

# **Annual Welsh Language Monitoring Report 2025 to 2026 – Denbighshire County Council**

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

# Annual Welsh Language Monitoring Report 2025 to 2026

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# Annual Welsh Language Monitoring Report 2025 to 2026

## 1.0 Foreword

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

As Denbighshire County Council implements the flexible working scheme where staff have the right to work in a number of different ways such as working from home, the use of information technology has been carefully refined to promote and facilitate the use of the Welsh language. As many meetings are now face to face there are more opportunities for the staff to use Welsh socially.

There is an opportunity for any member of the Council's staff to attend courses and to join in internal activities so that they can use, develop and nurture their skills. While continuing their language journey, the opportunities to use and refine their ability to speak Welsh in informal sessions such as Paned a Sgwrs or taking part in the Staff Eisteddfod are to be commended.

It is heartening to see that there has been progress in the public use of the Welsh language both internally and publicly, reaching the goal of 100% in three areas. The report recognizes that there is more work to be done to increase the use of Welsh on the telephone and ensure that all forms are available in Welsh.

We must acknowledge the constant efforts of the Language Champions who offer support and opportunities for Council staff to use their Welsh internally, under the guidance of our Welsh Language Officer. Throughout the year, the lead Welsh Language Officer has increased the opportunities given to the staff to use the Welsh language.

Any complaint received during the year was responded to positively and measures were put in place to ensure that no oversight will be repeated.

I present this Report to the reader with the confidence that Denbighshire County Council has taken great strides in developing the use of the Welsh language internally and in the public eye. I am also confident that the work continues.

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**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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- We have developed a Policy to Facilitate and Encourage the Internal Use of Welsh in order to strengthen our provision of training and opportunities for staff to use the Welsh they have and to increase their confidence in using 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](mailto:cymraeg@sirddinbych.gov.uk).

## 3.0 Summary - Progress / Developments during the year

### Compliance with the Standards

#### 3.1 Service delivery standards

##### Internal Monitoring Summary

It was decided to review a number of the Standards with which the Council is required to comply as part of the Council's internal monitoring arrangements. The main focus was on the standards that relate directly to interactions with the public.

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Following the Welsh Language Commissioner's recent thematic report on – "Social media accounts" – it was also decided to examine this area in detail. Below is a summary of this monitoring work.

<b>Service</b>	<b>Denbighshire County Council Mystery Shopper Report 2024 to 2025</b>	<b>Welsh Language Commissioner's Performance Report 2024 to 2025 – All Wales</b>
<b>Telephone services: dealing with the call entirely in Welsh</b>	82%	63%
<b>Documents available in Welsh</b>	100%	93%
<b>Forms available in Welsh</b>	80%	88%
<b>Websites: pages available in Welsh</b>	100%	92%
<b>Job advertisement available in Welsh</b>	100%	90%

Overall, the table above shows that the Council is performing well. However, it is evident that there is still room for improvement in dealing with telephone calls in Welsh and in ensuring that all forms are available in Welsh. As a result, the report identifies three recommendations to strengthen compliance further.

1. Remind managers about the bilingual telephone-answering guidance stickers that officers can place on their computers, and about the requirement under the standards to offer to transfer callers to a Welsh speaker by default.
2. Remind managers that documents must include the wording 'Mae'r ddogfen hon ar gael yn Gymraeg. This document is available in Welsh' on the front page of the English version in order to comply with Standard 84.
3. Further review forms available on our website and work with ICT / the web team to ensure that English-only help messages do not appear.

These recommendations have been implemented.

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## Social Media

Area monitored	Full compliance	Partial Compliance	Did not Comply
<b>Denbighshire County Council Main Facebook Account</b>	100%	0%	0%
<b>Denbighshire County Council LinkedIn</b>	90%	0%	10%
<b>Video Clips on Denbighshire County Council's Main Facebook Account</b>	80%	10%	10%
<b>Denbighshire County Council Facebook Service account – Clwydian Range and Dee Valley</b>	90%	10%	0%
<b>Instagram – Ruthin Gaol</b>	0%	95%	5%
<b>Facebook (Denbighshire Leisure Main Account)</b>	80%	20%	0%
<b>Corporate Identity (Standard 83)</b>	83%	0%	17%
<b>Link to the Welsh account</b>	50%	0%	50%

Monitoring found that the Council's main accounts complied better than the sub-accounts, with the main issues including English-only messages or situations where Welsh was treated less favourably.

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Eighty per cent of the video and audio clips sampled were fully compliant, but it was noted that we could make greater use of English subtitles alongside Welsh speakers, rather than re-recording videos with an English speaker. Twenty-two per cent of the videos included a Welsh speaker on screen.

In terms of Corporate Identity, 83% of the accounts were compliant, although some shortcomings were identified regarding account names and the absence of links to the Welsh account on the corresponding English account. These issues have now been resolved.

The following recommendations were identified as a result of the monitoring work undertaken on our social media accounts:

1. Ensure that all staff who post on social media and are responsible for the accounts used are fully aware of the requirements of the standards by providing guidance and advice on the use of Welsh on social media.
2. We will undertake a full audit of all social media accounts for which we are responsible to ensure that Welsh is not treated less favourably than English in presenting the organisation's corporate identity, including checking logos, names, handles and profiles.
3. We will take steps to promote Welsh-language accounts through improved marketing and by including clear links from the corresponding English-language accounts to the Welsh-language accounts.
4. We will explore alternative methods of publishing videos in Welsh, ensuring that Welsh is not treated less favourably within video content, where this is reasonably practicable.
5. Create a list of County Council employees, by Service, who are willing to take part in interviews and audio clips in Welsh for Corporate videos.

The Welsh Language Officer is working with relevant Departments and Officers to implement the above recommendations.

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## Self-Assessment Forms

Our Self-Assessment Forms, which are sent to managers, showed that compliance with the Standards relating to Welsh-language telephone calls and Policy Decisions were their main areas of concern. Dealing with telephone calls in Welsh, as already noted, was something that emerged through our internal monitoring and, as a result, support and clear guidance were provided to managers and staff by reissuing stickers that officers can place on their computers to remind staff of the requirements of the standards and the need to offer to transfer callers to a Welsh speaker by default. The Self-Assessment Forms also highlighted that managers are uncertain and require further guidance on the Policy Making / Policy Decision Standards. Therefore, over the coming year, we will provide specific training for officers and councillors on the Policy Decision Standards.

## Welsh Language Steering Committee

The Committee has continued to meet three times a year and has invited some of our partners to give presentations at meetings on their work within the county. We have strengthened the role of the Committee in monitoring and scrutinising the mainstreaming of the Welsh language across all six areas of our Corporate Plan. The Committee also scrutinises the Welsh Language Impact section within our Well-being Impact Assessments to ensure that Conscious Consideration is undertaken in the Council's Policy Decisions.

We have created new Guidance – Policy Decision Guidance: Welsh Language Impact – and during 2026–27 we will deliver a training programme for Senior Officers and relevant Officers to raise awareness and understanding of the Policy Making Standards. The guidance is available on our intranet for any officer to read.

## 3.2 Operational Standards

### Policy to facilitate and encourage the internal use of Welsh

As noted previously, we have strengthened our Policy to Facilitate and Encourage the Internal Use of Welsh – a full copy of the Policy can be viewed here – [Welsh Language Standards page on our website](#)

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We have undertaken significant work to raise awareness among senior managers and staff of the purpose and content of the Policy through a number of awareness-raising sessions. We will continue this work of promoting awareness of the Policy and will evaluate the Policy's action programme in June 2027.

There was a misleading press article about the internal policy before it was presented to Cabinet, featuring an inflammatory and negative headline. Following this, Cabinet Members responded at the meeting by defending the policy and expressing their support (links below).

[Welsh language 'mystery shoppers' will check up on council departments](#)

[Welsh language policy has been misunderstood](#)

Below is an overview of the work undertaken during 2025–26 to facilitate and encourage the internal use of Welsh.

## **Eisteddfod staff**

A staff Eisteddfod was held to encourage the internal use of Welsh and to promote Welsh culture among staff. Over 50 members of staff took part in the Eisteddfod across eight competitions, with individuals from every service having competed. An Awards Ceremony was held at County Hall, attended by 25 members of staff. Here is a video from the Awards Ceremony - [Award Ceremony Staff Eisteddfod 2026](#)

## **Welsh Language Champions**

We hold regular meetings to monitor progress against the Standards, as well as to share good practice, provide relevant training and act as a critical friend. Members have an understanding of the requirements of the Standards and the associated strategy, as well as helping to undertake mystery shopper exercises.

The Champions continue to reinforce the language standards by facilitating the internal communication process across the rest of the Council through sharing standards checklists, promoting Welsh lessons, Paned a Sgwrs sessions, and raising awareness of national days such as Owain Glyndŵr Day, Dydd Santes Dwynwen, St David's Day, Welsh Language Music Day, Shwmae Su'mae Day and the Use your Welsh campaign. From the

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Champions' meetings came the idea of establishing Corneli Cymraeg in every Council office. There is now a Cornel Cymraeg in every Council office, with a noticeboard used to promote Welsh lessons, Paned a Sgwrs sessions, television programmes and other opportunities to socialise through the medium of Welsh within the community.

### **Paned a sgwrs**

Our monthly *Paned a Sgwrs* sessions for County Council employees continue to go from strength to strength. Here is what some attendees had to say about the sessions:-

"I can relax when speaking Welsh in the *Paned a Sgwrs* sessions. They are interesting and fun!"

*Kerry Standen*

"I have only attended a few sessions, but I feel like I learn something new about the Welsh language and culture every time."

"I like that it is relaxed and with no pressure to participate if you are not confident and you just want to listen."

*Katerina Koleva*

Over the course of the year, 20 different officers attended, and the popularity of the sessions continues to increase.

### **Defnyddia dy Gymraeg campaign (Use your Welsh)**

With the support of the Welsh Language Champions, a Paned, Sgwrs a Mins Pei session was held at the County Council offices in Russell House, Rhyl, and at County Hall, Ruthin, to promote the Welsh Language Commissioner's campaign – Use your Welsh. There was an opportunity to have conversations in Welsh, receive more information about Welsh lessons and Paned a Sgwrs sessions, as well as distribute Welsh-speaking and Welsh-learning badges and lanyards to staff.

The campaign also celebrated 20 years of the orange "working Welsh" badge. This video was created to encourage the public to use their Welsh when they see the logo –

[Celebrating 20 years off Iaith Gwaith](#) and messages were shared on our social media

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channels to encourage the public to use the Council's Welsh-language services. The video was viewed by 1,104 people, with 28 people liking or sharing the video.

## 3.3 Promotion standards

### Language partnership

The Denbighshire Language Partnership Forum includes a number of local and national organisations working strategically towards promoting and developing the Welsh language in Denbighshire. The Language Partnership has established a Youth Sub-committee in order to place greater focus on Theme 3 of our County Language Strategy, namely Children and Young People. The Partners collaborated on several events this year:-

### Denbighshire St David's Day Parade

We supported the St David's Day Parade in Denbigh, which was mainly organised by Menter Iaith Sir Ddinbych. Six hundred schoolchildren attended, and Denbighshire County Councillors were present, while six County Council officers volunteered to assist with stewarding the event. You can watch a video of the day – [St David's Day Parade 2026](#).

### Family Fun Event

Several of the partners, including Denbighshire Leisure Ltd, Menter Iaith, the Urdd, Mudiad Meithrin, RHAG and the Council, worked together to hold Family Fun evenings / Women's Euro 2025 Football Festival events in Denbigh and Prestatyn. Information stands for parents and bilingual activities for children were provided, with approximately 200 attendees across the two events.

## 4.0 Update from the Council's numerous services

### 4.1 Denbighshire Libraries Service Welsh Language Activities

Here is a flavour of Welsh-medium and bilingual activities in our Libraries:

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A wide range of Welsh-medium and bilingual events were held across Denbighshire libraries. Regular school visits take place, alongside visits from Cylchoedd Meithrin and childminder groups.

The libraries organise craft workshops for adults and children, as well as drop-in sessions throughout the year. Most of our services are delivered naturally through the medium of Welsh.

Several of our libraries also offer Welsh reading groups. In September, the Sgwrs a Sangria reading group in Denbigh celebrated its 20th anniversary with a visit from Gwenno Gwilym, author of the hugely popular novel V+Fo.

Paned a Sgwrs sessions are also held in some of our libraries, where people can enjoy a cup of tea and conversation in Welsh. In Rhyl Library, the sessions are led by library staff, while in Ruthin and Denbigh they are supported by Popeth Cymraeg.

### **Fiction Festival**

During this year's Fiction Festival, local author Rebecca Roberts was invited to Ruthin Library to discuss her new books, while popular author Marlyn Samuels visited Denbigh Library. There was also a very interesting talk at Llangollen Library by Graham Jones on Richard Jones Berwyn and his remarkable life in Patagonia.

### **Sêr y Silffoedd project**

We were very fortunate to receive further funding from the Books Council of Wales to hold author events for schools during February, attended by over 1,000 schoolchildren. Welsh author Anni Llŷn visited Denbigh and Ruthin, where we welcomed pupils from Ysgol Twm o'r Nant and Ysgol Pant Pastynog, as well as Ysgol Carreg Emlyn, Ysgol Betws Gwerful Goch, Ysgol Bro Elwern, Ysgol Pentrecelyn and Ysgol Bro Cinmeirch. It was wonderful to see the children so enthusiastic about books and reading.

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## Summer Reading Challenge 2025 – Story Garden

This year, 1,479 children took part in the challenge, with 635 completing it. All materials are available bilingually and the challenge encourages children to continue reading over the long summer holidays.

## Book Start / Dechrau Da

This year we extended our Book Start / Dechrau Da rhyme sessions to Corwen and Llangollen, meaning that the team now provides weekly bilingual sessions in every library during school term time. A total of 6,015 adults and 6,713 children attended the sessions this year. Staff from Menter Iaith and RHAG visited sessions to promote the benefits of Welsh-medium education.

Here is some of the feedback received in a recent Dechrau Da survey:

“Dechrau Da has been so beneficial for me and my two sons, and we have gained so much from the sessions and made new friends. My son walks around the house singing Welsh songs that he has learned in Dechrau Da.”

“I’m a grandmother, and she loves books and loves coming to the library and borrowing books. She has more confidence and is happy to speak to the staff. She also responds to other adults at the sessions. She has a strong interest in her Welsh identity and, as her confidence grows, she is trying to say more Welsh words. She is now happy counting and singing familiar rhymes. I believe that introducing a second language at an early age is extremely important.”

“Dechrau Da has been our favourite class since Sylvia was a baby, and it has really helped her learn songs which keep her calm and happy in difficult situations, such as being in hospital this week. It has been so valuable for her to start learning Welsh phrases through songs. We are so grateful for such a fantastic local resource which has helped both of us build confidence, and I now use the library more often as a result too. We also love the YouTube videos, which are really useful at home. Thank you Dechrau Da, you are all amazing!”

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Our libraries are also used by other groups. For example, Mudiad Meithrin runs Stori a Chân sessions and baby yoga in St Asaph and Prestatyn libraries.

## Digital offer

BorrowBox is a Wales-wide service through which readers can access the latest edition of Y Cymro and Welsh-language magazines such as Lingo Newydd and Cara. During 2025–26 there were 32 downloads of Cara, 62 of Lingo Newydd, 168 of Y Cymro and 40 of Y Wawr.

Digital newspapers and magazines are also available through the PressReader app, and Y Cymro was downloaded 89 times last year.

Welsh e-books and audiobooks can also be borrowed and downloaded via the BorrowBox app.

There are 11,842 copies of Welsh-language e-book titles available to download on BorrowBox, along with 1,317 audiobooks.

Over 1,000 new Welsh-language titles were added to BorrowBox last year.

A total of 968 Welsh-language books and 494 audiobooks were downloaded by Denbighshire library members last year.

## Denbighshire Digital Confidence

Denbighshire Libraries, in partnership with Cwmpas, held a number of Digital Confidence sessions in libraries. The project was funded through the Shared Prosperity Fund and works to increase levels of digital inclusion in Denbighshire. The aim is to break down barriers preventing residents from engaging with employment and education by offering a range of direct digital inclusion interventions.

## Welsh-language book loans

A total of 16,379 Welsh-language items (books and audiobooks) were borrowed from our libraries this year. Of these, 63% were children's books, demonstrating the important

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contribution local libraries make towards the Council's aim of increasing the number of children using Welsh and receiving their education through the medium of Welsh.

As there are only two Welsh bookshops in the county, the local library is an important community source of Welsh-language books for children and adults. Libraries work closely with Siop y Siswrn, which provided a number of free Welsh-language titles for libraries to distribute to children on World Book Day.

## **Welsh Language Officer**

The Welsh Language Officer attended the Libraries Service Staff Conference in March 2026 in order to promote the Welsh language and good customer care within libraries and One Stop Shops.

## **Welsh-language Service**

A Welsh-language service is provided in every library, and staff are supported to learn and develop their language skills. In partnership with Menter Iaith Sir Ddinbych, our libraries display posters encouraging visitors to speak and practise their Welsh there.

## **4.2 Adult Social Care and Homelessness Service**

### **Progress with the 'More Than Just Words' framework 2025-26**

We continue within Denbighshire County Council to promote the Welsh language within Adult and Homelessness Services and Children's Services. There is a clear commitment to improving services to ensure that the Active Offer and the Welsh language are a key element of care, including encouraging and promoting the Welsh language within services provided by the independent sector.

This work has been led by the More than just words Framework (2022–27), and an internal group, comprising Councillors, Managers and officers, meets regularly to lead the actions. We also continue to work closely with commissioning officers, care service monitoring officers, the Council's Welsh Language Officer and officers who attend the Regional More than just words Forum in order to share good practice.

During the period we have:

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Ensured that a summary regarding the Active Offer / More than just words is included in the Head of Service's welcome meeting for staff who are new to the Adult and Homelessness Department. We have also ensured that a dedicated noticeboard regarding Welsh-language opportunities is available within our training room for Care Sector staff.

Shared details of the courses and resources developed by Social Care Wales for social care workers and students wishing to learn more about the Welsh language, culture and bilingual working. [Ein cynnig Cymraeg \(Our Welsh offer\)](#)

Promoted a range of language training opportunities, including Coleg Cambria courses and residential courses delivered at Nant Gwrtheyrn specifically for staff within the Health and Care Sector. We are also in the process of introducing a language behaviour change project within one of the care homes in Denbigh. This project is funded by Social Care Wales.

Promoted a range of sessions, such as Where to Start when delivering the Active Offer. We also regularly share information about the resources available to support the provision of quality services to Welsh speakers and the implementation of the Active Offer, such as posters, badges, pens, mugs, lanyards and magnets. A specific resource pack for Care Homes was also distributed for Welsh Language Music Day / St David's Day.

The above information is provided within our weekly internal staff newsletter and the monthly newsletter shared with independent care providers across the County. Relevant information regarding the Active Offer and the Welsh language is also available within a dedicated section on our Learning Management System.

### **4.3 Education and Children's Services**

#### **Welsh in Education Strategic Group Update**

Many developments relating to Welsh in Education have taken place during 2025 to 2026 – some of the key points are outlined below.

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## Headlines

Comprehensive information is available on the county's websites and other digital platforms, and this has been effectively developed to promote Welsh-medium education. We have been sharing clips of parents discussing their positive experiences of giving their children Welsh-medium education – these clips are often viewed by around 2,000 people and receive very positive feedback from the community.

An increasing number of children are attending nursery groups and transferring successfully to Welsh-medium schools.

The number of Welsh-medium Flying Start settings has increased from 3 to 16 over the last three years.

In September 2025, a higher percentage of nursery-age children were registered in Welsh-medium schools.

In September 2025, a higher percentage of reception-age children were registered in Welsh-medium schools.

An increasing number of children are joining the immersion class at Ysgol Glan Clwyd.

More latecomers are receiving support to develop their Welsh-language skills.

Welsh language support officers are providing excellent support to school staff by creating and sharing valuable learning resources that support teaching through the medium of Welsh.

## Collaboration with Denbighshire Early Years Departments and Teams

The Denbighshire WESP Officer is part of the Denbighshire Early Years Team committee, with Welsh included on the agenda at every meeting to discuss:

- Welsh-medium pre-school settings
- Use of the Welsh language in all pre-school settings
- Welsh-speaking staff within the team
- Training

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- How information is shared with parents about Welsh-medium education options

## Mudiad Meithrin

The number of Cylchoedd Meithrin and Meithrin settings is 18.

The number of children attending Cylchoedd Meithrin has increased to 624.

The percentage of children transferring from Cylch Meithrin to Welsh-medium primary schools is 91.08%.

The percentage of nursery learners being taught through the medium of Welsh has increased to 33.4%.

## Flying Start

The number of Welsh-medium Flying Start settings has increased from 6 to 16. The settings are: Y Llys, Ysgol Dewi Sant, Dinbych Uchaf, Hadau'r Nant, St Asaph, Cylch y Dderwen, Prion, Clocaenog, Llanrhaeadr, Ruthin, Y Graig, Henllan, Pentrecelyn, Gwyddelwern, Llangollen, and Bro Dyfrdwy.

## Increasing Capacity in Welsh-medium Schools

A [Hadau'r Nant](#) new building on the Ysgol Twm o'r Nant site has been completed, and attendance numbers are high.

Plans are underway to expand the pre-school provision at Ysgol y Llys.

Plans are also in place to develop sites at Ysgolion Gwernant, Bro Elwern, Bro Cinmeirch and Henllan.

## Welsh Language Support Team

The Welsh Language Support Team continues to coordinate activities, training, and the creation and sharing of learning resources to ensure that learners continue to improve their Welsh-language skills across all sectors.

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The support model for latecomers is developing well. The number of pupils who are new to Welsh-medium schools continues to increase, and the support provided is highly valued by everyone.

Resources and schemes of work have been created, alongside close collaboration between service staff, parents and teachers.

## **Siarter Iaith / Cymraeg Campus**

All Welsh-medium primary schools and Ysgol Llanfair have received the Siarter Iaith Gold Award.

Within English-medium primary schools, 25 schools have achieved the Bronze Award, 7 schools the Silver Award, and 2 schools the Gold Award.

Of the 7 English-medium and bilingual secondary schools, one school has achieved the Silver Award, two schools the Bronze Award, and it is anticipated that another school will achieve the Gold Award in the near future.

## **Progress in Welsh-medium Educational Provision for Pupils with Additional Learning Needs (“ALN”)**

Questionnaires were shared with the county’s ALN departments, special schools, and ALN coordinators in Welsh-medium schools. Following analysis of the responses, the main message was that the authority is succeeding in providing Welsh-medium support for ALN learners, with Welsh-medium provision available across a range of different areas.

The authority’s ALN staff provide a bilingual service, special schools offer bilingual education and support, and ALN coordinators in the county’s Welsh-medium schools receive good support from the local authority. However, a shortage of Welsh-language resources remains an issue, and recruiting Welsh-speaking staff is very challenging.

Information about ALN provision through the medium of Welsh has been updated on the Denbighshire County Council website.

The Denbighshire WESP Officer works closely with the county’s ALN officers to ensure balanced provision for Welsh-medium and English-medium ALN pupils.

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A network is being developed to share information, assessments and Welsh-language resources for staff in Welsh-medium schools.

Increase in the Number of Teaching Staff Able to Teach Welsh (as a Subject) and Through the Medium of Welsh

The Welsh Language Support Team continues to develop training programmes for school staff on Welsh pedagogy and Welsh teaching methods.

We are in contact with officers from the National Centre for Learning Welsh, who are currently planning national programmes to train the workforce to learn to speak Welsh.

A total of 57 Denbighshire school staff received Welsh-language learning training.

We will continue to scrutinise the county's SWAC data to analyse where the gaps are.

## 4.4 Denbighshire Leisure Ltd (DLL)

Throughout 2025, Denbighshire Leisure Ltd actively promoted and celebrated the Welsh language across its leisure sites, social media channels and community events through a wide range of different initiatives. Activities included social media campaigns for St Dwynwen's Day and St David's Day, as well as special Welsh-themed food and drink offers on these occasions.

We also promoted Welsh music and theatre, including a Welsh-language theatre production attended by over 500 local school children.

Denbighshire Leisure Ltd also supported awareness of the Welsh language internally by introducing a weekly Welsh word or phrase for staff, reviewing bilingual telephone greetings, and carrying out site visits to encourage staff confidence in using basic Welsh with customers.

In addition, a Welsh swimming lesson vocabulary resource was developed for instructors, and the company took part in national campaigns such as Shwmae Su'mae Day.

Denbighshire Leisure Ltd also appeared on S4C, with staff members being interviewed about the new Box12 facility.

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## 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':

<b>Course Level</b>	<b>Number</b>
<b>Taster</b>	14
<b>Entry</b>	38
<b>Foundation</b>	18
<b>Intermediate</b>	4
<b>Raising Confidence</b>	4
<b>Advanced</b>	4
<b>Proficiency</b>	1
<b>Total</b>	83

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

Below are details of the percentage of staff who completed the Council's Language Awareness training during 2025–26. The completion figure has increased by 6% compared to the 2024–25 figures.

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## Language Awareness (including schools)

Status	%
completed	82
not completed	18

### 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.

#### Corporate Outcomes only (excluding schools)

Skill	No. of staff who have Welsh Levels 4 and 5 skills and (%)	No. of staff who have Welsh Levels 1, 2, and 3 skills and (%)	No. of staff with Level 0 Welsh skills and (%)
<b>Speaking and Listening</b>	307 (14%)	1510 (70%)	346 (16%)
<b>Reading &amp; Understanding</b>	314 (15%)	1474 (68%)	376 (17%)
<b>Writing</b>	300 (12%)	1315 (62%)	547 (26%)

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

Service	No. of staff who have Welsh Levels 4 and 5 skills and (%)	No. of staff who have Welsh Levels 1, 2, and 3 skills and (%)	No. of staff with Level 0 Welsh skills and (%)
<b>Adult Social Care and Homelessness Service</b>	50 (11%)	322 (68%)	103 (21%)
<b>Corporate Support Service - People</b>	30 (28%)	70 (66%)	6 (6%)
<b>Corporate Support Service - Performance, Digital and Assets</b>	21 (15%)	113 (81%)	6 (4%)
<b>Education and Children's Services</b>	59 (17%)	262 (74%)	32 (9)%
<b>Finance and Audit Service</b>	14 (14%)	83 (81%)	5 (5%)
<b>Highways and Environmental Services</b>	47 (9%)	329 (64%)	138 (27%)
<b>Housing and Communities Services</b>	49 (21%)	163 (71%)	19 (8%)
<b>Planning, Public Protection and Countryside Services</b>	27 (13%)	142 (70%)	35 (17%)

## 5.4 Recruitment – Welsh Language Skills Framework / Posts Advertised During the Year

We continue to implement the Framework, which provides a simple way for staff to self-assess their language skills based on the types of communication tasks (reading, speaking and understanding, and writing) they are able to carry out through the medium of Welsh. This is an effective way of monitoring the level of skills required for a role and identifying which course employees may need in order to progress to the next level. Following this

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framework enables us to support employees on their language journey to ensure the best possible outcomes.

Below are details of the number/percentage of posts advertised during the year where Welsh was essential or desirable.

### Welsh Language Category in Job advertisements

<b>Category</b>	<b>No. and % by language category</b>	<b>Percentage %</b>
<b>Essential</b>	100	12%
<b>Desirable</b>	437	53%
<b>Learning after appointment</b>	17	2%
<b>Welsh language skills not required</b>	263	32%

There were almost 300 more posts advertised in the 2025–26 financial year, and it is encouraging to see that the percentage of essential Welsh-language posts increased by 2% compared with 2024 to 25. We have now completed the process of categorising all Council posts according to Welsh Language Skills Levels 1 to 5. Level 1 Welsh language skills, as desirable, has now been set as the minimum requirement for posts within the database. We are confident that this will significantly reduce the number of posts where Welsh language skills are not required in 2026 to 27.

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## 6.0 Complaints

### Complaint 1

<b>Date</b>	<b>06/05/2025</b>
<b>The Complainant</b>	Member of the Public via the Welsh Language Commissioner.
<b>Nature of Complaint</b>	Allegation that the Council did not carry out an adequate language assessment when deciding to sell Denbighshire Leisure.
<b>Council's Response</b>	<p>A meeting was held to discuss an Alternative Structure for Denbighshire Leisure Ltd in a confidential meeting on 26 March 2025. As a result, the background documents were also private.</p> <p>Although those documents were not public, a full Well-being Impact Assessment was completed, which considered the impact on the Welsh language. We shared this assessment with the Commissioner.</p>

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<b>Date</b>	<b>06/05/2025</b>
<b>Result</b>	<p>The Commissioner decided not to undertake an investigation; instead, we received Advice under section 4 of the Measure:</p> <p>Considering the Welsh language separately from other factors may allow greater emphasis and consideration to be given to the specific requirements of the standards. The Council should therefore consider creating a separate template for carrying out Welsh language impact assessments, in order to cover the full requirements of the policy-making standards. This means identifying any possible effects on the Welsh language and considering how more positive effects and fewer adverse effects on the Welsh language could be secured. This should be considered in the context of opportunities to use the Welsh language and ensuring that Welsh is not treated less favourably than English. This may ensure higher levels of compliance in future.</p> <p>The Council should ensure that there is more than a superficial discussion of the Welsh language within the impact assessment. Sufficient information should be included to demonstrate that a conscientious effort has been made to consider the effects on the Welsh language.</p> <p>As a Council, we have created new guidance to raise staff awareness of the Policy Decision Standards and what constitutes a Conscientious Effort. We are currently developing a training programme for Officers to explain the guidance. The Welsh Language Steering Committee is also now scrutinising Well-being Impact reports which include a section on the impact on the Welsh language.</p>

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## Complaint 2

<b>Date</b>	<b>05/08/2025</b>
<b>The Complainant</b>	Member of the Public.
<b>Nature of Complaint</b>	English-only posters being displayed on a noticeboard in Ruthin Library.
<b>Council's Response</b>	The Language Standards mean that all materials produced by the Council must be bilingual. However, in this case, this was a Community Noticeboard where community groups can place posters to advertise local events. We encourage, but do not require, local groups to create bilingual posters as a condition for displaying them on noticeboards in our libraries.
<b>Result</b>	A sign was created to be placed next to the noticeboards stating that this is a space for displaying posters for local events organised by local groups, and not solely for County Council events.

## Complaint 3

<b>Date</b>	<b>30/07/2025</b>
<b>The Complainant</b>	Member of the Public.
<b>Nature of Complaint</b>	A member of the public had noticed that Taxi signs on taxi vehicles were not bilingual.

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<b>Date</b>	<b>30/07/2025</b>
<b>Council's Response</b>	<p>From a licensing perspective, our Hackney Carriage and Private Hire Vehicle Policy and Conditions state the following:</p> <p>5.6.3 A Hackney Carriage licensed by the Council must carry an illuminated roof sign. The roof sign must display "Tacsi/Tacsi" and must be illuminated when available for hire.</p> <p>A message was sent to the taxi operators we license to remind them of the above condition, and that any vehicle found to be in breach of the rules would initially be given the opportunity to rectify the issue before any necessary enforcement action is taken.</p>
<b>Result</b>	<p>A message was sent to the taxi operators we license to remind them of the above condition, and that any vehicle found to be in breach of the rules would initially be given the opportunity to rectify the issue before any necessary enforcement action is taken.</p>

### Complaint 4

<b>Date</b>	<b>23/08/26</b>
<b>The Complainant</b>	Member of the Public.
<b>Nature of Complaint</b>	Lack of translation and poor translation on Rhyl Promenade.
<b>Council's Response</b>	The Council apologised for the contractor's work. An internal investigation was carried out to understand how our proofreading processes had failed.

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<b>Result</b>	A message was sent to Project Managers emphasising that it is essential for them to manage companies carrying out work on our behalf and that proofreading any signs is of utmost importance.
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### Complaint 5

<b>Date</b>	<b>05/11/2026</b>
<b>The Complainant</b>	Member of the Public.
<b>Nature of Complaint</b>	Temporary road closure sign with a spelling mistake in the Welsh language.
<b>Council's Response</b>	Our Welsh Language Officer contacted the Street Works Manager.
<b>Result</b>	Our Street Works Team changed the sign so that it was correct.

### Complaint 6

<b>Date</b>	<b>22/09/25</b>
<b>The Complainant</b>	Commissioner / Member of the public
<b>Nature of Complaint</b>	The Commissioner had received a complaint about an English-only letter that had been sent to a member of the public in response to a postal vote application submitted in Welsh through the UK Government website.

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<b>Council's Response</b>	Our Democratic Services Manager and the Electoral Office carried out an internal investigation into the matter.
<b>Result</b>	The Electoral Office has now checked the system settings in Xpress to ensure that the system selects bilingual documents as intended. Staff are giving particular attention to checking letters before they are sent.

### 7.0 Looking towards the future - Plans 2025-26

These are the plans currently underway or which will be prioritised next year:

- A social media campaign challenging myths about the Welsh language when working for the Council, and a campaign to promote our Welsh language services / encourage the public to use them
- Training for officers and Councillors on Policy Decision Standards
- Raising awareness, monitoring and evaluating our Policy to facilitate and encourage internal use of the Welsh language
- Reviewing our internal training provision in detail in line with the Welsh Language Standards.