



Complete Agenda

Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Meeting

LANGUAGE COMMITTEE

Date and Time

10.00 am, THURSDAY, 7TH APRIL, 2022

Location

Virtual Meeting - Zoom

For public access to the meeting, please contact us

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(DISTRIBUTED 30/03/22)

LANGUAGE COMMITTEE

MEMBERSHIP (15)

Plaid Cymru (8)

Councillors

Beca Brown
Alan Jones Evans
Judith Mary Humphreys
Olaf Cai Larsen

Elwyn Edwards
Aled Ll. Evans
Elin Walker Jones
Elfed Williams

Independent (5)

Councillors

Eric M. Jones
John Pughe Roberts

Kevin Morris Jones
Eirwyn Williams

Llais Gwynedd (1)

Councillor
Alwyn Gruffydd

Gwynedd United Independents (1)

Councillor
Vacant Seat - Gwynedd United Independents

Aelodau Ex-officio / Ex-officio Members

Chair and Vice-Chair of the Council

Other Invited Member

Councillor Nia Jeffreys, Cabinet Member Corporate Support - The Welsh Language

AGENDA

1. APOLOGIES

To receive apologies for absence

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest

3. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration

4. MINUTES

5 - 12

The Chairman shall propose that the minutes of the previous meeting of this committee held on 25 January 2022 be signed as a true record

5. WELSH LANGUAGE PROMOTION PLAN: CORPORATE LEADERSHIP AND LEGAL SERVICES TEAMS 13 - 18

To receive an update on how the Leadership Team and Legal Services are implementing the Language Policy and their plan for promoting the Welsh Language in Gwynedd

6. WELSH LANGUAGE PROMOTION PLAN: GWYNEDD CONSULTANCY DEPARTMENT 19 - 37

To receive an update on how the YGC Department is implementing the Language Policy and their plan for promoting the Welsh Language in Gwynedd

7. WELSH LANGUAGE PROMOTION PLAN: ECONOMY AND COMMUNITY DEPARTMENT 38 - 43

To receive an update on how the Economy and Community Department is implementing the Language Policy and their plan for promoting the Welsh Language in Gwynedd

8. UPDATE ON THE WORK OF HUNANIAITH - GWYNEDD'S LANGUAGE INITIATIVE 44 - 51

To consider the report

9. PRAISE AND COMPLAINTS REPORT

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To present the latest information to the Committee on complaints and examples of success when promoting the use of Welsh in the Council's services

WELSH LANGUAGE COMMITTEE, 25 JANUARY 2022

PRESENT: Alwyn Gruffydd (Chair)
Judith Humphreys (Vice-chair)

Councillors: Beca Brown, Elwyn Edwards, Alan Jones Evans, Aled Ll. Evans, Eric M. Jones, Cai Larsen, John Pughe Roberts and Elfed Williams

OFFICERS:- Vera Jones (Democracy and Language Service Manager), Llywela Owain (Senior Language and Scrutiny Adviser), Gwenllian Mair Williams (Language Adviser), Llio Mai Hughes (Welsh Language Learning and Development Officer). Ffion Bryn Jones (Democracy Services Officer) and Lowri Haf Evans (Democracy Services Officer).

ALSO IN ATTENDANCE:

Item 5: Cllr Cemlyn Williams (Cabinet Member for Education), Garem Jackson (Head of Education Department), Debbie Anne Jones (Education Corporate Services Officer), Rhian Jones (Gwynedd Secondary Education Officer)

Item 6: Cllr Nia Jeffreys (Cabinet Member for Corporate Support), Geraint Owen (Head of Corporate Support Department),

Item 7: Carys Fôn Williams (Head of Housing and Property Department), Siôn Elwyn Hughes (Senior Executive Officer - Housing)

Item 9: Emyr Edwards (Research and Information Manager), Lowri Morton (Senior Research and Analytics Officer) and Nia Jones (Senior Research and Analytics Officer)

1. APOLOGIES

An apology was received from Councillor Elin Walker Jones

2. DECLARATION OF PERSONAL INTEREST

No declarations of personal interest were received.

3. URGENT ITEMS

No urgent items were received.

4. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 19 October, 2021 as a true record subject to including Councillor Eric M Jones as present at the meeting.

5. WELSH LANGUAGE PROMOTION PLAN: EDUCATION DEPARTMENT

Submitted - a report by the Cabinet Member for Education, Councillor Cemlyn Williams, providing details on the Education Department's contribution to the implementation of the Language Policy and Welsh Language Promotion Plan in Gwynedd. He took advantage

of the opportunity to outline some of the Education Department's highlights along with the future challenges it faced.

Attention was drawn to the “Immersion Education System towards 2032 and beyond” and an investment of £1.1 million of Welsh Government Welsh-medium education capital funding to establish new immersion education sites in Tywyn and Bangor, as well as improving existing facilities in Porthmadog. Reference was made to the innovative and ambitious digital learning strategy which aimed to provide laptops and/or digital devices to all pupils and teachers in the county to ensure easy access to work at school and at home. The Head of the Education Department reiterated that the hope was to configure the devices in Welsh which would enable the children to communicate with their families and friends in Welsh and would encourage them to use the Welsh language on social media.

In the context of some of the challenges, concern was expressed that the standard of the Welsh language and social language skills were deteriorating in some areas during the pandemic. This was considered inevitable maybe, as there was less contact between pupils and their teachers / assistants, despite a consistent effort from schools to maintain contact with pupils in an attempt to regain ground. Reference was made to the challenge of recruiting staff with suitable qualifications to enable the provision of Welsh language services / education and also to the lack of language therapists and education psychologists that, albeit a national concern, was seen to be worse in Gwynedd due to the need for a bilingual service. It was reiterated that there were regular discussions with the Welsh Government to seek to mitigate the problem.

Thanks were expressed for the report.

Committee members were given an opportunity to ask further questions - and the Education Officers answered these.

Would it be possible to work proactively by seeking to change the career paths of teaching staff, (by funding relevant training schemes) to become education psychologists?

The Education Department had been proactive locally in an attempt to recruit education psychologists. The bursaries had been a success. Another proposal was to seek to develop interest through a post-16 provision and to target aspects of apprenticeship in the field.

Reference was made to the fact that the percentage use of the Welsh language as a first language in the foundation phase in Gwynedd was higher than in any other county in Wales, but there was a decline at the end of year 9. It was asked whether the decline was general across the County or was it specific to some locations only?

It appeared that when pupils chose their GCSE subjects and their career paths at the end of Year 9 that a vast majority of them chose subjects taught through the medium of English. There was no evidence to substantiate the opinion, nevertheless this was the case. It was noted that schools, with the support of the Education Department, promoted the Welsh language and encouraged pupils to continue with Welsh medium education. It was noted that the Education Department collaborated with Canolfan Bedwyr in Bangor to seek to ensure that training and Welsh language digital resources were available to facilitate access for teachers and pupils to KS4 and KS5 subjects. Discussions were also being held with the Examination Board

Were children assessed as first language, second language or based on the medium of their education? Who chose to assess a child as a first language speaker at the end of

year 9? Was this the school's choice or the parents' choice?

It was expected that pupils on level 3 or higher by the end of the primary phase were assessed as first language pupils and were tracked and assessed at the end of key stage 3 in the same way. It was suggested that the decline mentioned above may be based on the way in which some schools interpreted the language policy - it was reiterated that the Government had reviewed the language designation procedure within schools and it was suggested that the new procedure for language designation may lead to an increase in the percentage.

Would the language immersion centres offer flexibility? What would be the balance between in-person learning and on-line learning? Would there be additional opportunities available on-line for pupils to converse informally given that it was the oral element that had suffered during the pandemic? How would this be sold to the parents?

The service and the new procedure would have the advantage of being able to reach more children with different methods through a combination of live sessions and face to face sessions. The workforce would be much more mobile and it was anticipated that it would be possible to target children with different cognitive abilities and group them better according to their merits and staff strengths. The system would also look at language improvement and improving specific skills rather than targeting newcomers only.

The Education Department had been very successful in persuading parents by highlighting and emphasising the advantages of bilingual skills, identity, culture, opportunities and economic advantages

How many Gwynedd teachers were non-Welsh speaking? Was there an opportunity for them to attend the Language Centres? Were there some subjects that were worse?

The Education Department saw a difference in teachers' ability to use the Welsh language and collaborated with Canolfan Bedwyr and GwE to find new teacher training courses with Welsh learning units to ensure confidence from the outset

That the number of non-Welsh teachers who did not have the ability to teach in Welsh was very low. There were others who were learning the language but did not have the confidence to use it publicly. It was noted that the Department dealt with teachers' needs in some specific schools. It was reported that a significant increase was seen in teachers coming forward to volunteer to ask for support to improve Welsh language skills

Traditionally, there was a shortage in the science and mathematics subjects, however, the Department was working with Bangor University to seek to include this aspect as part of the course

RESOLVED

To accept the report and note the observations received.

6. WELSH LANGUAGE PROMOTION PLAN: CORPORATE SUPPORT DEPARTMENT

Submitted - the report of Councillor Nia Jeffreys, Cabinet Member for Corporate Support. It was noted that the Welsh language was one of the Department's main priorities and attention was drawn to some of the Department's main projects (Apprenticeships Project, Native Welsh Place Names Project, Jobs Advertising and the Development of

Hunaniaith) along with the background work carried out by the Procurement Team. It was explained that pioneering work had been carried out in the Equality field to develop an integrated impact assessment template that set out the linguistic considerations within Equality impact assessments, and that this development had been adopted by the remaining five authorities in North Wales. This work was congratulated. It was explained that the department was prioritising recruiting more bilingual staff, especially in the legal department.

The Head of Corporate Support Department reiterated that all staff within the Department worked through the medium of Welsh. It was noted that the Welsh Language Unit was part of the Department and following the Cabinet's decision, it was intended to appoint a Principal Language Officer to lead Hunaniaith and develop it to be an independent entity outside the Council in future.

It was explained that Keeping the Benefit Local Scheme had been developed to include 'social value' as part of the considerations for business contracts. Consequently, it was noted that developing Welsh language skills was included in contracts between the Council and external companies.

In the field of Job Advertising, it was noted that work had been done jointly with the Welsh Language Commissioner to be able to receive DBS forms in Welsh (rather than in English only) along with similar work to encourage issuing Welsh-only certificates in Wales along with bilingual certificates if registered in England.

It was emphasised that all apprentices joining the Council had agreed to invest in the Welsh language.

Appreciation for the virtual translation work provided over Zoom was expressed. It was explained that the Council had been required to use Zoom in order to provide translation services, although TEAMS was the formal resource used by the Council for virtual communication on a daily basis. The Translation Unit had now succeeded to adapt and train to provide the service on-line on Zoom.

It was noted that the Council had been collaborating with the IOSH body to use its resources in staff training sessions, specifically within Health and Safety. It was said that all of the resources had been provided in English in the past, but that the Council had pressed for permission to translate the resources to ensure that our staff could complete the work in Welsh.

Members were reminded that the Department was continuing to share its monthly Welsh language Tips to remind staff of various Welsh language grammar rules and that enabling services through the medium of Welsh and English was one of the main priorities of 'Workforce planning'.

Attention was drawn to an advertisement by Bangor University for a student to complete PhD research in the public use of Welsh language services in a public organisation. It was explained that Gwynedd Council would collaborate on the project and that the research evidence would be gathered through the Council.

Observations arising from the ensuing discussion:

- It was asked if there was concern that there was not enough emphasis on attaining Welsh language qualifications for pupils within education. It was explained that the Council emphasised the importance of bilingualism within careers. It was noted that many were attracted to opportunities such as the apprenticeships as they were offered entirely bilingually. Attention was drawn to the work Hunaniaith had been doing with 16 to 18 year old pupils to identify the

importance of the Welsh language in the workplace. One of the ways they had done this was by holding an annual conference jointly with Grŵp Llandrillo Menai and Coleg Cymraeg Cenedlaethol and invited individuals such as Nikki Pilkington to explain the advantages that had derived from using the Welsh language.

- They asked for confirmation whether Hunaniaith would operate outside the Council someday. It was explained that this was not likely in the short-term but this was the aim and the wish in the long-term.
- It was asked whether job advertisements should be amended to alleviate people's concerns about their ability in Welsh. It was noted that this was being addressed.
- It was asked whether there was room to develop a forum or meeting for organisations to discuss current recruitment concerns? It was explained that workforce planning would be included in the Council Plan, and consequently there would be further opportunities to consider this. It was noted that there was collaboration with Coleg Cymraeg to encourage contact between organisations and it was hoped there would be discussions to identify current difficulties across the organisations.

RESOLVED

To accept the report and note the observations received.

7. WELSH LANGUAGE PROMOTION PLAN: HOUSING AND PROPERTY DEPARTMENT

Submitted - the report of the Head of Housing and Property Department who explained briefly that the Department included a mix of front-line services which dealt with a number of customers and stakeholders who, in turn, required bilingual services and respect towards their chosen language (beyond Welsh and English in some circumstances)

It was highlighted that the Department prioritised compliance with the Council's Welsh Language Policy and its ability to offer services in Welsh to service users be it internally or externally. It was reported that according to the latest Language Designations Quarterly Report that 95% of Department staff reached or exceeded the Language Designations of their posts, which was slightly higher than the Council average of 92%.

In discussing some of the Department's highlights it was noted that with a number of projects, the Department was seeking to keep people in their homes, locally and by doing this they were strengthening the Welsh language in those communities. Attention was drawn also to the use of the Language in Construction Contracts - although English was used to gain access to the wider market, there were clauses within the contracts noting that any signs, information boards or circulars should be bilingual and that English only signs were not permitted. If the project was to include a public consultation, it was explained that contractors were expected to hold them in Welsh/bilingually or, if this was not possible, to provide representatives who were Welsh-speakers or to provide a translator. Reference was also made to the need for high value tenders to provide a Social Benefits Response.

It was noted that staff had attended language refresher courses and that more had been arranged for the future and it was intended to develop more specific training in Welsh in the field of Housing (most of the training took place in English). Although this did not obstruct or prevent our ability to operate, the main aim was to introduce the training in Welsh, or bilingually.

Thanks were expressed for the report.

Members were given an opportunity to ask questions and offer observations.

Did the Housing Department intend to build its own community housing or purchase terraced housing stock in urban areas to remove them from the market / private rented housing situation which led to the use of Airbnb or houses of multiple occupancy?

The Department focussed on open market housing and empty homes, but was now looking to purchase terraced housing for the use of local people. It was intended to purchase houses, however, the housing market at the moment was 'hot' and the Department had had to put measures in place to respond quickly to the market. It was reiterated that interest had been expressed in a number of houses that were for sale, and that one had been purchased so far.

RESOLVED

To accept the report and note the observations received.

8. WELSH GOVERNMENT CONSULTATION: WELSH LANGUAGE COMMUNITIES HOUSING SCHEME

Submitted by the Language Adviser - documents for information relating to Welsh Government's consultation on the Welsh Language Communities Housing Scheme. It was explained that the consultation offered steps to seek to address the current housing situation and derived from the findings of Simon Brookes' report in 2021. It was noted there was an opportunity for the Committee to submit comments that would be added to the Language Unit's response to the Consultation.

Concerns were highlighted,

- that the consultation on the impact of the pandemic on Welsh speaking community groups, that was referred to in the consultation, had been held during the pandemic and therefore it was considered that its true impact was yet to be apparent. It was proposed that a more recent consultation was needed to provide a more complete picture.
- community enterprises were under a lot of pressure and were reliant on volunteers as they were a contact point for a number of people in the community.

Observations arising from the ensuing discussion:

- It was asked whether there was any data about how community groups / community enterprises survived during the COVID period. It was noted that the Language Unit did not have data relating to a specific period.
- The consultation was welcomed, but concern was expressed about the pressure and increasing expectations placed on social enterprises and that collaborative support was needed specifically for less established community enterprises as there was a concern that these would be forgotten.
- It was emphasised there was a need to be able to prove the local need, and it was local enterprises that could often best identify that need. Attention was drawn to good practice in terms of part-ownership in the Llanuwchllyn area and it was noted that there was a need to collaborate with social enterprises to ascertain the genuine need for housing. The need to seek further explanation from the Government about its intentions in relation to the strategy of reaching a million Welsh-speakers and how it intended to create jobs was needed. It was further asked if maintaining jobs in Welsh-speaking areas was part of these plans.

- It was also suggested there was a need to be able to act immediately following the recommendations of this consultation and the recent consultation on Planning matters, rather than having to wait until the next LDP was published,
- Concern was expressed that the Government could be slow in processing the policies on converting general homes to holiday homes and there was a need for this to be resolved as soon as possible
- It was asked whether it could be possible to add language awareness in education as part of the 'general contribution question' section expressing that this was a major consideration within Welsh-speaking communities.
- It was noted that the Commission and the Government should lead by example and ask the remainder of the authorities in Wales to use the Welsh language as its main language of internal administration.
- It was noted that it was crucial that the right foundations were set for the Pilot Work in Llŷn, and that local people and councillors should contribute and be involved in the process to ensure local accountability as it was essential to have the local voice to have a real understanding of the situation.
- It was explained that there was a need to ensure that the local need was underlined in newly developed rented housing. It was noted that over-development in areas where the need did not exist was just as detrimental to the language as underdevelopment.

RESOLVED:

To accept the report and ask the Language Unit to use the observations received from Members to draw up a response to the consultation.

9. RESEARCH REPORT - NEW HOUSING IN GWYNEDD

The Research and Information Manager submitted the results of the research. It was reported that this research was work commissioned by the Council's Leadership Team in 2018 to gather evidence in the field so that information would be available for various Council functions in the fields of housing, planning, the Welsh language etc.

The research involved visiting every new house that had been built in Gwynedd within a specific period, asking some questions about who lived there, where they had moved from and their reasons for choosing a new house in that area. They were also asked about where they had lived previously to gather evidence of the housing supply chain before moving to a new house. It was noted that there were two versions of the results - a concise version and a complete version detailing the findings. It was explained that the intention was to submit the information as part of a large group event on housing issues during 2020, however, in light of Covid, holding such an event would not have been practical. It was reiterated, because the local housing market had been transformed during the Covid period, that the research results had become dated earlier than expected.

It was highlighted that all Council elected members had received an opportunity to receive a presentation on the work at a briefing session in December 2021.

Some of the main findings were discussed elaborating on the research results on Language issues

- That the proportion of new housing residents who were Welsh-speakers (namely 68%) was very similar to the proportion for the general Gwynedd population at the last Census (namely 65%).

- There was a pattern for every age group that indicated that younger new housing residents were more likely to speak Welsh than older residents, with 91% of 3-11 year olds and 68% of 25-44 year olds able to speak Welsh. The lowest percentage (47%) belonged to the 65 - 84 year old age group.
- That residents of new housing in "small" developments (four houses or less) were slightly more likely to be able to speak Welsh than the residents of larger developments (74% as opposed to 66%). Also, a slightly higher percentage of new social rented housing residents spoke Welsh compared with the residents of other types of new housing (74% compared to 68%)

Gratitude was expressed for the report

An opportunity was given for committee members to ask further questions - and the Officers answered those questions

When would the results of Census 2021 be published?

Some results were to be published during May / June and then in phases until the end of October 2022. It was reiterated that no specific timetable had been published.

The Department was congratulated on completing very interesting research. Was there a need for a third option in asking what the main language of the home was? It was asked whether the finding reflected the general trend?

It was accepted that there was a need to consider an additional question, however, the questionnaire followed the pattern of the census for consistency. The questionnaire asked about the main language of the home, but by holding a conversation more information was provided. The research reiterated the general opinion.

It was noted that a request for this information had been made some time ago following concerns about the impact of the Local Development Plan. This important information about planning matters was welcomed. Was it intended to update the information and review the situation? Suggestion that new houses built in light of the Local Development Plan could be monitored. This had set the foundation - it was proposed that it was timely to update the information.

It was noted that this research had only considered new housing and it was expressed that a number of departments had expressed an interest in the research and therefore there had been many requirements on the work. It was noted that informal conversations had been held with the Planning Department, the Language Unit and the Housing Department and for the time being, it was not intended to carry out research using the same pattern - as it was possible to obtain the information from other sources.

Would it be possible to refer the matter to the Communities Scrutiny Committee?

A presentation had been given to all Council elected members on 14 December 2021 - it was suggested that the documents should be circulated again and to consider the best way forward.

That the work encouraged discussion - it was an important piece of work that needed to be updated and kept alive.

RESOLVED

- **To accept the report and to note the observations.**
- **Refer a request from Committee members to the relevant Cabinet Member to consider updating the information in future.**

The meeting commenced at 1.00pm and concluded at 3.40pm.l

CHAIR

<u>MEETING</u>	Language Committee
<u>DATE</u>	7 April 2022
<u>TITLE</u>	Welsh Language Promotion Plan – Corporate Leadership and Legal Services Teams.
<u>PURPOSE</u>	To present information on the contribution of the Corporate Leadership and Legal Services Teams in encouraging and promoting the Welsh language.
<u>AUTHOR</u>	Dafydd Gibbard – Chief Executive Morwena Edwards – Corporate Director Iwan Evans – Head of Legal Services

1. BACKGROUND

1.1. This report has been prepared to share information with the Language Committee on how the Leadership Team and Legal Services are encouraging and promoting the Welsh language.

1.2. The Leadership Team employs 6 staff including the Chief Executive, the Corporate Director and their executive team, and the Legal Service has 23 staff.

In his role the Chief Executive, supported by the Corporate Director leads and manages the overall workforce of the Council.

The Legal Service provides legal support across the full range of the Council's work; supports the Standards Committee and Monitoring Officer in the exercise of their propriety responsibilities; supports the Returning Officer and Electoral Officer and support for the Coroner service for North West Wales.

1.3. Within the Leadership Team and Legal Services, it can be confirmed that all staff meet the language requirements of the post.

A matter that the members wish to discuss:	<i>Question</i>
<u>Boosting and promoting</u> How do we go beyond the bilingual provision to	<p><i>1. Can you highlight any projects within your department that contribute to one of the Council's language strategy priorities, namely the Welsh Language Promotion Plan for Gwynedd?</i></p> <p>i) With the support of the Corporate Support Department, the Department has led on the drive for an additional staff holiday on St David's Day, in order to promote and celebrate our</p>

<p>increase the opportunities for people to use the Welsh language in the community, to contribute to the national target of creating a Million speakers, and to the Well-being goal of ensuring that the people of Gwynedd are "Able to live in a natural Welsh community"?</p>	<p>Welshness. We are delighted to have been able to offer staff an extra day's holiday on March 1st this year, and there will be further work to be done over the next year to assess options for the future.</p> <ul style="list-style-type: none"> ii) The Leadership Team has also been driving an attempt for all staff to opt to install the Welsh version of Microsoft on their devices, and we now have commissioned the IT Department to introduce Microsoft in Welsh on all devices from now on. iii) The Corporate Director has a national and regional lead role for More than Just Words, a strategy for strengthening Welsh language services in the care and health sector. This involves chairing the North Wales More than Just Words Forum, which is a cross-sector Forum. The Forum is accountable to the Regional Health and Care Partnership Board and The Director, as chair of the Forum, reports to the Partnership Board at least annually, presenting an annual report on the work of the Forum to Board members. iv) In terms of national responsibility, the Director represents all Directors of Social Services in Wales on the Welsh Language Partnership Board, which is chaired by the Welsh Government. More recently she has become a member of the More than Just Words National Task and Finish Group for Wales, set up by Minister for Health and Care, Eluned Morgan, led by Marian Wyn Jones. v) In December 2021 a More than Just Words Group for Gwynedd was established, led and chaired by the Director's Senior Executive Officer, which means detailed work is being undertaken to look at how we are implementing the More than Just Words strategy in the county. Through the group, work is underway to establish a Work Program and Record of Good Practice. vi) Gwynedd has a lead role in several regional partnerships. The Legal Service has been centrally involved in establishing the governance arrangements for these partnerships, for example the Corporate Joint Committee (CJC) for the North Wales region. The Council's Chief Executive has been appointed as the acting CJC Chief Executive and this reinforces our ability to ensure that the Welsh language is central to the ethos of this organisation. There are several dynamics at work regarding ensuring that the arrangements of these bodies operate bilingually. However, this input means that the arrangements including the governance documentation for example, are prepared and provided in Welsh and English on an equal basis. Gwynedd's ability to deliver technical and specialist issues in both English and Welsh means that we can provide assurance and confidence in achieving these
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	<p>objectives. This is now a principle that is clearly embedded in our partnership working and is becoming the norm.</p> <p>vii) Although fulfilling the Coroner service is a matter for the individuals appointed to the roles, there are several aspects to the function relevant to the Legal Service:</p> <ul style="list-style-type: none"> • As Gwynedd appoints the Coroner and Assistant Coroners we have a significant influence on the requirements for the post. This has meant that we have been able to ensure that those appointed to the roles by the Council have the ability to carry out their duties through the medium of Welsh and English. This has been recognised by the Ministry of Justice and the Chief Coroner who has an overview of the arrangements. • Following the retirement of the Senior Coroner there was a presumption that the North West Wales area would be merged with the Central and East North Wales area to form one area. This will no longer go ahead which means that it is possible to secure the place of Welsh in the system on a long-term stable basis. The ability to maintain age-old bilingual provision was already a key consideration in keeping the area as it is. <p>viii) The Chief Executive is a member of the Gwynedd and Anglesey Public Services Board and has had the opportunity to promote and support a scheme which looks at promoting the use of Welsh at other public organisations in Gwynedd's "front doors". This is one of the Board's main projects at present and there is an opportunity to ensure that other organisations benefit from Gwynedd's experience and success in this field.</p> <p>ix) The nature of the Chief Executive and Corporate Director's roles mean that they participate in multi-agency meetings, often at a national level. It is unfortunate that some organisations, including the Welsh Government, continue to hold such meetings through the medium of English all too often. Therefore, as representatives of Gwynedd Council, it is vitally important that we insist on the right to contribute through the medium of Welsh at every opportunity.</p> <p>x) The Chief Executive has responsibility for ensuring that our ambitions for promoting the use of the Welsh language are carried out in all Council Departments. The role requires supporting departments at times, and also requires constructive challenging in some instances.</p>
<p><u>Externalisation of work and</u></p>	<p>2. If the department awards work externally on contract, can you refer to any good practice, either when imposing conditions or</p>

<p><u>awarding third party contracts</u></p> <p>How do we ensure that the quality of the bilingual service is maintained when externalising work and awarding contracts?</p>	<p><i>when monitoring in order to ensure compliance with the linguistic conditions?</i></p> <ul style="list-style-type: none"> i. When we contract out work, we do our best to employ Welsh speakers. Where this is not possible, we ensure that simultaneous translation is available for any meetings held with external contractors so that everyone has the opportunity to speak the language of their choice when discussing the work in question. Any work published by external contractors will also be available bilingually. ii. The Legal Service currently commissions the use of locums and external lawyers to meet higher capacity and specialist requirements. It must be acknowledged that it is challenging to secure such provision that is available through the medium of Welsh. However, on every possible occasion we will prioritise the use of individuals who can work through the medium of Welsh. iii. Another aspect is the need to employ high-level specialist lawyers who have the ability to provide a service through the medium of Welsh. Where possible we instruct solicitors and barristers who have the language skills. On some occasions it is possible to secure a service at the highest level to provide advice or opinion through the medium of Welsh. However, on issues that require either a wider team, specific expertise or project size it is difficult, and not always practical, to secure the provision entirely through the medium of Welsh. The ability to deliver through the medium of Welsh is specified on national framework agreements but, this is not universal provision across companies. This reflects heavily even within companies based here in Wales.
<p><u>Operating bilingually</u></p> <p>How do we manage to act on the requirements of the Language Policy and Welsh Language Standards?</p>	<p>3. Are there any obstructions that prevent you as a department to offer a full service in Welsh?</p> <ul style="list-style-type: none"> i. The Chief Executive and Director are required to work closely with external organisations. ii. The Director, for example, works closely with the Health Board, and makes every effort to ensure that meetings between the Council and the Health Board are conducted in Welsh. The Health Board tends to switch to English if anyone at the meeting is unable to understand Welsh, rather than arranging a simultaneous translator in advance. The Director, through working with the Health Board's Area Director, has

	<p>been able to ensure that the vast majority of meetings are conducted in Welsh.</p> <p>iii. The Director is also an Associate Member of Betsi Cadwaladr University Health Board - a role which involves the Director in the formal arrangements of the Board. Although the Health Board is at the forefront of language issues compared to other Health Boards in Wales, the Health Board is a fairly English organisation compared to the Council. The Director takes advantage of her influence as a Welsh speaker to encourage the use of Welsh in meetings and workshops, contributing Welsh at all times and ensuring that Welsh language provision is always available. The Health Board has recently decided to make reports submitted to the formal Board meeting available in Welsh and English, and this is a major step forward in ensuring bilingual arrangements.</p> <p>iv. ADSS Cymru, a professional body representing Directors of Social Services throughout Wales, is developing a Welsh Language Action Plan within the organisation for national implementation, as a result of the influence of Morwena Edwards and Anglesey Council's Director. This will be a positive step forward in implementing the More than Just Words strategy as well as ensuring that the Welsh language takes a natural place in the day-to-day work of the organisation and beyond. As part of the lead role with the Welsh Language, Morwena, in conjunction with Marian Parry Hughes, influenced the branding of Foster Wales, to ensure that the design and content of the marketing work met the linguistic requirements in full.</p> <p>v. As a Legal Service we have worked to reduce the outsourcing of the work. Overall, we have been very successful in doing this. However, recruitment problems over the last 12 months have meant that we have relied on employing more locum lawyers than would normally have been the case. It must be acknowledged though that although we aim to find Welsh language provision each time, achieving this is uncommon. We are taking significant steps to try to recruit staff with the necessary language skills and this will be the vehicle to address this situation.</p> <p>vi. However, it is also important to recognise that Gwynedd's Legal Service is almost unique among the 22 Authorities having a team where all staff who can and do provide a full service through the medium of Welsh. This is ongoing and the issues identified have not changed the culture or nature of the Service.</p>

Developing new opportunities

4. Do you have ideas about new ways we can promote the Welsh Language in the county's communities – either in your own services or by collaborating with others?

There is room to reflect on the service and linguistic resources within the Legal Service such as technical documents we have produced. These resources could be shared externally under appropriate circumstances should resources allow.

The Chief Executive has recently begun a piece of work to assess whether 'Cyngor Gwynedd' can be used as the Council's official name by omitting the use of the statutory English version ('Cyngor Gwynedd Council'). Further details will be shared as the work progresses.

The work underway to change the Council's name is an opportunity to remind other local organisations that Cyngor Gwynedd takes its linguistic responsibility seriously and that we embrace every small step to promote the status and use of the Welsh language in our county. The Gwynedd and Anglesey Public Services Board scheme will be another opportunity for us to influence others in order to contribute further to the daily use of Welsh in the public sector in Gwynedd.



**7 April 2022 -
LANGUAGE COMMITTEE**

**The use of the Welsh
Language within YGC**



Introduction

The use of the Welsh Language within YGC

Over the past six years, it has been both a challenge and a pleasure for me and the department's managers to take additional steps to promote the Welsh language, and to ensure that we contribute to the implementation of the Welsh Language Promotion Plan for Gwynedd 2018 - 2023.

We have many projects that address the promotion of the Welsh language mainly in the priority field of work and service language. We have also addressed the field of learning practice by means of our collaboration with the Institute of Chartered Engineers to ensure that young technicians can take on a recognised qualification in the field through the medium of Welsh.

The Department is collaborating externally in agreement with Bodies and Contractors that do not always operate bilingually; every effort is made to promote the Welsh language and to encourage them to use it.

As YGC works in a field that is deemed as an "English" industry in nature, we have faced a number of barriers not to be able to offer a full service in Welsh, mainly as a result of the collaboration with external bodies and agencies such as NMWTRA, Natural Resources Wales, the National Trust and national standard engineering contractors, that do not operate bilingually.

The issue of recruitment/shortage of staff with high linguistic skills has been a problematic matter for the Department and this situation continues.

We are continuing to work bilingually with Welsh Government, the Trunk Road Agent, Natural Resources Wales and the National Trust, by starting every conversation in Welsh.

The Department has worked on a number of projects and has trained staff through the medium of Welsh. See full details of the projects below.

Language Specifications Project

- Gwynedd Consultancy participated in the initial Pilot of the Language Specifications Project.
- We collaborated closely with Siôn Elwyn Hughes and Llio Mai Hughes, Welsh Language Learning and Development Officers, to collect individual self-assessments and to provide training to support staff who did not meet the

language requirements. All of the Department's staff (100%) have now completed the self-assessment questionnaire.

- We conducted 115 current staff assessments, which included permanent, fixed term and casual staff.
- This research was a success for the department, with 92% reaching the language specifications of the post.
- By now, the work happens naturally between Llio Mai Hughes and YGC's Management Team.
- A number of YGC staff have also completed a self-assessment questionnaire as an integral part of their induction period. This means that the rate of the assessments remains consistently high. We are therefore able to identify staff that need support early, and offer them training immediately.

Buddy Scheme

- The Buddy Scheme has been established to support one of this project's aims, which is to help the Council's staff to reach the language specifications of their posts.
- The purpose of the scheme is to provide staff who are either currently receiving training, or who have recently ended their training, with an opportunity to use the Welsh language informally, and to ask for assistance in a comfortable situation.
- Currently, three members of YGC's staff are participating in the Scheme.
- A recent example is Molly, who joined YGC during the lockdown period in March 2020, and has joined the Buddy Scheme. Molly has been partnered with Owain Griffith. This Scheme enables Molly to have conversations in Welsh with colleagues, and to be aware that she has someone who is willing to listen to her. With Owain's support, it appears that this arrangement is working very effectively.
- Molly has also attended the "Using Work Welsh at Intermediate level" course.

Welsh Lessons

- ❖ Regular meetings are arranged jointly between Llio Mai Hughes and ourselves, where we review the courses on offer, and review which staff we have following the various courses.
- ❖ During the lockdown period, our Welsh lessons have continued, with staff receiving their lessons through various methods, for example:
- ❖ Abigail Caulfield is currently following a Foundation level community course until June 2022, and she also attended the "Using Work Welsh" course at Intermediate level in November 2021. After completing the Access level course last year, Abigail passed the Access level examination over the summer.
- ❖ Telor Williams has attended the Language Refresher course at Nant Gwrtheyrn, Llithfaen.
- ❖ Bob Humphreys is a very good example of someone who has regularly followed Welsh courses. Bob decided to complete Welsh Courses by using the Learn Welsh pathway offered by Bangor University. He started with a "Stori a Sgwrs" course, which included reading novels and then reviewing them, with the second course in the form of lectures, where he learnt about Welsh culture. Bob has enjoyed his learning, and has been exceptionally successful. Bob Humphreys followed a course on a Refresher level until April 2020. Following his training, he has now reached the language specifications of his post.
- ❖ Siôn Arwel Jones attended the 'Using Welsh at Refresher Level - Writing' course back in November 2021.

"Arfer" Scheme run by the University

The Water and Environment Service agreed to collaborate on the Arfer Scheme run by Bangor University. The purpose of this project was to change language behaviours to enable colleagues who were able to speak Welsh (but had established a habit of using English) to use more Welsh in the workplace.

Arwel Tomos Williams, a researcher from the University, worked on this Scheme. He has attended the Water and Environment office on a weekly basis to meet the staff. His message of changing the language in the workplace and changing the culture within the Department is working. This scheme was immensely successful as they now conduct their conversations in the office through the medium of Welsh, and they also respond to telephone calls in Welsh.

There are 14 staff members in the Environment Unit, with 8 members who speak Welsh as their first language, and the other 6 learned Welsh from the start. This is a good example from a learning and development perspective.

Dafydd Orwig Award

During recent years, five members of YGC staff have won the Dafydd Orwig Memorial Prize, namely:

- Alex Jones
- Nancy Wilkinson
- Jon Chapman
- Owen Angus Duncan
- Nia Jane Owen-Midwood

These awards were won for learning Welsh, or for using and promoting the Welsh language in the workplace.

Eng Tech Professional qualifications

As many of YGC's services are in the field of Civil Engineering, we work closely with the "Institution of Civil Engineers" (ICE), and have forged a positive relationship with them.

Many of our young technicians are working towards a professional qualification known as "Eng Tech". This qualification is a level of professional registration for Engineering Technicians which is recognised world-wide. It is formal recognition of engineering skills and competency, and is an important step towards becoming a corporate or chartered engineer.

In 2014, we formalised the arrangements with ICE to enable the interviews to be held in Welsh, and for the written work to be submitted in Welsh. This assisted those individuals who were more confident in Welsh. The arrangements for the professional interviews in Wales were also changed to be held in Galeri, Caernarfon, which enabled staff to stay in their locality without having to travel to Manchester/London. Gwynfor Hedd Roberts, a Senior Project Engineer with YGC, was one of the first to follow these arrangements.

Language Forum

During 2021, the Welsh Language Learning and Development Department established a "Language Forum" and a representative from every Department across the Council attends this Forum. Nia Jane Owen-Midwood is YGC's representative.

Nia will be giving a presentation to the Forum in June. (A copy of the presentation is appended)

Investors in People

- Recently, we have succeeded in gaining quality accreditation - "Investors in People".
- This process was concurred by Menter Môn and YGC - through the medium of Welsh.
- The staff questionnaires were circulated bilingually.
- Interviews and meetings were held in Welsh.
- Also, the final Report will be bilingual.

Sharing Good Practice

- We share news on Sharepoint regularly.
- Circulate e-mails for Staff in Welsh.
- The Department has a Staff Bulletin that is circulated every two months in Welsh.
- The Head holds meetings with every Unit, approximately every two months. These are known as "Ask Huw" sessions, to provide an opportunity to share news and events, and the staff have a chance to ask questions - through the medium of Welsh.

The Future

In future, YGC will:

- Further extend the use of the Welsh Language within YGC with other bodies, including our contractors and consultants, by continuing to hold conversations in Welsh and responding to e-mails in Welsh.
- The minutes of our Management Team and Training Panel are already in Welsh of course.
- Continue to work closely with the Welsh Language Learning and Development Department.

- Share information about any training through the medium of Welsh for the whole Department.
- Organise Welsh training for the Department's staff.
- Share news and announcements on Sharepoint in Welsh.
- Speak Welsh with our Learners.

To conclude I am extremely pleased to report that 24 staff members from the Department have attended language training since 2018, in a very challenging period for everyone (includes external and internal courses either to learn the Welsh language or to develop their current skills).



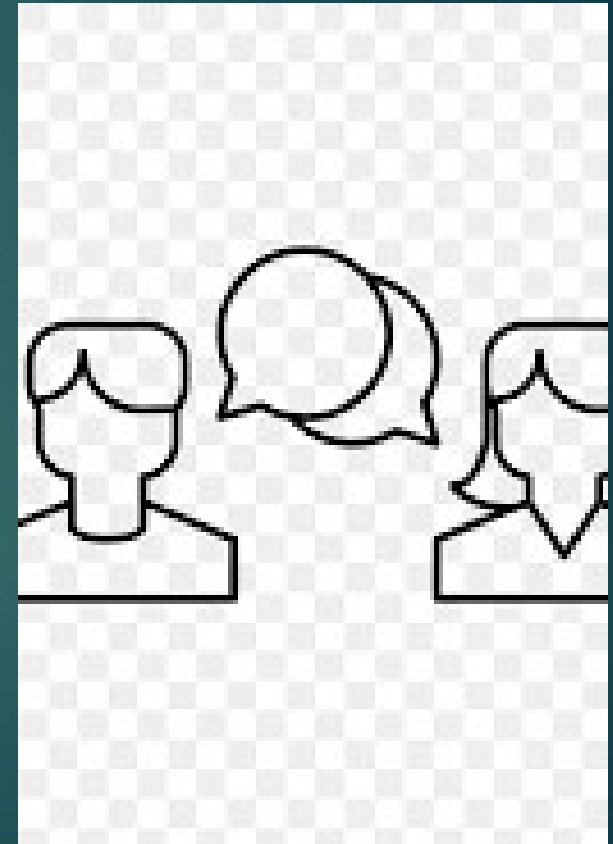
Language Designations Forum

Language Designations Project

- ▶ YGC were involved in the initial pilot scheme for the Language Designations Project.
- ▶ We worked closely with the Welsh Language Learning and Development officers, with the department collecting self-assessments in order to support staff that did not meeting language requirements.
- ▶ This research was a success for the department with 92% reaching the post's language designations.
- ▶ All of the Department's staff (100%) have completed the self-assessment questionnaire.

Buddy Scheme

- The Buddy Scheme has been formed to support one of the project's objectives, to help Council staff to reach their Posts' language designations.
- The purpose of the scheme is to give staff that are in the middle of, or have recently finished, receiving training the support to use the Welsh language informally, and ask for help in a relaxing environment.
- Currently, three YGC Staff members are a part of the Scheme.



Welsh Lessons

- Regular meetings are being arranged jointly with the Welsh Language Development Officer and ourselves. We will be reviewing the available courses, and also reviewing the staff we have on the various courses.
- During the lockdown, we have resumed Welsh lessons.



*Welsh Lessons held
via Teams*

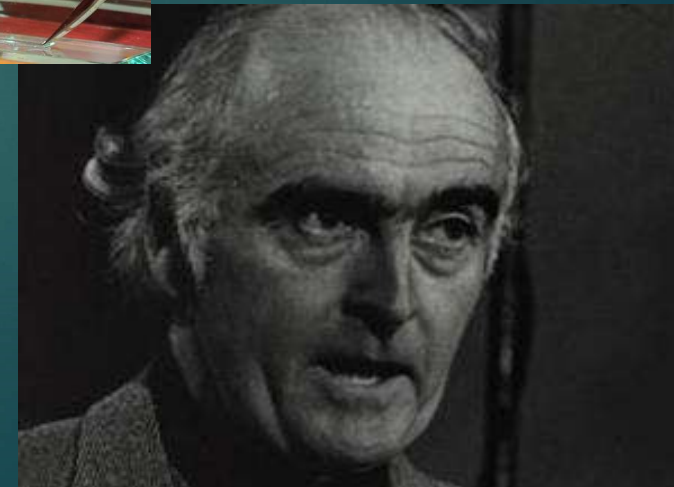
Arfer Scheme via the University

- The Water and Environment Service agreed to collaborate on the Arfer Scheme via Bangor University.
- This Scheme was a success, as they now hold their conversations through the medium of Welsh, and answer phone calls in Welsh.
- The intention of the project was to change language habits to enable colleagues who can speak Welsh (but who have established a habit of using English) - to use more Welsh at work.
- There are 14 staff members in the Environment Unit, with 8 members who speak Welsh as their first language, and the other 6 learned Welsh from the start. This is a good example from a learning and developing perspective.

Dafydd Orwig Award

During the past years 5 YGC staff members have won the Dafydd Orwig Memorial Award.

- 4 have learned the Welsh language
- 1 has promoted the Welsh language in the workplace.



Eng Tech Professional qualifications

- Most of YGC services are in the Civil Engineering field, we are working closely with the ICE - Institute of Civil Engineers.
- Many of our young technicians are working towards receiving a professional qualification called Eng Tech.
- We have formalised the regime with the ICE to organise interviews and to submit written work through the medium of Welsh.
- The organisation of the professional interviews was changed, and will be held in Wales.

Investors in People

- ▶ Recently, we have succeeded in gaining quality accreditation - Investors in People.
- ▶ This process was co-ordinated by Menter Môn and YGC - through the medium of Welsh.
- ▶ The staff questionnaires had been circulated bilingually.
- ▶ The interviews and preparatory meetings were held in Welsh.
- ▶ Also, the final Report will be bilingual.



gwerth mewn gwahaniaeth
delivering on distinction



**BUDDSODDWYR
MEWN POBL**

Developing Welsh Language skills

- ▶ Continuous training will be held to develop the Department's Welsh language skills.
- ▶ Circulate information about Welsh language courses for staff via email.
- ▶ Promoting training in Welsh - via email, news on Sharepoint, Training Panel.

Share good practice

- Place news on Sharepoint regularly.
- Circulate emails for Staff in Welsh.
- The Department has a Staff Bulletin that circulates every two months in Welsh.
- The Head holds meetings with every Unit, approximately every two months. These are known as "Ask Huw" sessions, to provide an opportunity to share news and events, and the staff have a chance to ask questions - through the medium of Welsh.



Continue to change the Welsh language culture in the workplace

- ▶ Write the Managing Team and Training Panel's minutes in Welsh.
- ▶ Share information about any training through the medium of Welsh for the whole Department.
- ▶ Organise Welsh training for the Department's staff.
- ▶ Share news and announcements on Sharepoint in Welsh.
- ▶ Send every email in Welsh.
- ▶ Speak Welsh with our Learners.
- ▶ Further extend the use of the Welsh language within YGC, with other bodies, by continuing to hold conversations in Welsh, and responding to emails.
- ▶ Continue to work closely with the Welsh Language Learning and Developing Department.

Interesting Fact

- ▶ Approximately 24 staff members have attended language training (which includes external and internal courses either to learn the Welsh language or to develop their own skills) since 2018.

Agenda Item 7

MEETING	Language Committee
DATE	7 April 2022
TITLE	Economy and Community Department Report
PURPOSE	To present information about the Department's contribution to the Language Policy
AUTHOR	Sioned E. Williams, Head of Economy and Community Department

1 BACKGROUND

- 1.1 This report was prepared in response to the Language Committee's request for information on the Economy and Community Department's contribution to Gwynedd Council's Language Policy. The report focuses on the progress made over the last year and a copy of the 2021 report is attached for information -[Language Committee Report 29 April 2021](#)
- 1.2 In 2022, 96.3% of the Economy and Community Department staff have achieved the language designation for their post; compared to 97% in 2021. Despite the small reduction in the percentage, this reflects the increase in temporary staff appointed over the last year in response to the COVID pandemic. There is only a small number of staff who do not meet the designation and there is encouragement and support available to them to develop their skills.
- 1.3 The following table was created in response to the Committee's specific questions and examples we wish to highlight of the Departments services have been included.

2. RESPONSE TO THE COMMITTEE'S QUESTIONS

<p>Matter that the members wish to discuss:</p>	<p>Question 1:</p>
<p>Boosting and Promoting - How do we go beyond the bilingual provision to increase the opportunities for people to use the Welsh language in the community, to contribute to the national target of creating a Million speakers, and to the Well-being goal of ensuring that the people of Gwynedd are "Able to live in a natural Welsh community"?</p>	<p>Can you highlight any projects within your department that contribute to one of the Council's language strategy priorities, namely the Welsh Language Promotion Plan for Gwynedd?</p>
<p>I consider the following to be good examples in the Department of projects and services that have contributed over the past year to the Welsh Language Promotion Plan in Gwynedd:</p> <p>Libraries Service: The activities we organise through the Library and in partnerships with others, provide opportunities for people, adults and children and families to hear Welsh being used and is an opportunity to take part in Welsh activities and learn from good practice from this experience. For example, sessions for infants (new parents), story times for children, a cuppa and a conversation for Welsh learners, sessions with Cymraeg for Kids, Adult and Community Learning courses. Gwynedd also leads nationally on the scheme for Large Print Books in Welsh, and facilitates the availability of audio e-books for adults and children. Projects with Early Years and the Fusion Programme provide bilingual packages to the parents of young children, where emphasis is put on enjoying stories through the medium of Welsh.</p> <p>Archives Service: The Archives and Museums Education Service provides materials and activities for school across Gwynedd in order for them to understand their communities, the importance of the Welsh language and local identity.</p> <p>Museums and Arts Service: We are working with many partners in order to ensure that we are reaching out to communities throughout the county as much as possible. The nature of our work is reaching out with health and well-being; learning; training projects etc. and also providing access and context to our culture and language in our museum sites (see more in question 4). For example during the lockdown period it was arranged for creativity kits to be distributed to family homes by collaborating with a number of partners such as charities, food banks, voluntary organisations, homes for the elderly, schools throughout Gwynedd and everyone received a bilingual kit; also our activities through the medium of Welsh such as Craft and Well-being sessions (on-line/physically); Babi a Ni for families; Well-being for Me to support the Well-being of Gwynedd residents and much more.</p>	

Tourism, Marketing and Events Service: The Service has been working with the Council Departments and the National Park Authority to develop the Gwynedd and Eryri Sustainable Visitor Economy Plan 2035. One of the agreed principles for the future is to: Celebrate, Respect and Protect our Communities, Language, Culture and Heritage and a priority will be given to promoting local ownership and to developing opportunities to highlight the Welsh Language, in our culture and heritage. Work is proceeding on developing new comprehensive indicators for the visitor economy and discussions have started with Bangor University to identify sensible methods of researching the effect (positive and negative) of the visitor economy on our language in our communities.

Matter that the members wish to discuss:	Question 2:
<u>Outsourcing work and awarding third party contracts -</u> How do we ensure that the quality of the bilingual service is maintained when outsourcing work and awarding contracts?	If the department awards work externally on contract, can you refer to any good practice, either when imposing conditions or when monitoring in order to ensure compliance with the linguistic conditions?
I would like to draw the attention of the Committee specifically to the following contracts: <ul style="list-style-type: none"> • Library Service - ensure that websites and apps are available bilingually e.g. Borrowbox website and app (third party - language conditions in the tender), browsing app (compliance with the language requirements is expected from the start) • Museums and Arts Service - ensure that our needs meet the Welsh Language requirements with conditions in the tender (website/ on-line reservations/interpretation/ commissions requesting individuals who have ability in the language e.g. Art on Prescription. When allocating strategic grants we have a clause requesting them to comply with our language policies. • Regeneration Programmes Service: All of the tender documents are bilingual and the tenders note the need to ensure compliance with Gwynedd Council's Language Policy. 	

Matter that the members wish to discuss:	Question 3:
<p><u>Operating bilingually -</u> How do we manage to act on the requirements of the Language Policy and Welsh Language Standards?</p>	<p>Are there any obstacles that prevent you as a department from offering a full service in Welsh? This could be across the department or in specific services.</p>
<p>There are some obstacles which have been identified in the Department:</p> <ul style="list-style-type: none"> • Library Service - obstacles arise when trying to deliver a service which provides resources in Welsh. We are required to make plans to provide these ourselves as they aren't available commercially e.g. Large Print Welsh Language Books , Welsh Audio Books and Welsh Audio e-books (collaborate in partnership with the North Wales Society for the Blind) and this of course adds to the work load. • Museums and Arts Service - developing a volunteering plan proved challenging and difficult to attract Welsh speakers. Need to encourage learners and attract people to our Welsh 'environment'. Recruiting for jobs/projects/commissions/holding activities is currently difficult and more so in terms of the Welsh Language. Unable to appoint therefore have to re-think how to move forward. In order to draft grant applications in Welsh an English translation is sometimes needed in order to understand or ask to see the translation to ensure accuracy. 	

Matter that the members wish to discuss:	Question 4:
<u>Developing new opportunities</u>	Do you have ideas about new ways we can promote the Welsh language in the county's communities - either in your own services or by collaborating with others?
<p>Highlighted below are some fields where I see opportunities for the Department to make a greater contribution to promoting the Welsh language in Gwynedd:</p> <ul style="list-style-type: none"> <p>Museums and Arts Service - Due to the nature of our work, we promote our culture and provide the context of our area. Our museum collections include materials that inspire, educate, challenge to prompts discussion and learning etc. E.g. items related to well-known people who contributed to our history such as Caradog Pritchard; T H Parry Williams; items from the history of the Language such as the Welsh Not etc. There is an opportunity when creating programmes and activities to use our resources as displays/workshops to identify themes to promote the Welsh Language and raise awareness. We collaborate widely e.g. Menter Iaith, Bangor University, various groups e.g. African Caribbean. We recently organised a St. David's Day march with some of these by sharing our varied cultures and the Welsh Language. We have applied a number of times for a grant from the Arts Council of Wales in partnership with others such as Mudiad Meithrin and various artists to try and create an activity programme to get people to use the language in a natural way through arts and heritage e.g. learning the names of places and for those that have moved here to have the chance to get to know the local area. The application been unsuccessful as of yet but we are very interested in continuing with this.</p> <p>Economic Development Programme Service - Welsh Government has committed £11m in its budget for the Arfor 2 Programme over the next 3 years. The aim is to learn from the experiences of the Arfor 1 Programme and invest in new programmes which will promote the Welsh Language and create economic enthusiasm across Gwynedd, Anglesey, Ceredigion and Carmarthenshire. Discussions have already started between Welsh Government and the Local Authorities in order to agree on the work scope and we will proceed over the next few months to develop a pack of new projects based on Welsh language development.</p> 	

Agenda Item 8

MEETING:	LANGUAGE COMMITTEE
DATE:	7 April 2022
TITLE:	Update on the work of Hunaniaith - Gwynedd's Language Initiative
AUTHOR:	Senior Language and Scrutiny Advisor
PURPOSE OF THE REPORT	This report is submitted in order to provide a background to Committee members about the existing work and priorities of the initiative.

1. Background

- 1.1 The primary purpose of Hunaniaith, Gwynedd's Language Initiative, is to increase opportunities for people to use the Welsh language in all aspects of their lives and in all communities in Gwynedd. This report takes a retrospective look at the past year and presents examples of the officers' work in order to improve Members' understanding of the type of interventions that are planned across the various fields.

2. Overview of 2021-2022 work

- 2.1 As a result of Covid-19, it was decided to continue to provide and develop resources and activities on-line in the main, and seek to provide face-to-face activities when appropriate. Priority was given to activities for children, young people and Welsh learners since this was noted as a priority by the majority who responded to the Hunaniaith questionnaire regarding what should be done to promote the Welsh language in the county.
- 2.2 Continued support was given to encourage and hold activities in the areas selected for targeting before the Covid-19 period, namely Abersoch, Nefyn, Bala and Bangor. Following the publication of 2021 census data on the Welsh language and receiving information on the results of the Ardal Ni 2035 consultation, we will look to identify new areas to target and create a new work programme for the initiative.
- 2.3 After submitting a business case to the Cabinet in November 2021, the Cabinet resolved to approve a commitment of £203,880 from the Transformation Fund, in accordance with the wish of the Hunaniaith Strategic Group, in order to fund an additional full-time post, Hunaniaith Chief Officer, for a 4 year period. The purpose of the post is to lead on the work of establishing the initiative as an independent entity, focusing on attracting new grants and raising income, improving community contact, attracting more community members to the Strategic Group and leading the initiative as a unit within the Council for the time being. The application was approved by the Full Council in March 2022 and consequently, Iwan Hywel was appointed as the Hunaniaith Chief Officer. He will commence in his new post in May.

Specific projects

2.4 Creating new on-line resources and activities

2.4.1 Language Awareness Training Pack

As it was not possible to attend schools to carry out our Language Awareness sessions: *7 Peth Pwysig*; it was highlighted that there was a need to create a digital version of it. To this end, it was resolved to use the Doodle programme and to commission Engan Creadigol to produce the relevant graphics. Before that, there was a need to create a script and storyboard as a way to convey the desired content, and to close, Leisa Gwenllian was commissioned to voice-over the images. A Welsh only version and a subtitled version was shared; as well as a Welsh and bilingual quiz on Kahoot! with Gwynedd schools, the county's youth groups, and on our social media. Very positive feedback was received from the schools - *"I like it very much and it's a very valuable resource to have digitally to present the history and start a discussion with the children. The Kahoot Quiz has also increased enthusiasm...excellent!"* The video can be seen by clicking the following link:

Language Awareness Video: https://youtu.be/f6GI_Oa0C2w

Welsh Quiz Link - <https://kahoot.it/challenge/002104556>

Game PIN: 002104556

2.4.2 Digital Pack 'An Introduction to the Language and Culture of Gwynedd'

On 1 March, a digital pack was launched on the Council's Language Unit website, including a booklet to share with newcomers to Gwynedd and with people who are considering moving to Gwynedd to live. It includes information about the central place that the Welsh language has in the communities of Gwynedd, the advantages gained from speaking the language, a reference to the Gwynedd schools language policy and the support available for children, young people and adults to learn the language. Hunaniaith coordinated and commissioned three videos to complement the booklet with the Snapyn TV company, as follows:

- A taster lesson with Ann Bierd:
Rho gynnig arni: ychydig eiriau <https://youtu.be/f5NceTctfe0>
- *Dysgu a Mwynhau yn Gymraeg:*
Alex's Story <https://youtu.be/5gtitaX0h8>
Carrie's Story <https://youtu.be/yYXFWyZqchl>

2.4.3 'Ar y Llwyfan' series of videos

As a result of the lack of live competitions for two years, it became apparent in conversations with young people that there was a concern about live competing in Eisteddfodau. In discussions with Eryri and Meirionnydd Urdd officers, it was resolved to create a resource to raise the confidence of Year 10 and under 19 year old competitors specifically, namely a series of 3 "masterclass" video shorts entitled "Ar y Llwyfan":

- Recitation with Bethan Elin <https://youtu.be/AbawBqzvGng>

- *Cerdd Dant* with Catrin ‘Toffoc’ Jones <https://youtu.be/IJX9ZbzipioA>
- Solo Singing with Ffion Emyr <https://youtu.be/Ydbj8lRsyOs>

They were aimed towards competitors in Year 10 and under 19 years; however, the messages of the videos, in reality, are relevant to all competitors. The series was recorded in Stiwdio Sain at the beginning of January by FfotoNant, and they were edited in good time so that they could be shared with Gwynedd schools and *aelwydydd* across Wales before the registration date.

2.4.4 **Llwyfan Llŷn**

Anni Llŷn, the author and presenter from Botwnnog, has had an aim to establish a stage school in Pen Llŷn for some time. The National Eisteddfod's visit to Llŷn and Eifionydd in 2021 was the incentive that made her seriously move to realise her dream. However, when Covid-19 struck in the spring 2020, the plans had to be put on hold. To prevent the plans from standing still, Hunaniaith stepped in and offered Anni a partnership to start an on-line activity for children in their homes via Zoom. Over the winter in 2020-21 and in the winter of 2021-22, 17 workshops were offered on a Saturday morning on themes that included acting, singing, recitation, dancing and scripting. To date, 35 children have joined the workshops; the majority of them from Llŷn, many from other parts of Gwynedd and a few from Powys.

2.4.5 **Video Games Club**

Having realised and appreciated the social importance of video games for children and young people, Hunaniaith and the other Language Initiatives in the north came together this year to share skills and duties, and make available the capacity to hold such a popular activity. Apart from the organisational side, the role of the Initiatives' officers has been to fill in the play gaps where needed, but mainly to chat with the players and thus ensure that Welsh is spoken. Here is an example of language planning on a micro level by influencing language practices. Following a very popular initial tournament, regular monthly sessions were held with the 2 age groups: 7-11 and 12-15. It is a process of ongoing learning to improve the provision but those who do attend enjoy it immensely. Here is some feedback from one who has been attending regularly - *"I have enjoyed the session a lot. My sister goes to pony club and I have never really had anything like that, and I have finally found something, and I have really enjoyed it."*

2.4.6 **Kahoot Quizzes!**

In collaboration with other Language Initiatives in the north, quizzes were created on Kahoot to celebrate Shwmae Su'mae Day, St Dwynwen's Day, Dydd Miwsig Cymru and St David's Day. The schools in the county were invited to join in the fun and they were shared on our social media. The following numbers belong to Hunaniaith only and reflect the need for this type of resource:

- **Shwmae Su'mae Day:** 471 players
- **St Dwynwen's Day** 930 players
- **Dydd Miwsig Cymru:** 1,498 players
- **St David's Day :** 1,011 players

2.4.7 16+ Conference

In collaboration with Sgiliaith, Coleg Cymraeg Cenedlaethol and Grŵp Llandrillo Menai, the 4th in a series of conferences were held on the theme *Cymraeg: Cyfle & Cyflog*, to raise awareness of the advantages and value of the Welsh language amongst young people aged 16+, and thus influence their future language use. Focus was placed on students in the digital sector / video games this year, and a series of invited speakers was offered as follows:

Value of Welsh in the Digital World Conference Friday morning, 18 February, Zoom

Opening the conference: Aled Jones Griffith, Head of Coleg Menai a Meirion-Dwyfor
Opening address: Garffild Lloyd Lewis, Gogledd Creadigol
Llywela Owain, Hunaniaith
Pryderi ap Rhisiart, M-Sparc
Orig Jones, Tinint
Owain Saunders-Jones, Atebol
Siwan Owen, Electronic Arts
Guto Rhun, Hansh
Bedwyr Rees, Rondo
Closing address: Paul Edwards, Creative Arts Manager, Coleg Menai

The intention of the conferences is to raise awareness of the advantages of the Welsh language in business, sharing experiences and good practice, and more than anything, be inspiring. 48 attended virtually from the Group's various sites, despite Storm Eunice!

2.4.8 Kariad

One of Hunaniaith's good practices is to offer initial support to freelancers who are eager to deliver a provision that is not yet available in Welsh in the local area. When we heard about Kariad, an innovative project by Karen Wynne, on dealing with loss and change amongst primary aged children, we saw that it would be relevant and beneficial to those who attend the county's language centres.

After meeting with officers from Gwynedd Council's Education Department, we proceeded to coordinate a pilot of an interactive half-day session full of magic at each of our four primary language centres, safely over the internet. A very positive response was received to these activities, so much so that the Education Department has funded more sessions at the language centres for the following term, and they

are eager to extend the provision to the primary schools of the county by including it in their Welsh Language Grant strategy, and that an equivalent provision is offered to the secondary age-groups as well. Hunaniaith is currently commencing the process of facilitating the development of the content for the older age-groups by offering further support to Karen. Here is an example of the feedback received.

2.4.9 Paned a Sgwrs with Welsh Learners in Dwyfor

Every Monday morning since the spring 2020, the Hunaniaith officer in Dwyfor has joined the Paned a Sgwrs sessions with Welsh Learners in Dwyfor via MS Teams. The Welsh Learning service in this area of Gwynedd has facilitated the session since the start of the Covid-19 crisis, and it continues to be a popular event for up to 25 learners every week. Everyone who wishes to join are divided into a number of smaller rooms with the Hunaniaith officer taking the responsibility for 4 or 5 more able speakers to chat for an hour. Hunaniaith has now attended more than 60 weekly sessions and have built a good relationship with tutors and learners alike; a relationship that has led to effective collaboration on other projects such as Teithiau Cerdded Dysgwyr Dwyfor and Dysgwyr Dan Do.

2.5 Re-introducing face-to-face activities

After Covid-19 regulations were eased, we decided to re-commence our face-to-face activities.

2.5.1 Dwyfor and Arfon Welsh Learner Walks

Through effective collaboration with the Welsh Learning tutors in Dwyfor and Arfon, Hunaniaith arranged ten walks in both catchment areas during the summer 2021; **6** in one area and **4** in the other. The essence of each journey was that a local individual had been invited by Hunaniaith to act as a guide on each of the walks. This gave a unique local flavour to each of the walks. It also gave the learners an opportunity to practice their conversational skills, learn about the local history and landscape and to integrate into a Welsh-speaking community.

The walks in Dwyfor visited Rhiw, Llanbedrog, the Tudweiliog and Porth Ysgaden area, Nantmor, the banks of afon Dwyfor and Borth-y-gest. The walks in Arfon visited the town of Caernarfon, Penygroes, Felinheli and Bethesda. We managed to attract very knowledgeable and interesting guides including Gwyneth Glyn, Twm Morys and Rhys Mwyn. As well as these journeys that were held during the week, we had one specific journey on a Sunday in September when Rhys Mwyn took 22 Welsh learners and experienced speakers on a trip to Tre'r Ceiri.

2.5.2 Dro & Jangyl Walking Tours

As a follow-up to the Virtual Conversation Club last summer for learners in the Llanberis area, a local freelance Welsh tutor, Ann Bierd, was commissioned to coordinate and guide face-to-face tours throughout the year (with a last-minute change to hold a virtual session in the autumn, because of the weather). The title,

Dro & Jangyl, was given to the activities to emphasise their informal nature and to provide an opportunity to talk and learn about local landscapes and history.

2.5.3 Fairies Day

On the Saturday closest to Summer Solstice, a walking tour was organised in honour of Fairies (*Tylwyth Teg*) and to acknowledge their importance in Welsh folklore. The majority of the attendees were Welsh first language, with 3 fluent learners. The atmosphere was pleasant with a sense of appreciation of being in a social activity once again. This was the first time for the majority to be in the company of people who were not in their bubble. Covid safety rules were observed at all times, which mitigated concerns and enabled people to enjoy each other's company.

<https://www.facebook.com/hunaniaith/photos/3942951849092418>

2.5.4 Dysgwyr Dan Do

As the weather in the autumn and winter is unpredictable for walking tours, we organised visits for Welsh learners to quirky locations or locations of a historic interest. We visited Yr Ysgwrn at the end of October; a visit that was very popular with the 11 who joined us. At the beginning of December, 14 learners and their supporters visited Storiol in Bangor, but we had to postpone the visit to the Lloyd George Museum in January because of the spread of the Omicron variant.

2.5.5 NATURIOL Welsh Sessions

Catrin Roberts, a freelance Welsh tutor, naturalist and mother to a young child, from the 'Stiniog area was commissioned to plan and lead a series of sessions throughout the year to combine learning Welsh and raising awareness of nature to young children and their adults. The focus of the sessions was nature, history and enjoyment: and syntax and Welsh names were learnt when walking, observing and playing simple games. Positive feedback was received:

"We have really enjoyed the walks, it's helped us with our Welsh, we've learned interesting facts and had a really good time."

"I like the group and Dysgu Cymraeg Naturiol in such an unpressured kind of walk. Hoping to join you again. Thanks."

2.5.6 Nefyn Insect Hunt:

We collaborated with the Llŷn Maritime Museum to arrange many activities for children over the summer. An Insect Hunt was arranged for primary age children in the Museum's meadow on 26.08.21; the Museum is located in an ancient church in the town centre; the meadow is the medieval cemetery. Anita Daimond from [Antur Natur](https://www.facebook.com/anturnatur/) <<https://www.facebook.com/anturnatur/>> came to guide the activity; 11 children from 7 families spent an enjoyable two hours exploring the meadow for invertebrates and arachnids. The afternoon was concluded with puzzles, a quiz and refreshments, all in the outdoors.

2.5.7 Nefyn in the Age of the Princes

This bridging period activity was arranged jointly with the Llŷn Maritime Museum on 16.10.21 under the guidance of the archaeologist, Rhys Mwyn. The activity was attended by 18 individuals, 6 children and the rest were individuals, a number of whom did not have children in the activity and who had a desire to enjoy a tour led by Rhys Mwyn in Nefyn.

The activity proved popular amongst the children, their families and other adults. In the future, Hunaniaith and the Museum will collaborate to provide tours, conversations and activities for adults as well as cater for children and young people. The feedback showed that adults, and Welsh learners, have a desire to join Welsh-medium activities that interpret history, heritage and the environment in the context of Nefyn and the vicinity.

Here is some of the feedback received:

'More of this please'

"A worthwhile morning, and very glad that we finally got there! Rhys is fun, likeable, and we are very fond of collaborating with him".

2.5.8 Deian a Loli Celebration

This celebration of the incredibly popular children's television series was originally arranged for March 2020, but as with all other arrangements in that fateful month, it was postponed.

Emyr Gibson and Gwion Aled, both of whom are actors with a vast experience of working with children and young people, were commissioned to lead a morning of activities on the theme of Deian a Loli.

The transition period children had an opportunity to practice from scripts from the series and recreate the scenes in front of a green-screen. At the end, the children were able to watch themselves on a digital background of their choice.

2.5.9 Ceridwen Project Art Workshop

Branwen Haf Williams was commissioned to lead a workshop to complete a project that commenced just before Lockdown on the theme of Ceridwen. The 4 murals that tell the story of Gwion Bach were skilfully completed by 8 pupils from year 10 at Ysgol Godre'r Berwyn. The final work will be framed and will be available to view opposite the Derek Williams Theatre to welcome audiences to the theatre - another positive step forward following the bleak Covid-19 period.

2.5.10 Bangor Outdoors Project

This is a project that aims to work intensively with a small cohort of young people, in order to see whether language patterns and customs can be influenced through regular intervention. The project is led, under commission, by the Urdd's Outdoors Service, and it includes outdoor activities for 15 young people who attend Ysgol Tryfan. It introduces them to new activities and to local history and geography and it raises awareness about employment opportunities in a growth area locally. The

project is coordinated by the Bangor Language Development Centre Officer, who is a member of Hunaniaith staff and is funded by the Bangor Language Initiative. The hope is to apply for a grant to extend the project in the future and offer a place to some pupils from Ysgol Friars.

3. **The future**

The past year has offered new opportunities for Hunaniaith to develop and evolve. With the appointment of a new Chief Officer for the initiative, who will commence in post in May, we can move forward to focus on creating a sustainable future for the initiative as an entity that is independent from the Council.

Over the coming months, we will be addressing:

- the review of the initiative's governance structure and strengthening the community contact
- securing appropriate resources and a regular income stream
- planning a new evidence-based work programme which reflects the wishes of local residents.
- improving our marketing
- continuing to collaborate with others and assist community groups to promote the Welsh language at grass roots level.

4. **Recommendation**

Recommended that the committee accepts and notes the report.

Agenda Item 9

MEETING:	LANGUAGE COMMITTEE
DATE:	7 April 2022
TITLE:	Praise and Complaints Report
AUTHOR:	Gwenllian Mair Williams Language Advisor
PURPOSE OF THE REPORT	To present the latest information to the Committee on complaints and examples of success when promoting the use of Welsh in the Council's services.

Successes in promoting the Welsh language and ensuring Welsh language services for residents:

There have been several developments recently, as working arrangements return to an element of normality following the Covid period, and as we return to look again or to resume certain projects and priorities.

A project has been commissioned by the Welsh Language Sub-group Public Service Board to look at ways of influencing the public's use of language in frontline services. Several reception areas, in the Council and other public service partners, have been selected to be involved in the initial research work which will lead to recommendations for increasing the use of the Welsh language amongst the public.

An internal forum has been established recently to monitor and discuss how the Council implements the principles and priorities of Mwy na Geiriau/More than Just Words, the Strategic Framework for the use of the Welsh language in health and social care services. The forum includes representatives from the Children and Adults departments, as well as Corporate Support officers, and provides feedback to the regional forum which includes representatives from several organisations in health, the care sector and local authorities. The internal forum will consider how services can be improved and how the proactive offer can be ensured for service users.

The Language Advisor and the Welsh Language Learning and Development Officer have resumed language awareness sessions for Council staff, recently piloting new online sessions with the Test, Trace, Protect Service. The sessions have been very well received and we are keen to hold similar sessions with other services.

The Council has been involved in several public campaigns to promote the Welsh language over recent months, including the promotion of the Commissioner's Welsh Language Rights Day and sharing messages on International Mother Language Day.

COMPLAINTS AND ENQUIRIES FROM THE WELSH LANGUAGE COMMISSIONER - RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS

1. Investigation CS018 – Advertisement for the Post of Chief Executive

The original complaint was received during March 2021, but the subsequent investigation took some months to conclude, and the final ruling and actions were not received until early 2022. The investigation was finally concluded on 3 March 2022.

The complaint involved the advertisement of the post of Chief Executive, and the fact that the Council had not included details of language requirements in the advertisement, and had not invited applicants to submit applications in Welsh.

The requirements of the Standards mean that all job advertisements must state whether language requirements are essential, desirable or that there is a need to learn when appointed.

A principle has already been set within the Council's Language Policy and Recruitment Policy that Welsh language skills are an essential requirement for all posts within the Council, and the Language Designations project has gone to great lengths to ensure that the exact level of language skills are set out in the Person Specification document.

This particular advertisement, however, followed a different procedure to the usual, and did not include Job Description and Person Specification documents as usual adverts do. A language designation for the post had been recorded in the jobs system, but had not been included in the advertisement. Also, although the information pack shared with potential applicants mentioned the Council's culture and operating principles, it did not explicitly state anywhere the need for Welsh language skills. It was believed that the reference to the culture of the Council and the county had made the need to be able to communicate in Welsh very clear.

During the investigation, we were asked to explain the circumstances of the advertisement, and to share information about our recruitment policy. As a result of the investigation, it was deemed that the Council had failed to comply with the following Standards:

136A - [failed to] specify the language category of the post in the Recruitment Pack or the advertisement on the Welsh side of the website; and had not specified the language category in Welsh at all when advertising the post; and

137 – [failed] when advertising the post, to include a statement noting that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

The final ruling acknowledged that this post had been advertised in a different way to the usual, and that this occasion did not reflect the Council's normal procedures. The Council was, however, asked to make changes to the Recruitment Policy to note that any posts advertised through different methods would meet the same requirements and would ensure that the language requirements and invitation to submit applications in Welsh were clearly evident. The following conditions have therefore been added to the Recruitment Policy, and will also be incorporated into the relevant section of the Language Policy. These clauses will apply to any posts advertised that do not use the standard templates, such as Heads of departments and senior officials' posts that use a recruitment pack, or secondments that are advertised in more informal ways.

If a post is advertised in a different way, without using the usual job description and person specification templates - by creating a Recruitment Pack, for example - it should be ensured that key skills information is still included somewhere within the pack.

All job advertisements will state the language category of the post, namely that language requirements are essential, in accordance with the requirements of section 5 above.

All job advertisements (in English and Welsh) will include the following statement which will encourage applicants to submit their applications in Welsh, or bilingually and will make it clear that applications in both languages will be treated equally.

"All candidates for Council posts are encouraged to submit applications in Welsh, or bilingually. (Applications submitted in either Welsh only or English only will be treated equally, but the applicant will be asked to consider carefully the language requirements of the post and the organisation and whether submitting an application in Welsh only would be more appropriate.)"

All job advertisements will include the following sentence which highlights the Council's Welsh-medium internal administration and the need for appropriate language skills among employees.

"Gwynedd Council operates internally through the medium of Welsh, and offers all its services bilingually. The applicant will be required to attain the linguistic level noted as one of the essential skills in the Person Specification."

2. Enquiries

Training for election officers:

An enquiry was received by the Commissioner about training for polling station officers. They had received a complaint from a member of the public about a lack of Welsh language training. It was possible to confirm that the training was not part of the Council's responsibility. The training comes under the role of the Returning Officer, and therefore does not come under the requirements of the Standards. This response, and the role of the Returning Officer being independent of the Council, was accepted and therefore did not lead to an investigation.

Libraries' Self-service:

An enquiry was received in February 2022 about the Library service's use of photocopiers and printers. The Commissioner's office wanted to know how these machines were used by the public and whether the software on them was available in Welsh. A response was sent confirming that the photocopiers were available for public use, but did not operate as self-service, and that they had to be operated by a member of staff. They did not therefore come under the Standards' requirements for self-service machines.

Monitoring Compliance

A monitoring meeting was held with the Commissioner's liaison officer in January 2022. This followed the completion of a corporate self-assessment exercise in the summer of 2021. The Council have been given a number of actions following the meeting, to improve compliance with the Standards. The Language Unit have also begun a new self-assessment process within the Council, with a departmental self-assessment being shared with all heads of departments that will feed into our next corporate self-assessment in the summer. These self-assessments will enable us to identify gaps and areas for improvement more effectively.

COMPLAINTS and ENQUIRIES REGARDING A SERVICE OR RELATING TO THE COUNCIL'S LANGUAGE POLICY

Department	The number of complaints	The matter relating to the complaint	Explanation and actions taken
Finance	1	A Council Tax letter using the English version of an address	An old IT system, input with English versions of addresses by the Royal Mail. The individual had to make a written request to change information within the system including the address. It was not possible to switch to using a Welsh record automatically - each address would need to be recorded individually. A discussion was held with the service about the barriers and further work was planned with IT systems that would address the problem.
Economy	1	A lack of use of the Welsh language by businesses	An informal complaint was received about businesses using English names in a new development in the town of Caernarfon. It was explained that the Council did not have powers to compel businesses to use Welsh names, that the development was not under the direct control of the Council, and also that the businesses in question were part of established chains, rather than new businesses established on the site, and therefore it would be more difficult to get them to change. The two businesses concerned also used Welsh signs within the shops, and employed Welsh speakers.
Highways and Municipal	1	An English-only leaflet was received by the public	A complaint was received that English-only leaflets had been issued by Colas to notify residents of roadworks. The department

			confirmed that they had contacted the company to resolve the issue, and to ensure that they had a translation and templates of notifications/pamphlets available in the future. The service's attention was drawn to the proofreading support that can be obtained from the translation service.
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