

Welsh Language Annual Monitoring Report 2020-21 Denbighshire County Council

Welsh Language Annual Monitoring Report 2019-20

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Introduction

The Council is required under the Welsh Language Standards, introduced under the Welsh Language Measure (Wales) 2011, to publish an annual report by 30 June outlining the work undertaken to comply with the requirements of the Standards from April 1st 2020 to March 31st 2021. Denbighshire County Council is fully committed to responding positively to the Welsh language standards and this has been reflected in the Welsh language Strategy 2017-2022. That commitment has not changed and we are fully committed to playing our part towards national efforts 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 duties arising from the Standards mean that the Council should not treat the Welsh language less favourably than English, as well as promoting and facilitating the use of the Welsh language, making it easier for people to use their Welsh language skills in everyday life.

The purpose of the standards is to:

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

The Council's main focus in 2020/21 was on continuing to implement the Welsh Language Standards within the authority, working closely with Welsh Language Champions across the county to ensure compliance with the 167 Standards under the headings Service Planning, Policy Making, Promoting and Record Keeping. We continue to support the workforce in implementing the Standards as well as supporting the use of Welsh on a daily basis. This will be done by promoting Welsh courses for them to embark on their language journey, or confidence courses and in-house activities for them to nurture and develop their skills.

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In addition to the new Welsh Language Standards, 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 will be provided later in this document).

Executive Summary

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

During the past year, efforts to map Welsh language activities across the County have been delayed due to the pandemic as we were unable to undertake any consultation work with the villages / towns as planned. During 2019-20 our findings show that a number of Welsh language events were located around the main towns and further investigation was required to identify activities in more rural communities. The intention was that we would pilot Llangollen so that we could implement the same scheme elsewhere. We plan to resume consultation during the year 2021-22. The Council continues to provide financial support to Menter Iaith Sir Ddinbych through an annual grant and the Urdd locally. Urdd funding is used to employ an officer who helps the authority organize activities for young people across the county.

Each service within the Council has a Welsh Language Champion with meetings held every three months to monitor progress with the Standards as well as sharing good practice and acting as a critical friend. Members have a thorough understanding and raise awareness of the requirements of the Standards and the associated strategy as well as conducting mystery shopper sessions.

A great deal of internal communications work was carried out for the Council again during 2020-21 to continue to reinforce the language standards by sharing a checklist with staff to use when corresponding, arranging meetings and answering the phone. We have also been sharing vocabulary lists with phonetics to assist Welsh learners. The vocabulary has been in the form of documents and videos for staff to get used to the sound and

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pronunciation of words. We have been using national days as a focal point such as St Dwynwen's Day, St David's Day, Pancake Tuesday, Mother's Day and so on.

Welsh learning contracts have been created for staff attending Welsh lessons. These agreements are developed in partnership with line managers and Human Resources. The 10-hour online taster courses have been key to us as a Council, especially during the lockdown period, with many staff taking the opportunity to embark on their language journey.

Report Background

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

Strategic responsibility for the Welsh Language in Denbighshire lay 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 the work of actively dealing with Welsh language issues during 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 Training Undertaken

Below are details of the number / percentage of staff who have received training in Welsh to a specific qualification level and the number of staff who have received language awareness training during 2020-21.

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Appendix 1 – Welsh Language Awareness (including schools)

Status	%
Completed	74.85%
Not completed	25.15%

Appendix 2 – Various courses delivered/completed through the medium of Welsh

Course details	Number of staff who attended / completed the course
Welsh taster course	14
Greeting the public in Welsh	14
Give your Welsh a go (2 day course)	4
Corporate Induction	92
Equality	113
Code of conduct	114
Whistleblowing	100
Awareness to protect	129

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Course details	Number of staff who attended / completed the course
Data protection	147
Modern Slavery	22
Attendance at work	28
1 to 1 meetings	21
Shortlisting	10
Total	808

Supervision / checking arrangements

Successfully securing a Welsh Language Champion within each service gives services the opportunity to receive assistance to check documents when promoting and facilitating the use of Welsh, and the same support is provided by the Welsh Language Officer and fluent Welsh speakers within the teams. We recently commissioned Menter Iaith Sir Ddinbych to carry out a Mystery Shopper exercise on our websites, social media accounts and the SC2 Rhyl center. Menter Iaith reported their findings and we took action to rectify any issues raised.

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Bilingual Workforce

We have been doing a lot of key work to promote and facilitate the use of the Welsh language internally and externally during the past year to ensure the delivery of the Welsh language Standards. Some of those projects are:

Council Staff Eisteddfod

The Council held its third Eisteddfod between February 15th and March 1st as part of St David's Day celebrations. The event is part of the Council's efforts to raise the profile and understanding of the language, and to celebrate Welsh culture. It comes at a time when there is significant attention on the Welsh language and the return of the Urdd Eisteddfod to the county in May 2022. This year, as a result of covid-19 and the majority of staff working from home, we had to be a little bit more creative and the Eisteddfod went digital. Our private staff facebook page was used as a platform to host the Eisteddfod and promote various categories for staff to compete in by uploading a picture to accompany each category. The categories included Lockdown Project, Lockdown Hair, Lockdown Cocktails, create a sentence out of the word PANDEMIC, before and after/old and new photos, cook a meal starting with the first letter of your name, most talented animal and many more. In order to encourage more people to take part in this year's Eisteddfod, it was decided to appoint all council staff as judges. They chose the winners by 'liking' the photos / videos on the facebook page, and those with the most votes won. The response and support received was much better than expected and there was a lot of staff engagement. The digital Eisteddfod was a great success with 163 entries and over 700 votes.

Tea and Talk

As the majority of staff are now working from home the sessions are being held virtually. We had a very good start to the virtual sessions with a number of members in attendance, but numbers have dropped in recent months. This was because staff needed a break from being in front of the screen over lunchtime therefore the timing was inconvenient compared to face-to-face sessions. The numbers have risen again recently as we have changed the time of the sessions and the feedback from staff has been positive. Even so,

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virtual Tea and Talk sessions don't have the same effect as face-to-face sessions and we are hoping to be able to return to face-to-face sessions when it's safe to do so. Weekly written tasks were also prepared for staff to improve their written skills.

Owain Glyndŵr Day

This year to celebrate Owain Glyndŵr Day, we shared a video we made showing Glyndŵr's links with Denbighshire and significant places within the county relating to his history. These places include Glyndyfrdwy where one of Glyndŵr's two principal courts was located as well as the fact that Glyndŵr took his name from his estates around this area; a mount in Llidiart-y-Parc near Glyndyfrdwy where he was announced as the Prince of Wales; Bryn Saith Marchog where he had a row with Sir Reginald Grey (Lord of the Vale of Clwyd in Ruthin) concerning common ground that quickly evolved into a rebellion over independence for Wales; Ruthin where the town was burned to the ground except for the castle; Denbigh and Rhuddlan were also attacked, and there is a plaque on the former Natwest building in Ruthin which was unveiled by Dafydd Iwan in 2000 to mark 600 years of Glyndŵr. We received very positive feedback from staff and many indicating that they were unaware of the significance Denbighshire had in Glyndŵr's history. The video has been viewed over 1,000 times. [Watch the Owain Glyndŵr video on youtube.](#)

'I have rights' Campaign

This is a national campaign to celebrate the Welsh language services offered by Local Authorities, and the rights people have to use the Welsh language when dealing with them. It was an opportunity to promote Welsh language services in Denbighshire and to try and increase take-up. The marketing campaign talks about some of the rights that the public as well as Council staff have.

In September, external messages posted on our social media on a weekly basis included photos of Welsh speaking / learning staff noting their responsibilities and how speaking Welsh benefits them in their role. The messages have generated a great deal of positive comment on our accounts with people praising our staff. One of our posts on our Welsh corporate facebook page had the highest reach than ever before with the post reaching over 5,000 people.

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St Dwynwen's Day

We created a quiz on the history of St Dwynwen as part of this year's celebrations. It was shared internally and externally on our social media with over 30 people participating. We also created a document of relevant Welsh vocabulary and phonetics to help Welsh learners.

Shwmae Sumae Day

Once again this year we were part of the Shwmae Su'mae Day celebrations on the 15th of October. The day is intended to promote the idea of starting all conversations with in Welsh with either 'Shwmae' or 'Su'mae'. The day's aim is to show that the Welsh language belongs to everyone – fluent speakers, learners or if you are shy to use Welsh. It was difficult to create something new because of the current situation with the pandemic so we shared some messages on our social accounts as well as sharing the video we made last year of the red dragon mascot (Dewi Dragon) being filmed using the Council's Welsh language services. He passed a rugby ball to other members of staff whilst saying "shwmae" or "Su'mae" to them, and they did the same when passing the ball on. The idea behind this was that the Welsh language was the rugby ball and that we were passing on the language. [Watch the Shwmae Sumae Day video on youtube.](#)

Welsh Language Music Day

A playlist of Welsh songs was created to be shared with staff and encouraged them to play the playlist at home, at work or when traveling in the car. We also promoted the new song for the 'Nerth dy ben' campaign, "Byw i'r dydd" (Live for the moment) which is a reminder of our strengths and courage, especially during these challenging and difficult times. It also shows the positive impact music has on your mental health which is an important message as many staff are currently working from home. Most of the artists performing are former pupils at Ysgol Glan Clwyd, St Asaph.

St David's Day

The staff Eisteddfod was the main event to celebrate St David's Day again this year, but we also shared information on our social media about the history of St David, relevant

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Welsh vocabulary and phonetics to help Welsh learners and the interesting facts about why leeks and daffodils are the national symbols of Wales as well as the reason behind wearing them on St David's Day.

Promoting Welsh Language Standards

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

Videos to promote the Welsh language

As many things have changed to online or digital over the last year, it has forced us to be a little more creative in the way we promote the Welsh language to keep momentum going. 'Word of the day' is now created in video format to illustrate how the word is being used in the context of a sentence with phonetics and voice over to show and hear how it is pronounced. We have done many of these videos over the last year such as a video on how to pronounce useful Welsh vocabulary and sentences for meetings, how to pronounce the names of some of Denbighshire's towns and villages and also a video with the Welsh Language Champions to promote Welsh rugby terms for the 6 Nations Rugby Tournament. All the videos are shared internally and externally on our corporate facebook page and have been shared many times by the public.

Welsh Language Strategy

The Council already has a 5 year Welsh Language Strategy in place and we have started consultation with departments and partners at the beginning of the year so that the new strategy will be operational by 2022. Therefore our priority is to introduce a new 5 year Strategy that will set ambitious goals and targets to ensure that Denbighshire is a County where Welsh culture and heritage are alive and the Welsh language thrives to reach a million speakers by 2050.

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Welsh Activities in Denbighshire Libraries

Dechrau Sir Ddinbych:

Rhyme Time has been live on Facebook every week since the end of March 2020. It is a bilingual activity introducing Welsh to families. There are 37 sessions in total and it has been watched a total of 24,581 times with 13003 responses / comments, reaching 54,812 over the year.

Our rhyme time videos are now on YouTube with 32 videos of rhymes and stories. Most are bilingual and some in Welsh only. They have been watched a total of 34,541 times over the year.

Baby Talk Videos (Welsh) - A series of 9 videos giving parents advice on how to support their babies' speaking, reading and playing development. Viewed a total of 1985 times over the year (double the scale to the English equivalent videos)

Welsh reading groups

Sgwrs a Sangria groups (Denbigh Library) and Llyfr a Llymed (Ruthin Library) have been meeting virtual since October 2020. Sgwrs a Sangria have met 4 times on a virtual basis with 25 attending. We visited Pontio Arts and Innovation Center in Bangor before the 2020 lockdown to see the play Llyfr Glas Nebo. Llyfr a Llymed has held 4 virtual meetings with 33 attending. An evening was held with author Rebecca Roberts April 13 (virtual) 23 members of various Reading Groups across the County attended including some Welsh learners.

Welsh book loans

During the previous year, 2019-20, Denbighshire had the highest level of borrowing of Welsh books per person in Wales (1,468 loans per 1,000 Welsh speaking population)

Workforce Planning

All services are expected to produce a Workforce Planning document and services are expected to consider whether they have enough Welsh speakers to provide a fully

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bilingual service. The service is also being challenged by the Senior Management Team and councilors regarding compliance with the Language Standards.

Welsh language Standards

The Welsh Language Standards expect the Council to report, in its annual monitoring report, on a number of key performance indicators. The information is summarized below.

List of actions undertaken to comply with service delivery standards

- We have communicated with staff on responding to correspondence, arranging meetings and answering the phone.
- We have reminded all staff on a regular basis to give people the opportunity to be transferred to a Welsh speaker when contacting the Council.
- 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.
- Within Community Support Services we have ensured that a newly commissioned piece of work that is taking place in partnership with Community Catalysts is fully aware of 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.
- We keep record if an individual wishes to receive correspondence from us in Welsh only, and we will correspond with that person in Welsh only in the future.
- We have informed staff arranging public meetings that publicity/invitations must always be in Welsh, 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.

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- 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 signage is in Welsh and are being checked.

List of actions undertaken to comply 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 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 we will provide documents in Welsh if they wish.
- We have asked all staff whether they wish to receive documents that describe their career plan in Welsh, and we will provide documents in Welsh if they wish.
- We have asked all staff whether they wish to receive forms that record and authorize annual leave, absence from work and flexible hours in Welsh.
- Staff can submit complaints in Welsh through a corporate complaints procedure and this has been notified to all staff.

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- 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).
- A record of all decisions made on 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 learn Welsh as well as Welsh language software interfaces (such as Microsoft Word and Outlook).
- We have translated the text of our intranet home page into Welsh.
- Each page on the intranet with a corresponding page in Welsh contains a link to that Welsh language page.
- We have created intranet pages providing services and support materials to promote the Welsh language and assist 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 a self-assessment following the new Framework.
- The Council promotes all opportunities during working hours for staff to attend basic Welsh Language courses.
- 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 to raise awareness of the Welsh language is given to all new staff.
- We have provided staff with the work Welsh logo and wording to use in their email signatures to inform people if they are fluent Welsh speakers or learners.

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List of actions taken to comply with the Policy Making Standards

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

Complaints

Class of standards	Complaints received directly
Delivery of service	3
Policy making	0
Operational	0

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Date	Complaint	Details	Actions taken
26.9.21	Errors on a PCN ticket	<p>Allegation that the Council failed to act properly following an appeal</p> <p>Errors in the notice letter.</p> <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 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 the fine.</p> <p>The Welsh Language Commissioner is further investigating the issue of errors on the PCN and the PPCC website.</p>
12.4.21	Errors on the Welsh Ambassador website	<p>Allegation that the Welsh website isn't working as it's diversifying to English.</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	Errors on the Garden Waste page	The word "Briodwedd" being used for "Property".	We believe the error occurred during the transition to the new accessible website, but

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Date	Complaint	Details	Actions taken
	on the website		<p>there is no firm evidence as to how or why this happened. 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>

Employee Welsh Language Skills

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

Corporate Results only (excluding Schools)

Level	Listening and Speaking	Reading and Understanding	Writing
Level 0	356 (15%)	429 (18%)	640 (27%)
Level 1	878 (37%)	853 (36%)	708 (30%)
Level 2	268 (11%)	225 (9%)	241 (10%)
Level 3	146 (6%)	131 (5%)	118 (5%)
Level 4	174 (7%)	183 (8%)	111 (5%)
Level 5	145 (6%)	145 (6%)	118 (5%)

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Level	Listening and Speaking	Reading and Understanding	Writing
No information	416 (17%)	417 (17%)	447 (19%)
Total	2,383 (100%)	2,383 (100%)	2,383 (100%)

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Listening and Speaking Skills by Service

Service	Level 0 %	Level 1 %	Level 2 %	Level 3 %	Level 4 %	Level 5 %	No information %
Business Improvement and Modernization	12%	37%	21%	10%	10%	6%	5%
Communities and Customers	5%	35%	12%	7%	15%	14%	11%
Community Support Services	21%	31%	10%	6%	6%	4%	21%
Denbighshire Leisure Ltd	14%	34%	10%	6%	10%	7%	20%
Education and Children's Services	7%	29%	11%	5%	7%	7%	34%
Finance and Property	13%	41%	11%	10%	10%	8%	7%
Highways and Environment	21%	49%	10%	5%	4%	4%	6%
Legal, HR and Democratic	10%	46%	12%	4%	8%	15%	5%
Planning, Public Protection and Countryside	8%	28%	15%	6%	7%	4%	32%
Total	15%	37%	11%	6%	7%	6%	17%

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Reading and Understanding Skills

Service	Level 0 %	Level 1 %	Level 2 %	Level 3 %	Level 4 %	Level 5 %	No information %
Business Improvement and Modernization	13%	43%	13%	10%	10%	6%	5%
Communities and Customers	7%	34%	12%	7%	15%	14%	11%
Community support services	25%	30%	8%	6%	6%	4%	21%
Denbighshire Leisure Ltd	17%	32%	8%	6%	10%	7%	20%
Education and Children's Services	9%	30%	8%	5%	7%	7%	34%
Finance and Property	15%	39%	11%	10%	10%	8%	7%
Highways and Environment	26%	45%	0%	5%	4%	4%	6%
Legal, HR and Democratic	13%	44%	1%	4%	8%	15%	5%
Planning, Public Protection and Countryside	10%	30%	10%	6%	7%	4%	32%
Total	18%	36%	9%	6%	7%	6%	17%

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Writing Skills

Service	Level 0 %	Level 1 %	Level 2 %	Level 3 %	Level 4 %	Level 5 %	No information %
Business Improvement and Modernization	30%	29%	21%	2%	6%	6%	5%
Communities and Customers	20%	26%	12%	10%	9%	11%	12%
Community support services	34%	21%	8%	5%	3%	3%	26%
Denbighshire Leisure Ltd	26%	26%	12%	3%	7%	7%	20%
Education and Children's Services	17%	25^	8%	5%	4%	6%	34%
Finance and Property	30%	29%	12%	10%	7%	5%	7%
Highways and Environment	20%	43%	10%	4%	4%	3%	6%
Legal, HR and Democratic	23%	36%	10%	8%	4%	14%	5%
Planning, Public Protection and Countryside	20%	25%	9%	4%	4%	4%	33%
Total	27%	30%	10%	5%	5%	5%	19%

School Staff Results only

Level	Number	%
Level 0	380	19.5%
Level 1	528	27.1%

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Level	Number	%
Level 2	299	15.3%
Level 3	117	6.0%
Level 4	90	4.6%
Level 5	510	26.2%
No information	24	1.2%
Total	1948	100%

Welsh Language Skills Framework

We have introduced a new 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 could undertake through the medium of Welsh. This is an effective way of being able to monitor what level of skills are needed for the job and what course employees need 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.

We have also assessed every post within the Council, following the above framework, in terms of what level of Welsh is required for that specific job. No post will be advertised as Welsh desirable as each person will need at least level 1 in Welsh language skills for the post. So in a way Welsh is "essential" for all jobs. If the 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 Lesson

Here are the number of Council staff who attended Welsh lessons through the 'Work Welsh' scheme by the National Center for Learning Welsh: -

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Level	Number
Entry	2
Foundation	9
Intermediate	0
Advanced	5
Proficiency	0
Nant Gwrtheyrn (residential)	0
Total	16

The 10 hour online Welsh taster courses are available for those who want to start 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 the health sector, 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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Here are the number of staff who have started/finished the on-line courses:-

Course (part 1 & 2)	Number
Welcome	34
Welcome back	17
Improve your work Welsh	12
Retail	2
Care Sector	7
Tourism	2
Emergency Services	1
Headteachers	1
Health Sector	1
Teachers	1
Total	78

Recruitment - Jobs advertised during the year

Here are details of the number / percentage of jobs notified for the financial year 2020/2021. We had the following Welsh language requirements on our advertised vacancies for contracted posts:

Indication	Number of posts by language category	% of posts by language category
Essential	8	3.0%
Need to learn Welsh	0	0.0%
Desirable	262	97.0%

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Indication	Number of posts by language category	% of posts by language category
Non essential	0	0.0%
Total	270	100.0%

Progress with 'More than just words' framework

In terms of our business plan for 2020-21, below is a summary of the actions achieved in relation to 'More than just words'. The delivery of some of these actions have been affected by the pandemic.

Continue to inform all internal staff and commissioned services of the 'Active Offer'.

An online course was commissioned aimed at equipping care staff across Adults and Children's services with the skills to greet and meet the public in Welsh and to make the Active Offer.

During 2020-21 we have also shared the details as to where Providers can order the free Work Welsh resources. We've also promoted the orange speech bubble sticker which we recently produced in Denbighshire, since the sticker is useful as a quick and visual indication of language choice on any paperwork, e.g. individuals' files in residential homes or 'what matters' forms. Some care providers are also using the large stickers on the bedroom doors of residents. This year the Welsh Language Commissioner celebrated 15 years since launching the orange speech bubble badge. A Denbighshire member of staff and also residents of a Denbighshire Care Home were included in social media about the importance of the 'orange bubble as part of the care package for carers'.

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Increase the use of Welsh by the social care workforce in Denbighshire and promote the use of digital resources and on-line Welsh language courses developed by 'Cymraeg Gwaith'

All internal Council staff are expected to complete an e-learning module on 'Welsh Language Awareness' and staff new to the department receive a presentation about 'More Than Just Words' as part of their induction presentation.

We have also shared information about the free 10 hour Welsh on-line course available for the care sector, together with the resources produced by Digital Communities Wales. In addition within our monthly social care newsletter, we have shared the details with Providers of a range of Welsh resources which promote and facilitate the use of the Welsh language. This has included a variety of language Apps and details of the new Social Care Wales training resource which 'supports bilingual working' for people working in health and social care.

In addition, specific online course have been commissioned for Denbighshire care staff across Adults and Children's services. These have included a short online welsh taster course and workbook and also an online course suitable for staff who understand spoken Welsh with ease but lack confidence in speaking Welsh.

Demonstrate commitment to embedding the Welsh language within each service area in Community Support Service / Children's Services

Within Children and Education Services we have commissioned the 'Mind Of My Own' app which was launched in June 2020. The App is available for children and young people who are referred to Children's Services to express their views. The app is available in English and Welsh.

In addition within Adult Services we have ensured that a newly commissioned piece of work which is happening in partnership with 'Community Catalysts' from York are fully aware of the requirements of the Welsh Language standards as they deliver Community Micro-enterprises.

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Additional work in promoting and facilitating the use of Welsh

We are in the process of updating our Social Care Workforce website and have included a section on 'Using your Welsh in care'. The website will be available for both internal and external care staff and will include information about the Active Offer and 'More than Just Words'. The website will also support staff to use and develop their language skills together with providing useful links and resources to promote the Welsh language within Social Care and Social Services. We will include good news stories featuring staff who have attended Welsh language courses, and also promote events such as '*Use Your Welsh Campaign*', Welsh language music day and '*Shwmae Su'mae Day*'.

A representative from the Workforce Development team has also been asked for input into the workshops to support the pilot of the online Welsh language Champion induction for Dementia Friends Wales and also to be involved in a National project to lead on the work to standardize health and social care terminology.

Welsh in Education Strategic Plan Update

During 2020 we successfully completed the construction of Ysgol Llanfair Dyffryn Clwyd and the Welsh Center at St Asaph. The Cylch Meithrin provision was opened on the grounds of the new school in Llanfair Dyffryn Clwyd and Ysgol Dewi Sant, Rhyl increasing the number of schools with a co-located Cylch Meithrin on the site.

Covid 19 has had a significant impact on the curriculum enrichment activities and the Urdd Eisteddfod, which was the focus of activities and due to be held in Denbigh, was postponed. Adaptation also required a number of Cymraeg i Blant activities and training, including the sabbatical course for teachers, to be implemented in a virtual manner.

In September 2020 the Denbighshire Welsh Language Center was completed and here is the location for a new Cylch Meithrin in St Asaph City. The building was funded by the Welsh Government through the Welsh Language Capital Grant. The building also has three training rooms, two offices and a meeting room. Covid 19 has had a significant impact on the Center. The construction phase was delayed and as a result the building

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was not ready until September 2020. The center has run a post-16 nurture course with pupils from Ysgol Glan Clwyd and Dyffryn Conwy attending. Bangor University has also started running its sabbatical course in the building but unfortunately following the reintroduction of a lockdown period this has now closed. 10 members of staff are taking the sabbatical course this year.

In 2019 93% of pupils transferred from KS2 to KS3 and continued in Welsh medium education. In 2020 the percentage has remained static. Of the pupils who have not transferred to Welsh-medium education at KS3, 4% have transferred to English-medium schools and 3% to English-medium streams in schools 2B. Pupils who have moved to English-medium schools have moved to closer Secondary Schools to the nearest Welsh-medium provision and / or to faith provision even though their early school was not faith-based. On average 263 pupils receive Welsh-medium education in each KS4 year while at KS3 the average is 275 pupils each year. This shows that the pattern of increasing numbers of Welsh medium Secondary education. Ysgol Brynhyfryd's year 7 Welsh stream is 3 classes with over 40% of pupils a year. If pupils from outside the School cluster are excluded the percentage increases to 50%.