adults. The libraries work closely with Siop y Siswrn, which provided many Welsh language titles for free as presents for children on World Book Day.

Welsh Language Service

A Welsh language service is available in all libraries, and staff are supported to learn and develop their language skills. In partnership with Menter Iaith Sir Ddinbych, many libraries display posters to encourage visitors to practise their Welsh language in the location.

4.2 Adult Social Care and Homelessness Service

Progress with the 'More Than Just Words' framework

We continue to promote the Welsh language within the Adult Social Care and Homelessness Service and the Children's Service in Denbighshire County Council. This work is led by the More Than Just Words Framework (2022-27) and an internal group, consisting of Councillors, Managers and Officers who meet regularly to lead on the actions. There's a clear commitment to improve services to ensure the Active Offer and the Welsh Language is a key element of care, including services provided by the independent sector.

- We continue to work closely with the local Menter Iaith, Commissioning Officers, the Council's Welsh Language Officer and officers who attend the Regional More Than Just Words Forum in order to share good practice.
- Details were shared regarding the Welsh language awareness e-learning module which has been developed by Social Care Wales for social care workers and students who wish to learn more about the Welsh language, culture and working bilingually.
- We encourage all staff to complete the short 'Croeso' course which has been developed for staff working in the Social Care sector.
- We have commissioned more Welsh language skills courses for staff, including a course on meeting and greeting the public in Welsh.
- We also promote a range of language training opportunities (including the 'Camau' course) and a residential course in Nant Gwrtheyrn.

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- We arranged a stall in the office so staff could meet with the Language Champions from both services. This was also an opportunity to share information regarding opportunities to learn and improve Welsh language skills and a chance to share materials that promote the active offer such as posters, badges, biro, lanyards and magnets.
- The Adult Services team have taken part in the Arfer Project provided by Bangor University. The aim of the project is to change language habits to enable colleagues who can speak Welsh (but it's become a habit for them to speak English) to use more of their Welsh in the workplace.

4.3 Education and Children's Services

Welsh in Education Strategic Group Update – 2024 / 25 Update

There have been many developments regarding Welsh in Education during the last year - here are a few of the main points.

Collaborating with Denbighshire Early Years departments and teams

Denbighshire's WESP Officer is part of Denbighshire's Early Years Team Committee with the Welsh language on the agenda for every meeting, discussing:

- Welsh-medium pre-school settings
- Usage of Welsh in each pre-school setting
- Staff in the team who speak Welsh
- Training
- How to share information with parents on Welsh medium education options

Mudiad Meithrin

- The number of Cylch Meithrin Playgroups and Cylch Meithrin locations has increased to 19.
- The number of children attending the Cylch Meithrin playgroups has increased to 566.

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- The percentage of children transferring from the Cylch Meithrin playgroups to a Welsh medium school has increased to 96.2%.
- The Nursery learners that are educated through the medium of Welsh has increased to 30%.

Flying Start

The number of Welsh-medium Flying Start settings has increased from 3 to 6.

- Cylch Capel Seion
- Cylch Meithrin Bodawen
- Cylch Meithrin Henllan
- Cylch y Llys
- Cylch Dewi Sant
- Cylch y Dderwen

Increased capacity in Welsh-medium schools

- The new building on site at Ysgol Twm o'r Nant is nearing completion after a period of delay due to problems with the roof.
- The numbers in Nursery and Reception classes has stabilised since the COVID period and has increased in some schools.
- There's a clear increase in the nursery and reception numbers in those schools where the childcare provision is on the school site.

Welsh language support team

- The team continues to co-ordinate activities, and training and to create and share learning resources so that learners can continue to improve their Welsh skills across all sectors.
- The support model for newcomers is developing well. The number of pupils who are newcomers in Welsh medium Schools continue to increase and the support is greatly appreciated by all.
- Resources and work plans have been developed and staff from the service, parents and teachers all work closely together.

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Secondary Schools

- The two dual stream high schools are Category 2 schools under the new categorisation arrangements.
- Discussions regarding increasing the number of subjects taught through the medium of Welsh are ongoing in both schools.
- There's been a lot of collaboration to prepare for the new GCSE qualification.
- A website has been created to share information and resources with Welsh teachers in high schools.
- There is a need to reinforce the message and expectation that children receive Welsh-medium education from nursery to 16+.
- The number of pupils registered for the immersion class in Ysgol Glan Clwyd has increased significantly from 15 in 2024 to 30 in September 2025.

Language Charter / Cymraeg Campus

- Every Welsh medium primary school will be reassessed for the silver award in the summer and Ysgol Llanfair are going for the gold award.
- In the English medium schools 25 schools have received the bronze award and 7 schools have received the silver award. It is expected that 2 schools will receive the gold award in the near future.
- From the 7 English medium and bilingual high schools, one school has received the silver award, one school has received the bronze award and it's expected that 2 schools will receive the gold award in the near future.

An increase in the provision of Welsh-medium education for pupils with Additional Learning Needs (ALN)

- Questionnaires have been distributed to the county's ALN departments, special schools and ALN coordinators in Welsh schools. After analysing the responses, the main message was that the authority provides support through the medium of Welsh for ALN learners and that there is a Welsh medium offer for learners in several different areas.

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- The authority's ALN staff offer a bilingual service, the special schools offer bilingual education and support and the ALN coordinators in the Welsh medium schools in the county receive good support from the authority. But, the lack of Welsh language resources is a problem and recruiting Welsh speaking staff is extremely challenging.
- Information regarding ALN provision through the medium of Welsh has been updated on the Denbighshire County Council website.
- Denbighshire's WESP officer works closely with the ALN officers in the county to ensure that there's a balanced provision for Welsh and English medium ALN pupils.
- A network has been established to share Welsh language information, assessments and resources for staff in Welsh medium schools.

An increase in the number of teaching staff who can teach Welsh (as a subject) and through the medium of Welsh

- The Supporting Welsh team continue to develop training programmes for staff in schools on pedagogy and methods of teaching Welsh.
- We are in contact with officers from Dysgu Cymraeg, who are putting together national programmes to train the workforce to learn to speak Welsh. 6 teachers in our T2 schools have been funded to attend the Foundation Course to learn Welsh. 2 members of staff in an English medium high school are receiving 10 hour taster training. 2 teachers have been accepted to attend a sabbatical course to learn Welsh.
- We will continue to scrutinise SWAC data in the county to assess where there are gaps.

5.0 Workforce Development

5.1 Welsh Lessons

The table below shows the number of Council staff members who attended Welsh lessons as part of the 'Working Welsh' scheme provided by the National Centre for Learning Welsh and the Wales Social Care 'Welsh Offer':

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Course Level	Number
Taster	31
Meet and greet the public	10
Entry	21
Foundation	13
Total	75

10-hour Welsh taster courses are available online for those who want to start their language journey. These courses introduce everyday vocabulary and phrases and are available to everyone, free of charge. Some courses are tailored for various sectors such as health, care, public services, teachers, head teachers, tourism, retail, Welsh tourism.

5.2 Welsh Language Training completed

See below the number / percentage of staff that have completed induction training through the medium of Welsh and a percentage of staff that have completed Welsh Language Awareness training in the County during 2024-25.

10 members of staff completed their induction training through the medium of Welsh.

Welsh Language Awareness (including schools)

Status	Percentage %
completed	76%
not completed	24%

5.3 The Welsh Language Skills of Council Staff:

The information that the Council currently holds is presented below. This information is fed back to services so that Heads of Service can plan their workforces.

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Corporate Outcomes only (excluding schools)

Reading / understanding

Level	Number of staff	Percentage (%)
0	355	22%
1 (learning Welsh)	687	43%
2 (learning Welsh)	185	11%
3 (learning Welsh)	120	7%
4 (fluent)	145	9%
5 (fluent)	124	8%
Total	1616	

Speaking / listening

Level	Number of staff	Percentage (%)
0	297	18%
1 (learning Welsh)	714	44%
2 (learning Welsh)	224	14%
3 (learning Welsh)	120	7%
4 (fluent)	131	8%
5 (fluent)	130	8%
Total	1616	

Writing

Level	Number of staff	Percentage (%)
0	540	33%
1 (learning Welsh)	555	34%

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Level	Number of staff	Percentage (%)
2 (learning Welsh)	187	12%
3 (learning Welsh)	112	7%
4 (fluent)	102	6%
5 (fluent)	120	7%
Total	1616	

Council Staff's Welsh Language Skills, by service:

Service	No. of staff who speak Welsh fluently (Levels 4 and 5) and (%)	No. of staff who are learning Welsh (Levels 1, 2, and 3) and (%)	No. of staff with Level 0 Welsh and (%)
Adult Social Care and Homelessness Service	42 (12%)	216 (63%)	86 (25%)
Corporate Support Service - People	29 (33%)	51 (59%)	7 (8%)
Corporate Support Service - Performance, Digital and Assets	16 (14%)	81 (72%)	16 (14%)
Education and Children's Services	49 (20%)	154 (64%)	37 (15%)
Finance and Audit Service	12 (17%)	52 (75%)	5 (7%)
Highways and Environmental Services	39 (10%)	264 (66%)	98 (24%)
Housing and Communities Services	43 (23%)	118 (64%)	22 (12%)
Planning, Public Protection and Countryside Services	31 (17%)	122 (68%)	26 (15%)

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5.4 Recruitment - Welsh Language Skills Framework / Jobs advertised during the year

We continue to operate the Framework which is a simple way for staff to self-assess their language skills based on the type of communication tasks (reading, speaking, comprehension and writing) they can perform through the medium of Welsh. This is an effective way of monitoring the skill levels necessary for the post and what courses workers may need in order to progress to the next level. Following this framework enables us to support learners on their language journey and achieve the best possible outcomes. The Framework is also used by managers as they determine the recruitment level in Job Descriptions. This started in February so the impact will be seen in next year's Monitoring Report. We have updated the Framework levels this year - Welsh Language for Recruitment: Welsh Language levels

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

Welsh Language Category in Job advertisements

Category	No. and % by language category	Percentage %
Essential	52	10%
Desirable	437	81%
Learning after appointment	3	1%
Welsh language skills not required	47	9%

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6.0 Complaints

Complaint 1

Date	22/07/2024
The Complainant	Welsh Language Commissioner - Investigation CS1197 and CS1206
Nature of Complaint	<ol style="list-style-type: none">1. A complaint from a member of the public claiming the Denbigh Leisure Centre Facebook Page included information / prices in English only.2. We received comments from a member of the public regarding the Denbighshire Leisure Ltd (DLL) website, which included swimming timetables in English only.
Council's Response	<ol style="list-style-type: none">1. We have created guidelines for staff that are responsible for our social media sites regarding the Welsh language standards (including Standard 58), and we have shared it with the relevant staff members.2. We monitor the Denbigh Leisure Centre Facebook page and we contact Denbighshire Leisure Ltd if we find any problems complying with the Welsh Language Standards.3. We have ensured that all the timetables on the Denbighshire Leisure Ltd website are available in Welsh (including swimming timetables, membership timetables for children, and class timetables).4. We continue to monitor the timetables on the Denbighshire Leisure Ltd website (including swimming timetables, membership timetables for children, and class timetables).
Result	The Welsh Language Commissioner was satisfied with the evidence regarding the actions taken and noted the investigation was closed on 23/10/24

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Complaint 2

Date	28/08/2024
The Complainant	County Council Worker
Nature of Complaint	A letter with a job offer including errors with English words and phrases in a Welsh language letter.
Council's Response	<ul style="list-style-type: none">• The Council's Welsh Language Officer contacted the Human Resources Department.• This was confirmed as a human error and proofing systems will be introduced to ensure that this will not occur again.
Result	A new correct letter was sent to the member of staff and an apology regarding the original letter on 06/09/24

Complaint 3

Date	18/11/2024
The Complainant	Member of the public
Nature of Complaint	Unclear road sign / Incorrect Welsh
Council's Response	The Council's Welsh Language Officer contacted the Highways Department to inform them.
Result	The sign was changed.

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Complaint 4

Date	01/11/2024
The Complainant	Member of the public
Nature of Complaint	An English only message written on a waste bin explaining why the bin wasn't collected.
Council's Response	A message was sent to the Waste Officers to use bilingual stickers to note contamination.
Result	<p>Crews to aim to use the bilingual sticker with tick boxes to note contamination in future.</p> <p>*However, there may be rare occasions where operators need to provide additional information which isn't on the sticker (it's impossible to include every possible scenario).</p> <p>An apology was given to the member of the public and we explained that we had removed the old stickers where operators had to write a reason for the contamination and now use bilingual stickers with tick boxes only.</p>

7.0 Looking towards the future - Plans 2025-26

Here are the plans in progress or that will be prioritised during the next year.

1. Introducing a new Policy to facilitate and encourage the use of the Welsh language internally and ensuring Senior Officers and managers understand the contents. In a recent staff survey, we asked "In an average week how often do you use the Welsh language":

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How often do you use the Welsh language	Percentage (%)
Never	47%
Once a week	16%
2 or 3 days a week	14%
Every day	23%

We also asked for opinions regarding this statement - "The Council supports and encourages the use of the Welsh language in the workplace".

Agree or strongly agree: 84%

We will use the above data to monitor the success of our Facilitating and Encouraging the use of the Welsh Language Internally Policy over the next 5 years with the aim that the percentage of staff that never use the Welsh language decreases and the percentage of staff that use their Welsh daily increases.

2. Develop a Welsh in Business webpage on Denbighshire County Council's website to highlight best practice in promoting the Welsh offer within the business community.
3. Update the Welsh Language Awareness training and increase the percentage of those that complete the training.
4. Strengthen and improve guidelines for Officers on how to complete a Wellbeing Impact Assessment to ensure a Conscientious Effort to consider the impact on the Welsh language.
5. Complete a database to categorise Welsh language skills for each job within the Council.
6. Send a Welsh Language Skills questionnaire to staff in order to update staff Welsh language skill levels, aiming to reduce the number of staff at Level 0.