

Policy to Facilitate and Promote Internal Use of Welsh

Prepared in accordance with the requirement of Standard 98

Approved by: Cabinet

Date approved: 28/04/26

Date implemented :01/07/26

Owner:

Review date : 01/07/27

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Changes to this document

This document is reviewed regularly to keep up with changes in policy or legislation. The latest versions of our publications can be found on our website. Before contacting us about the content of this document, we recommend that you refer to the most recent version on the website and any relevant guidance.

| Version | Date approved | Approved by | Notes / changes |
|----------------|----------------------|--------------------|------------------------|
| 1.0 | 28/04/26 | Cabinet | New policy |

Policy to Facilitate and Promote Internal Use of Welsh

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Policy to Facilitate and Promote Internal Use of Welsh

Part 1: Vision and Statement of Intent

This policy is a response to Standard 98 (Welsh Language (Wales) Measure 2011), which requires us to create a policy on the internal use of Welsh. Its aim is to show our commitment to increasing the daily use of Welsh in the workplace and to support the national goal of reaching one million Welsh speakers by 2050.

We want to build on the good work that has already taken place to provide services in Welsh. We will put the right structures in place to create more opportunities for staff to use Welsh, whether in formal or informal situations.

Our staff are key to this. We want to offer opportunities and support to anyone who wants to use or improve their Welsh at work. Through careful planning and positive action, we can help staff develop skills and confidence. Ultimately, this will enable us to go beyond the requirements of the standards and provide better services in Welsh to the public.

Our Commitment:

This policy brings together practices, policies and resources in relation to Welsh-language training, the Welsh Language Standards and our corporate approach to using Welsh in the workplace. Through this policy, we will work towards becoming an increasingly bilingual organisation where both languages are valued and used naturally, formally and informally.

In implementing this policy, we will adhere to our organisational principles and ensure we communicate any changes with our staff.

What does this mean for our staff?

We will make Welsh more visible internally and actively offer it as an option for staff. This will help build confidence and encourage more people to learn or develop their Welsh. We will support staff in their work and offer a variety of opportunities to use Welsh, whatever their level. Through this policy, we aim to create an atmosphere where using Welsh every day feels natural. Our priority is to build confidence and support our staff.

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Part 2: Policy Background and Context

We have been implementing the Welsh Language Standards since 2015. This has led to an increase in the services available to the public in Welsh.

In the *Cymraeg 2050* strategy, the Welsh Government identifies the workplace as a key space for increasing the use of Welsh. It states that the “workplace is central to our daily lives and is important in the linguistic development of individuals,” as it is an opportunity for speakers of all levels to use and practise the language. In addition to the aim of creating a million Welsh speakers by 2050, the strategy also wants to see an increase in the proportion of people using Welsh daily. The workplace is essential in enabling this.

Furthermore, one of the goals of the Well-being of Future Generations (Wales) Act 2015 is to ensure “a Wales of vibrant culture and thriving Welsh language.”

We know that if someone uses Welsh in their daily work, they are more likely to use it outside of work too. Most of us know someone who can speak Welsh but doesn't use it in their job. There are many and varied reasons for this, but by implementing this policy we hope to create pathways and opportunities for everyone to make use of their Welsh.

This policy will consider formal opportunities through training, use of technology and guidance, as well as informal opportunities to chat and engage beyond formal workplace scenarios.

In a recent staff survey, the question “In a typical week, how often do you use Welsh?” received the following responses:

| 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 views on the following statement: “The Council supports and encourages the use of Welsh in the workplace.”

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| The Council supports and encourages the use of Welsh in the workplace. | Percentage (%) |
|---|-----------------------|
| Agree or strongly agree | 85% |

The purpose of this policy, therefore, is to set out a clear plan to facilitate and increase the use of Welsh formally and informally within our organisation over the next 5 years—so that the percentage of staff who never use Welsh decreases, and the percentage of those using it daily increases.

Part 3: Setting Objectives and a Work Plan

We have identified a work plan that will enable us to develop in an ambitious yet realistic way, allowing time for all our staff to benefit from the development opportunities we are proud to offer.

Language learning and changing usage habits take time, and we are committed to supporting this to happen.

The work will be structured under the following headings to ensure all aspects of the organisation's business are included:

Leadership – Creating and maintaining the right conditions throughout the organisation

Building confidence – Creating conditions for everyone to feel confident using whatever Welsh they have

Administrative infrastructure – Ensuring that our procedures and processes foster an environment in which Welsh can thrive, including technology, employment practices, and translation

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Part 4: Objectives

Leadership

Our goal is to create an organisational atmosphere that supports and encourages the use of Welsh. This includes, but goes beyond, leaders setting an example by using Welsh. It also means having structural foundations to ensure that Welsh is considered at all levels of organisational operation—not limited to Welsh speakers or specific officers.

Leading by example –

We will:

- Encourage our leaders to use whatever Welsh they have and to open/close meetings, messages and presentations in Welsh at every opportunity, supported by training for managers on using Welsh effectively
- Promote positive attitudes and encourage our workforce to take pride in the Welsh language and culture, clearly stating that Welsh is a valuable skill within the organisation
- Develop a programme to ensure all key staff have received ‘Leading in a bilingual country’ training
- Maintain a ‘Welsh Language Champions’ scheme to ensure a Welsh presence throughout the organisation

Ensuring accountability and robust structures – By ensuring compliance with the Standards and incorporating Welsh into our internal reporting structures, we aim to give the language a clear status and solid foundation for promoting its use.

We will:

- Use the Welsh Language Steering Group to lead on monitoring progress and ensure accountability across the organisation when implementing this policy

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- Support our Welsh Language Champions in every department to promote internal use of Welsh and support implementation of the Standards
- Thoroughly assess and record the Welsh language skills of our staff to inform workforce planning and recruitment policy decisions

Internal communication – To ensure everyone in the organisation understands our commitment to Welsh and how it applies to their everyday work,

We will:

- Maintain a bilingual intranet with information and resources on using Welsh in an easily accessible location
- Ensure all internal communications – newsletters, staff bulletins – are bilingual with Welsh first, as well as all signage, publications and announcements
- Except in valid cases (e.g. emergency messages relating to health and safety), ensure any mass correspondence aimed at all Council staff / groups of staff / entire services, etc., sent via emails / letters / newsletters, will always be sent in Welsh and English simultaneously

Building Confidence

We recognise that people's confidence in using Welsh can vary depending on the situation. Individuals may feel comfortable in informal settings but less confident in professional contexts. By increasing day-to-day opportunities to use Welsh, we will help our staff develop their skills and confidence, encouraging everyone to use whatever Welsh they have.

Supporting use: Creating a framework to support our workforce in using their Welsh is important to us.

This means we will:

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- Create and maintain a database showing the level of Welsh required for each role and the current skills of staff, as a basis for planning learning and training.
- Maintain a database of Welsh speakers within the organisation to facilitate internal communication and encourage staff to use Welsh with each other.
- Ensure access to Welsh language training for staff at every stage of their learning journey and provide relevant, purposeful training to support staff to use Welsh in their roles, e.g. for reception or telephone staff.
- Provide Iaith Gwaith (Working Welsh) resources (Badges and Lanyards) for staff to show they are ready to use Welsh.

Increasing opportunities: Creating opportunities to use the language is essential for building confidence in Welsh and mainstreaming the language within our organisation. To facilitate this, we will:

- Run an ongoing programme of language awareness training for staff to increase understanding of the role of Welsh in their work and more broadly.
- Promote local opportunities to use Welsh (e.g. local Mentrau Iaith events etc.) in our newsletter / intranet / staff bulletins.

Celebrating success: It's important that we celebrate the efforts and achievements of colleagues developing their Welsh language use. To do this we will:

- Celebrate learners' successes through internal communications to support our learners and inspire others.
- Highlight individuals or teams who are making good progress in increasing their use of Welsh.
- Take part in national or local campaigns celebrating the use of Welsh, e.g. Defnyddia dy Gymraeg Campaign (*Use Your Welsh*), *Welsh Language Music Day*, etc.

Raising awareness and showing ambition:

We will:

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- share weekly vocabulary / phrases with staff via our newsletter / intranet / Teams.
- Ensure that the statement “happy to communicate in Welsh or English” is available for all to use in email signatures.
- set a target that every member of staff reaches Level 1 (ALTE) as a minimum – i.e. pronunciation, greeting and basic vocabulary etc.

Administrative Infrastructure

Robust procedures will underpin all this work, enabling our staff to use Welsh in their everyday roles. This will mean clear arrangements within employment matters and technological systems that offer the best support for colleagues to use the language effectively.

Employment matters: The Welsh Language Standards set clear expectations for our HR arrangements and what our staff can expect from us in Welsh.

In response, we will:

- Ensure our workforce receives employment-related information in Welsh if they wish, recording staff language preference on our systems, and offering Welsh proactively to our staff.
- Provide core policies and forms in Welsh in accordance with the Standards and identify any other employment documents that need to be available in Welsh.
- Allow staff to follow our complaints procedures in Welsh if they wish to do so, in accordance with the Standards, and make this process as simple as possible.
- Provide induction training to all new staff which includes a session on the Welsh language and culture, compliance with the Welsh Language Standards, and information on e.g. the translation service and Welsh lessons available on the intranet, link to who our Welsh Language Champions are.

Technology: Technology can greatly support our use of Welsh as an organisation. We are keen for our workforce to have access to tools that support them to use Welsh in their everyday work.

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We will:

- Provide Microsoft Teams backgrounds that display the Cymraeg Gwaith logo for Welsh speakers and learners and promote their use in online meetings.
- Create and provide guidance for staff on using automatic/machine translation (Microsoft, Google) to support use of Welsh – staff should not rely on this tool, but it can help facilitate internal Welsh communication. It should always be checked by a Welsh speaker within the service.
- Ensure the electronic staff directory includes the Cymraeg Gwaith badge to identify Welsh speakers and learners. This will make it easier to make initial contact.
- Maintain a bilingual intranet with an interface that can be easily switched between languages.

Translation processes: Our translation service is key to our ability to operate bilingually. We will support their work by ensuring clear and organised working processes.

We will:

- Use simultaneous translation to facilitate internal discussions in staff's language of choice.
- Implement clear processes for translation work, including timelines and instructions on what the translator needs to translate effectively.
- Promote drafting in Welsh from the outset and create guidance to support staff to do so.
- Provide a translation flowchart on the intranet so staff know which documents and publications need translating.
- Create and maintain a list of key words for each service to help translators ensure consistency in the use of Denbighshire's language in translation.

Part 5: Implementation and Review

The above outlines our commitments to promoting and facilitating the use of Welsh within our organisation. A separate action plan accompanies this document, detailing targets, timelines, and responsibilities to put these commitments into practice.

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This is a 5-year plan. We will review it annually and assess performance against a series of indicators outlined in the action plan.

Part 6: Responsibilities

Ultimate responsibility for this policy rests with the Welsh Steering Group. The Group will work closely with the Welsh Language Officer, the Corporate Director for Governance and Business, and the Lead Member for the Welsh Language, Heritage and Culture and Head of Corporate Support Service – People.

Part 7: Metrics

An annual staff survey on daily use of Welsh and staff views on whether the Council supports and encourages use of Welsh in the workplace; a staff Welsh language skills questionnaire to gather quantitative data.

A focus group with Welsh Champions, officers, council workers and the Lead Member for the Welsh Language, Heritage and Culture to gather qualitative data.

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Appendix 1: Action Plan

LEADERSHIP: Leading by example

| Target | Actions | Responsibility | Date |
|--|--|-------------------------------|--|
| Set an expectation for leaders in our organisation to use the Welsh they have in public settings, when addressing meetings and in emails etc | Arrange training for relevant officers. Create and post a guide on the intranet including common pronunciations | SLT Welsh Language Officer | Nov 2025 / Dec 2025 |
| Promote positive attitudes and encourage our workforce to take pride in the Welsh language and culture, clearly stating that Welsh is a valuable skill within the organisation | Hold regular internal campaigns celebrating Welsh language and culture, e.g. Welsh Music Day, Shwmae Day | Welsh Language Officer | Ongoing Review annually and at end of 5-year period |
| Develop a programme to ensure all key staff members receive 'Leading in a bilingual country' training | Work with Welsh Government to develop the programme | SLT | By end of 5-year period |
| Maintain the 'Welsh Language Champions' scheme to ensure the presence of Welsh across the organisation | Language Champions to meet quarterly to discuss good practice, issues and plan internal campaigns | Welsh Language Officer | Ongoing |

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LEADERSHIP: Ensuring accountability and strong structures

| Target | Action Steps | Responsibility | Date |
|--|---|---|--|
| The Welsh Steering Committee will lead the monitoring of Welsh language internal use Policy and help ensure accountability across the organisation. | Add monitoring of the Internal Welsh Language Policy to its work programme. | Welsh Steering Committee | Ongoing Reviewed annually and at the end of the 5-year period |
| Support our Welsh Language Champions in each department to promote internal use of Welsh and support the implementation of Welsh Language Standards. | Language Champions to meet quarterly to discuss good practice, issues and to plan internal campaigns. | Welsh Language Champions + Welsh Language Officer | Ongoing |
| Thoroughly assess and record the Welsh language skills of our staff to guide workforce planning and recruitment policy development. | Annual Language Skills Questionnaire sent to all staff. Maintain a database of this information. | HR + Language Officer | Annually by April |

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LEADERSHIP: Internal communication

| Target | Action Steps | Responsibility | Date |
|---|--|---|--------------------------|
| Maintain a bilingual intranet with information and resources on using Welsh easily accessible to all. | Ensure the 'Welsh in the Workplace' page is updated regularly. | Welsh Language Officer + Web Team | Ongoing |
| All internal communications – newsletters, staff bulletins – will be bilingual with Welsh first, including signage, announcements and statements. | Continue to produce the 'Heddiw yn Sir Ddinbych / Denbighshire Today' bulletin bilingually. Review and adapt internal signage for clearer Welsh. (Cymraeg Clir) | Comms Team Facilities Team + Building Managers | Ongoing By April 2026 |

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| <p>Except in valid circumstances (e.g. urgent health/safety message), all mass communication to staff via email/letters/newsletters etc. will always be sent simultaneously in Welsh and English.</p> | <p>Templates available on intranet.</p> <p>Welsh Language Officer + Welsh Language Champions to support with translating short messages.</p> <p>We have added the following Maltip to Outlook to remind staff - Anfon at grŵp mawr yn fewnol? Cofiwch am y Gymraeg. Sending to a large group within DCC? Make sure your message is bilingual.</p> <p>Create guidance on using automatic/machine translation tools (Microsoft, Google) to support internal Welsh communication.</p> | <p>Welsh Language Officer</p> <p>Welsh Language Officer + Welsh Language Champions</p> <p>Welsh Language Officer with guidance from Welsh Language Commissioner</p> | <p>By Dec 2025</p> <p>Ongoing</p> <p>By May 2026</p> |
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Policy to Facilitate and Promote Internal Use of Welsh BUILDING CONFIDENCE: Supporting Use

| Target | Actions | Responsibility | Date |
|--|--|-----------------------|--|
| Create database categorising job language skills to show the required level of Welsh for each role in the County Council, and the skills staff currently have, as a basis for workforce development planning | <p>Create and maintain a Welsh Language Skills Database for every role in the County Council.</p> <p>Use this database to set expectations when advertising roles.</p> | Language Officer & HR | Initial database in place by January 2026 Ongoing |
| Maintain a database of Welsh speakers within the organisation to support internal communication and encourage staff to use Welsh with each other. | Work with ICT to provide a Welsh Skills Tool in Outlook, so that a message appears in Outlook when composing emails to indicate the recipient speaks Welsh. | HR + ICT Department | By July 2026 |

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| <p>Ensure access to Welsh training for staff at every stage of their learning journey and provide relevant and purposeful training to support staff to use Welsh in their roles – e.g., reception or telephone staff.</p> | <p>Continue to offer Work Welsh courses through Learn Welsh.</p> <p>Deliver Customer Care Courses to frontline staff.</p> | <p>Learn Welsh + HR Welsh Language Officer</p> | <p>Ongoing</p> <p>All key staff to receive training by April 2026 – to be delivered annually thereafter targeting new staff.</p> |
| <p>Provide Work Welsh resources for staff to show they are ready to use Welsh.</p> | <p>Clear expectation that Welsh speakers wear Work Welsh lanyards, and learners are encouraged to wear learner lanyards.</p> <p>Clear signs in reception areas welcoming the use of Welsh.</p> | <p>Welsh Language Officer + Language Champions</p> | <p>Ongoing</p> |

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BUILDING CONFIDENCE: Increasing Opportunities

| Target | Actions | Responsibility | Date |
|--|--|--|--------------------------------------|
| Deliver an ongoing programme of language awareness training for staff to increase understanding of the role of Welsh in their work and more broadly. | <p>Create language awareness training.</p> <p>Support departments with low performance in mystery shopper exercises with the training.</p> <p>Managers / Heads of Service to complete an annual self-assessment form on the service's performance in relation to the Welsh language.</p> | <p>Welsh Language Officer</p> <p>Managers / Heads of Service</p> | <p>By April 2026</p> <p>Annually</p> |
| Promote local opportunities to use Welsh, e.g. local Mentrau Iaith events etc. via our newsletter / intranet / staff bulletins. | Work closely with Menter Iaith Sir Ddinbych to promote their events in our bulletin and on our staff Facebook page. | Welsh Language Officer | Ongoing |
| Hold conversation sessions / chat clubs / Paned a Sgwrs sessions to give Welsh speakers and learners the opportunity to use their Welsh | Continue to hold monthly Paned a Sgwrs and Taith a Sgwrs sessions. | Welsh Language Officer | Ongoing |

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| skills in a supportive environment outside formal learning sessions. | | | |
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BUILDING CONFIDENCE: Celebrating Successes

| Target | Actions | Responsibility | Date |
|---|---|---|---|
| Celebrate learner achievements through internal communications to support and inspire other learners. | Highlight learner successes in our Heddiw yn Sir Ddinbych (Denbighshire Today) bulletin and staff Facebook page. Q&A with learners attending our Paned a Sgwrs sessions. | Welsh Language Officer | By January 2025 and then an item every 2 months |
| Highlight individuals or teams who are making good and increasing use of Welsh. | Create a 'Meet the Team' template and send to Welsh Language Champions. Include an item every 2 months in our staff bulletin in a Q&A format on the theme 'How have you gone about using more Welsh in your team?' Include a photo of the team. | Welsh Language Officer + Language Champions | By January 2025 and then an item every 2 months |

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| Take part in national or local campaigns celebrating the use of Welsh, e.g. Use Your Welsh Campaign, Dydd Miwsig Cymru etc. | Create a video to celebrate events. Post photos on social media. | Welsh Language Officer | Ongoing |
|---|---|------------------------|---------|

BUILDING CONFIDENCE: Raising awareness

| Target | Actions | Responsibility | Date |
|--|---|--|----------------------|
| Ensure that the statement 'happy to communicate in Welsh or English' is available for everyone to add to their email signature | Sentence available on our intranet – Welsh in the Workplace page | Web Team + Language Officer | By December 2025 |
| We share a vocabulary / phrase of the week etc. among staff via our newsletter / intranet / Teams | Continue to share the Welsh Word of the Week across our various platforms – encourage a competitive element by asking staff to use the word in a sentence | Communications Team + Language Officer | Ongoing |
| We will set a target for every member of staff to have Level 1 ALTE - (Association of Language | Promote and encourage "Croeso" courses by the National Centre for | Welsh Language Officer + Managers + HR | Review at the end of |

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| Testers in Europe) as a minimum i.e. pronunciation, greetings and simple vocabulary etc. | Learning Welsh. Include a question on staff 1-to-1 form asking employees if they would like any Welsh language training | | the 5-year period |
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Administrative Infrastructure: Employment Matters

| Target | Actions | Responsibility | Date |
|--|---|----------------|---------|
| Ensure that our workforce receives employment information in Welsh if they wish, by recording staff language preference in our systems and proactively offering Welsh to staff | This is in place. Monitor that this is facilitated and happening | HR | Ongoing |
| Provide core policies and forms in Welsh in accordance with the standards and identify any other employment documents that need to be provided in Welsh | This is in place. Monitor that this is facilitated and happening | HR | Ongoing |
| Allow staff to follow our complaints procedures in Welsh if they wish to do so, in accordance with the | This is in place. Monitor that this is facilitated and happening | HR | Ongoing |

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| standards, making this as simple as possible | | | |
| Provide induction training to all staff which includes a session on the Welsh language and culture, compliance with the Welsh Language Standards, and where to find information such as the translation service and Welsh lessons on the intranet | Update our training to include a quiz element at the end. Increase course completion % by targeting the Education Department at the start of the school year as completion levels are low. | HR + Language Officer | By September 2025 |

Administrative Infrastructure: Technology

| Target | Actions | Responsibility | Date |
|--|--|-------------------------------------|------------------|
| Provide Microsoft Teams backgrounds displaying the Welsh at Work logo for Welsh speakers and learners and promote them to encourage staff to use them in online meetings | This is in place. Template is available on the intranet. Remind staff in our Did You Know? item in the Denbighshire Today bulletin | Welsh Language Officer | By December 2025 |
| Create and provide guidance to staff on using | Create the guidance and | Welsh Language Officer with support | By May 2026 |

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| automatic/machine translation (Microsoft, Google) to facilitate use of Welsh – staff should not rely solely on the tool, but it can assist with internal communication in Welsh | promote it through language champions and Managers | and guidance from the Welsh Language Commissioner | |
| The electronic staff directory will include the Welsh at Work Badge to identify Welsh speakers and learners. This will make it easier to establish initial contact | Liaise with the ICT department to explore how this can be done | Welsh Language Officer + ICT Department | By April 2026 |
| Maintain a bilingual intranet with an interface that can be switched seamlessly from one language to the other | This is in place | Web Team | Ongoing |

Administrative Infrastructure: Translation Processes

| Target | Actions | Responsibility | Date |
|--|------------------|---------------------|---------|
| Use simultaneous translation to facilitate internal discussions in the staff member's language of choice | This is in place | Democratic Services | Ongoing |

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| Put clear processes in place for translation work including timelines for translation tasks and instructions on what the translator needs to translate effectively | This is available on the intranet – link provided | Democratic Services | Ongoing |
| Promote drafting in Welsh from the outset and create guidance to support staff in doing so | Awaiting the Commissioner's Guidance on this | Welsh Language Commissioner + Welsh Language Officer | By April 2026 |
| Provide a translation flowchart on the intranet to help staff know which documents and publications need to be translated | Create the guidance and flowchart | Welsh Language Officer | By April 2026 |
| Create and maintain a list of key words for each service to help translators ensure consistency in the use of Denbighshire's language in translation. | Create and maintain a list of key words | Welsh Language Officer to coordinate with Heads of Services | By April 2026 |