

SUBJECT:	Welsh Language Standards Annual Monitoring Report 2024/25
MEETING:	Performance and Overview Scrutiny Committee
DATE:	10th June 2025
DIVISION/WARDS AFFECTED:	ALL

1. PURPOSE:

- 1.1 To enable members to scrutinise the council's performance during 2024/25 against the Welsh Language Standards.

2. RECOMMENDATIONS:

- 2.1 That the committee uses the draft annual monitoring report to scrutinise the council's performance during 2024/25.

3. KEY ISSUES:

- 3.1 The Welsh language is an important part of the culture and heritage of our place. Our desire to increase the number of people who speak and learn Welsh is a commitment within the Community and Corporate Plan. Dovetailing with this, the Council's Welsh Language Strategy sets our commitment to ensure that Monmouthshire is having a positive impact on achieving the Welsh Government's ambitious strategy of having a million Welsh speakers by 2050.
- 3.2 Alongside our strategy sit the Welsh Language Standards which promote the language and ensure that it is treated no less favourably than English. The standards applying to each public body can differ and there are 176 applying to our council. It is a requirement of standards 158, 164 and 170 that we produce an annual report which deals with the way in which we have complied with the standards during the year and publish this on our website. This is referred to as the Monmouthshire's Welsh Language Standard's Annual Monitoring Report. This is a duty placed upon us, but of equal importance is a desire for the language to thrive and grow in our county.
- 3.3 The annual report demonstrates how we have complied with the Welsh language standards, these include:
- Making available Welsh language courses at all learning levels to members of staff. These courses are facilitated through the National Centre of Learning Welsh and delivered by Coleg Gwent. Courses are fully funded and can be undertaken during work hours or in the evenings if staff prefer. 53 members of staff have been completing

these courses in 2024/25, this is an increase from 2023/24 where 40 members of staff had completed these courses.

- Efforts were made to increase the number of Welsh speaking applicants for new posts. Welsh language essential posts as well as some select Welsh language desirable posts were advertised on Welsh language recruitment sites which saw success in attracting applicants with Welsh language skills.
- A 'Welsh Tip' continues to be utilised in the staff's fortnightly newsletter which helps promote the Welsh language standards, distribute guidance for best practice and provides Welsh language support to staff.
- To celebrate Diwrnod Shwmae and promote awareness of the Welsh language, we launched a staff competition featuring a bilingual quiz. The quiz tested knowledge of everyday Welsh phrases, the history of the language, and key elements of the Welsh Language Standards. Efforts are made to promote different Welsh language campaigns and important dates in the Welsh language calendar to staff.
- We continued to utilise the Cymraeg Teams Channel which is a dedicated bilingual space on Microsoft Teams that supports Welsh-speaking and Welsh-learning staff. The channel is used to share resources, promote training opportunities, and foster a supportive community that encourages everyday use of Welsh across the organisation

3.4 During the year there have been some challenges. These included:

- Due to delays in procuring a new telephony system, Welsh language calls were routed for most of the year to a hunt group of Welsh-speaking officers across the authority. In March 2025, the new system was implemented, allowing calls to be directed straight to a Welsh-speaking advisor in the Contact Centre. If no advisor is available, calls revert to the hunt group to avoid delays.
- In response to rising demand and budget pressures, the Council began reviewing its translation delivery model to identify a more cost-effective and sustainable approach. Options under consideration include continuing with external providers, establishing an in-house team, or collaborating with neighbouring authorities. This work is ongoing and guided by an Integrated Impact Assessment which includes a Welsh Language Impact Assessment.

3.5 During the year, steps have been taken to improve our processes and strengthen our compliance with the Welsh Language Standards. These include:

- A non-opinion internal audit review was conducted at the end of 2024/25 to assess compliance with the Welsh Language Standards. While areas of good practice were identified, the review also highlighted areas for improvement across services. An action plan is being developed to address the findings and strengthen compliance moving forward.
- The Welsh Language Officer and Equalities and Welsh Language Manager takes part in the induction process for all new staff members so that they are familiarised with our requirements to the Welsh Language Standards.

4. RESOURCE IMPLICATIONS:

There are no additional resource implications as a result of this report. However, there may be resource implications in undertaking further actions identified in this annual report. These would be subject to the usual council decision-making processes.

5. BACKGROUND PAPERS:

[Monmouthshire Compliance Notice – Welsh Language Standards](#)
[Monmouthshire's Welsh Language Strategy 2022-2027](#)

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