



monmouthshire
sir fynwy

Monmouthshire County Council's
Welsh Language Standards Annual Monitoring
Report

1st April 2022 - 31st March 2023



Overview

This is the Monmouthshire County Council's annual report on the Welsh language standards. Its purpose is to evaluate our compliance with the standards, and the ways in which we have promoted and facilitated opportunities to use Welsh and ensured that the language was treated no less favourably than the English during the year. It was produced in accordance with Schedule 4 of the Welsh Language Standards (No. 1) Regulations 2015, to meet the requirements of standards 158, 164 a 170.

Further Information

This report can be found on the Monmouthshire County Council website: www.monmouthshire.gov.uk.

If you have any questions regarding the contents of this report, please contact us on the details below.

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We welcome correspondence and telephone calls in Welsh, contacting us in Welsh will not lead to a delay in response.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg.

This document is also available in Welsh



Related Documents

[Monmouthshire County Council 5 Year Welsh Language Strategy 2022-2027](#)

The cabinet member with responsibility for the Welsh language during 2022/23 was Cllr. Tudor Thomas.

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1. Background

Monmouthshire County Council recognises the importance of the Welsh Language as an integral part of our cultural identity, heritage and community cohesion. Throughout the year 2022/2023 the council has been dedicated to fostering an environment where the Welsh language can thrive and Welsh speakers are able to use the language in their everyday lives.

The Welsh Language (Wales) Measure 2011 established a legal framework that imposed a duty on Monmouthshire County Council, alongside other public organisations, to comply with Standards relating to the Welsh language. The key principles of these standards are that:

- the Welsh language should not be treated any less favourably than the English language.
- we should promote and facilitate the use of the language

In 2015 Monmouthshire Council received a compliance notice from the Welsh Language Commissioner. This document outlines the standards that the council must comply with. In total, there are 176 standards that apply to Monmouthshire Council. These standards are grouped into 5 categories which are:

- Service Delivery
- Policy Making
- Operational
- Promotion
- Record Keeping

The Welsh Language Standards require us to:

- Produce and publish on our website, a 5-year strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in our area. (Standards 145,146)
- Produce an annual report, in relation to each financial year, which deals with how we have complied with the standards and publish on our website. (Standards 158, 164, 170)

The council's [compliance notice](#) can be found on our bilingual website.

2. Compliance

Service Delivery Standards

<i>Standards Group</i>	<i>Actions Taken During 2022/2023</i>	<i>Actions to be Taken 2023/2024</i>
Standards 1 – 7 Correspondence sent and received.	<ul style="list-style-type: none"> Staff issued reminders of our requirements to the Welsh Language Standards when sending out correspondence. 	<ul style="list-style-type: none"> Continue to monitor correspondence.
Standards 8 – 22 Telephone calls made and received.	<ul style="list-style-type: none"> Compliance ensured with the migration of phone systems to Microsoft Teams Calling. Answerphone messages for each department recorded bilingually. 	<ul style="list-style-type: none"> Ensure all staff are aware of procedures when Welsh telephone calls are received. Move the Council's contact Centre to a new solution which will improve the Welsh language service.
Standards 24 – 36 Meetings with the Public.	<ul style="list-style-type: none"> Simultaneous translation provided in public meetings where required. 	<ul style="list-style-type: none"> Monitor to ensure that the offer of simultaneous translations continues to be actively made.
Standards 37 – 51, 69 – 70 Other bilingual documents.	<ul style="list-style-type: none"> Staff reminded of the need to state on documents that it is also available in Welsh. All application forms for public use are created bilingually and staff are reminded of this requirement. All official notices are produced and displayed bilingually. 	<ul style="list-style-type: none"> Continue to closely monitor compliance.
Standards 52 – 60 Websites, Social Media, Apps, and Self-service Machines.	<ul style="list-style-type: none"> Monmouthshire websites and social media accounts regularly monitored to ensure compliance. Issues were identified on MonLife website and complaint received from the Welsh Language Commissioner (See complaints section). Work completed to ensure that all current pages are compliant and process created for new pages. Welsh Language Officer worked closely with the Website Officer to ensure that pages on the Monmouthshire website are compliant. 	<ul style="list-style-type: none"> Continue to monitor all websites and social media accounts. Create a log of any issues identified and any actions taken to resolve.

Standards 52 – 60 Websites, Social Media, Apps, and Self-service Machines.	<ul style="list-style-type: none"> • Website authors contacted by Welsh Language Officer to review all of their webpages are compliant. • Here is data regarding hits for the following English (E) and corresponding Welsh (W) pages: • Recycling and Waste: (E) 108,156. (W) 262. • Council Tax: (E) 60,862. (W) 147. • Early Years, Childcare and Schools (E) 2,780. (W) 33 • Welsh Medium Education (E) 315. (W) 39. • Community Hubs and Libraries: (E) 21,692. (W) 99. 	
Standards 61 – 63 Signs	<ul style="list-style-type: none"> • All new street signs are either bilingual or monolingual Welsh. Names are carefully chosen to reflect the history and heritage of the area. The Welsh Language Officer works closely with the Street Naming Officer to help with this process. • Compliance monitored throughout all signage within the authority. 	<ul style="list-style-type: none"> • Monitor for compliance.
Standards 64 – 68 Reception Services	<ul style="list-style-type: none"> • Receptions across authority monitored to ensure Cymraeg posters are displayed to indicate that Welsh can be used. • Welsh language skills assessed during interview for reception roles. 	<ul style="list-style-type: none"> • Monitor receptions across the authority to ensure compliance.

Standards 71 – 75 Awarding Grants	<ul style="list-style-type: none"> • Council has a policy for ‘Awarding Grants and the Welsh Language’. 	<ul style="list-style-type: none"> • Monitor to ensure compliance.
Standards 76 – 80 Awarding Contracts	<ul style="list-style-type: none"> • Checklist created for: Welsh Language Requirements - Procurement. 	<ul style="list-style-type: none"> • Monitor to ensure compliance.
Standards 81 – 82 Promoting Welsh Language Services	<ul style="list-style-type: none"> • Welsh language services actively promoted on the Council’s website and social media pages. • Social media posts created for ‘Welsh Language Rights Day’ to promote the council’s Welsh language services. 	<ul style="list-style-type: none"> • Monitor social media to ensure that Welsh language services continue to be actively promoted. • Schedule promotions for key events / dates.
Standard 83 Corporate Identity	<ul style="list-style-type: none"> • Ensure all aspects of the corporate identity is bilingual and the Welsh Language is not treated any less favourably. 	<ul style="list-style-type: none"> • Continue to monitor for compliance.
Standards 84 & 86 Educational Courses	<ul style="list-style-type: none"> • We assess educational courses to determine if they need to be delivered in Welsh. 	<ul style="list-style-type: none"> • Continue to monitor for compliance.
Standard 87 Public Address Systems	<ul style="list-style-type: none"> • All public address systems are bilingual. • Monitor compliance through visits. 	<ul style="list-style-type: none"> • Continue to monitor compliance. • Ensure any new public address systems continue to be bilingual.

Policy Making Standards

<i>Standards Group</i>	<i>Actions Taken During 2022/2023</i>	<i>Actions to be Taken 2023/2024</i>
Standards 88 - 93 Policy Making.	<ul style="list-style-type: none"> • Following a complaint from the Welsh Language Commissioners Office CS112. (See Complaints section for further details). Our processes for Policy Making was re-assessed. • Revision made to the Integrated Impact Assessment tool which is produced to accompany all policy decisions taken by Council, Cabinet or individual cabinet members. • Strengthened quality assurance process of all Integrated Impact Assessments to ensure that any questions that have not been answered in sufficient detail are returned to the report author for revision ahead of the decision being made. • Training delivered to councillors in June 2022. 	<ul style="list-style-type: none"> • Follow-up training will continue to be made available to officers identified as requiring it during the quality assurance of impact assessments. • Quality assurance meetings will continue.

Operational Standards

<i>Standards Group</i>	<i>Actions Taken During 2022/2023</i>	<i>Actions to be Taken 2023/2024</i>
Standards 99 – 104 Employment Documents.	<ul style="list-style-type: none"> HR Documents are available bilingually. Staff are reminded on the MCC – Cymraeg Teams Channel that they can access HR documents in Welsh. 	<ul style="list-style-type: none"> Monitor to ensure compliance.
Standards 105 – 111 Human Resources Policies.	<ul style="list-style-type: none"> HR policies are available bilingually on the staff intranet. 	<ul style="list-style-type: none"> Monitor to ensure compliance.
Standards 112 – 119 Complaints and Disciplinary Procedures.	<ul style="list-style-type: none"> Staff are made aware of their right to complete the complaints / disciplinary process in Welsh. 	<ul style="list-style-type: none"> Continue to ensure this is actively offered.
Standards 120 – 126 Staff Intranet and IT Resources.	<ul style="list-style-type: none"> Welsh Language spellchecking software installed on every computer. Welsh language page on the Intranet updated. 	<ul style="list-style-type: none"> Ensure that all document on the Welsh Language intranet page is kept up to date and staff are reminded of where they can access these.
Standard 127 Staff Language Skills.	<ul style="list-style-type: none"> Please see section on Welsh Language Skills. 	<ul style="list-style-type: none"> Increase the number of staff who report their Welsh language skills by integrating this in to mandatory training.
Standards 128 – 133 Staff Training.	<ul style="list-style-type: none"> Please see section on Welsh Language Skills. 32 staff members enrolled on Welsh language courses. 	<ul style="list-style-type: none"> Continue to promote Welsh language courses and training available to staff.

Standards 134 & 135 Wording and Logo for Staff Email Signatures	<ul style="list-style-type: none"> All staff members have access to the translation service for their e-mail signatures and line managers regularly remind their staff of this requirement. Staff e-mail signatures are monitored to ensure compliance. The 'Work Welsh' logo is available on the staff intranet as well as the MCC Cymraeg Teams Channel for staff to include in their e-mail signatures. 	<ul style="list-style-type: none"> Continue to monitor compliance. Utilise the MCC Cymraeg Teams Channel to share information with Welsh speaking staff.
Standards 136 - 140 Recruitment Process	<ul style="list-style-type: none"> Please see section on 'Recruitment'. The council classifies each new vacant post as being Welsh language desirable as a minimum. All job adverts are advertised bilingually. They include the Welsh language skills framework and Welsh language assessment. Welsh Language Officer monitors new post adverts to ensure compliance. All roles assessed as being Welsh Language Essential and some select Welsh Language Desirable adverts are advertised on Welsh language recruitment sites which has seen success in attracting Welsh speak- 	<ul style="list-style-type: none"> Continue to monitor to ensure compliance. Continue to make use of Welsh language recruitment sites. Welsh Language Officer to monitor outcomes of these adverts. Provide Welsh language skill levels required for Welsh Language Essential roles to potentially increase the number of applicants.
Standards 141 - 143 Internal Signage	<ul style="list-style-type: none"> Provide guidance to staff regarding internal signage. 	<ul style="list-style-type: none"> Continue to monitor for compliance.
Standard 144 Workplace announcements	<ul style="list-style-type: none"> All announcements are recorded bilingually. 	<ul style="list-style-type: none"> Continue to monitor for compliance.

3. Complaints

Complaints from the Public

- In September 2022 a complaint was received from a member of the public regarding signage as you come in to Llanelly Hill from both directions. The complaint was regarding the Welsh name used for the village of 'Llanelly Hill' which was 'Bryn Llanelli'. This was also a complaint that we received from the Welsh Language Commissioner, please see CS1049 for more details.
- In February 2023 we received a complaint from a member of the public regarding signage for Devauden referring to the town as 'Devauden' only and no Welsh form. Response issued stating that we use the Welsh Language Commissioner's 'Standardised Place Names List' when creating our signage. The standardised form recommended by the Welsh Language Commissioner is 'Devauden' in both English and Welsh.

Welsh Language Commissioners Standardised Welsh Place Name List can be found on the [Welsh Language Commissioner's Website](#).

Complaints from Welsh Language Commissioner

CS112 - Complete - This was an on-going complaint from the 2021-2022 year period relating to our policy making process in relation to the Monmouthshire's Street Naming and Numbering policy. The authority were given 15 enforcement actions from the commissioner which were successfully actioned.

You can read the Welsh Language Commissioner's statement [here](#).

CS1018 - Complete - Monolingual English road sign for Abergavenny. Response provided to Welsh Language Commissioner stating road sign is the responsibility of Welsh Government and not Monmouthshire Council.

CS1049 - Complete - There were two parts to this complaint.

- Llanelly Hill road sign - This sign is on a road owned by Welsh Government and is maintained by South Wales Trunk Road Agency (SWTRA) and therefore was not placed by Monmouthshire Council.
- Llanelly Hill signage as you come in to the village from both directions- The signage referred to Llanelly Hill in Welsh as Bryn Llanelli. The suggested standardised place name provided on the Welsh Language Commissioner's list of standardised place name list is 'Llanelli Hill' in Welsh. As this sign was erected by another public body, this sign was not the responsibility of Monmouthshire County Council.

Monmouthshire will be working with the research team of the Welsh Language Commissioner to review what the most appropriate standardised name would be for Llanelli Hill.

CS1103- Complete- Complaint relating to MonLife website and that most pages were only available in English and that you had to check the English version of the website to check important information. Issues with the MonLife website had been identified by the Welsh Language Officer prior to receiving this complaint and actions were already in place to resolve issues. Monmouthshire worked with a third party expert in Welsh Language and translation to ensure compliance with the website.

4. Welsh Language Skills

In order to update our records of Welsh language skills within the workforce a Welsh Language skills survey was circulated to staff. This skills survey was sent out through the means of an All staff e-mail as well as an All managers e-mail where managers were asked to ensure that their staff completed the survey regardless of their skill levels. 485 responses were received for this survey out of approximately 2,419 members of staff. We intend on sending out the same survey in the next financial year with the intention of trying to improve this response rate. When the Welsh language awareness training is migrated to a new software this will also enable us to collect this data when staff complete this mandatory training.

Reported Welsh Language Skills

<i>Welsh Skills</i>	<i>Count</i>	<i>%</i>
Basic Conversation (bore da, prynhawn da, sut wyt ti)	209	43%
Fluent/Formal Conversation (two way conversational in a professional meeting)	29	6%
No Skills	207	43%
Social Conversation (establish where they are from etc)	40	8%
Grand Total	485	

Fluent Speakers by Directorate

Chief Executives	7	24%
Children and Young People	4	14%
Schools	3	10%
Communities and Place	3	10%
Monlife	1	3%
People and Governance	1	3%
Resources	1	3%
Social Care & Health	9	31%
Grand Total	29	

Speakers who are able to have a social conversation by Directorate

Chief Executives	4	10%
Communities	1	3%
Children and Young People	4	10%
Schools	2	5%
Communities and Place	9	23%
Monlife	7	18%
People and Governance	1	3%
Resources	2	5%
Social Care & Health	10	25%
Grand Total	40	

Highest level of course completed by learners

Mynediad / Entry	55
Sylfaen / Foundation	16
Canolradd / Intermediate	10
Uwch / Advanced	3
Hyfedredd / Proficiency	1
Duolingo/SSiW	48

5. Welsh Language Courses

The Council offers a number of Welsh language courses to staff at all levels of learning. These courses aim to increase the number of Welsh speaking staff within the authority as well as increasing confidence so staff feel more comfortable to use the Welsh language in their work. Courses are facilitated through the National Centre of Learning Welsh and are delivered through Coleg Gwent. All Welsh language courses are fully funded through the Welsh Language Department.

In year 2022/2023 the number of staff who attended Welsh language courses at the relevant levels are as follows:

<i>Language Level of Course</i>	<i>Number of Staff Registered 2021/2022</i>	<i>Number of Staff Registered 2022/2023</i>
Mynediad / Entry	9	23
Sylfaen / Foundation	4	3
Canolradd / Intermediate	5	4
Uwch / Advanced	1	1
Hyfedredd / Proficiency	0	1
<i>Total</i>	<i>19</i>	<i>32</i>

Standard 128, requires the Council to provide training in Welsh for staff in the following areas, if they are provided in English:

- Recruitment and interviewing;
- Performance management;
- Complaints and disciplinary procedures;
- Induction;
- Dealing with the public; and
- Health and safety.

Staff are asked whether they would like to receive these training in Welsh.

We have been utilising our new Welsh Language Teams Group to actively remind staff that they are able to access the above training though the medium of Welsh.

6. Recruitment

The job application process is accessible in Welsh in accordance with the Welsh Language Standards and all job vacancies are advertised bilingually. As part of the recruitment process, and a requirement of Standard 136, every vacant post must be assessed for the need of Welsh language skills. The council classifies each new vacant post as being Welsh language desirable as a minimum.

Advertised posts for 2022-2023

	2021-22	2022-2023
vacant/new posts advertised	1011	781
vacant/new vacant posts advertised that had 'Welsh language skills essential'	2	6
vacant/new vacant posts advertised that had 'Welsh language skills desirable'	1009	775
vacant/new posts advertised specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post'	0	0
The number of vacant/new posts advertised that 'did not require Welsh language skills'	0	0
The number that did not include an assessment	0	0
The number not stated	0	0

Advertised posts for schools for 2022 – 2023.

	2021-22	2022-2023
Schools vacant/new posts advertised	91	108
Schools vacant/new vacant posts advertised that had 'Welsh language skills essential';	20	29
Schools vacant/new vacant posts advertised that had 'Welsh language skills desirable'	71	79
Schools vacant/new posts advertised specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post'	0	0
The number of schools vacant/new posts advertised that 'did not require Welsh language skills'	0	0
The number that did not include an assessment	0	0
The number not stated	0	0

7. Customer Service

Welsh Language Phone Calls

Between 1st April 2022 – 31st March 2023 there have been 51 calls to the Welsh language line. This is a decrease from last year where 80 phone calls were received on the Welsh Language line. This decrease is likely due to initial issues when the hunt group first migrated to Teams telephony. Phone calls were automatically being prematurely diverted to the answering machine without firstly ringing officers phones. This issue has now been resolved and phone calls are successfully going through to Welsh speaking members of staff. If there is no member of staff available, the caller can leave an answerphone message. The Welsh language line answerphone mailbox is closely monitored by the Welsh Language Officer throughout the day to ensure that Welsh speakers do not experience any delay when contacting the Council in Welsh.

The following list provides a breakdown of the nature of enquiries by department.

Recycling and Waste	17
Communications Team	5
Council Tax/rates/finance	4
Human Resources	3
CYP/Education	3
Elections	2
Grass Routes/Passenger Transport	2
Social care	2
Licensing	1
Planning	2
Environmental Health	1
Highways	4
Welsh Language Officer	4
Countryside	1
Total	51

In addition to telephony, we have a fully bilingual App 'My Monmouthshire' where customers can make payments, report incidents and request services in Welsh. We also have a fully bilingual chatbot so that customers can access support in Welsh 24/7. Staff monitor the chatbot during office opening hours to help assist customers with any queries that the chatbot is unable to answer.

8. Promotion

Welsh Language Rights Day

Welsh Language Rights Day falls on the 7th of December and marks the day on which the Welsh Language (Wales) Measure 2011 was passed in parliament. It is an opportunity for us to promote our Welsh language services. The following are a few graphics which were created for our social media's to promote the different ways that customers can access our services in Welsh.



DIWRNOD HAWLIAU'R GYMRAEG
WELSH LANGUAGE RIGHTS DAY

"Gyda fi, mae gennych chi hawl i...
"With me you have the right to..."

...ddefnyddio'r Gymraeg pan rydych yn ymweld â'r Hwb Cymunedol"
...use Welsh when you visit the Community Hub"

"Mae'n bwysig iawn i mi fod pobl yn gallu defnyddio'r Gymraeg pan maen nhw'n dod i ymweld â ni yn yr Hyb Cymunedol yn Nhrefynwy. Rydw i wedi bod yn dysgu Cymraeg ers rhai blynnyddoedd bellach a dwi wrth fy modd cael y cyfle i'w ddefnyddio gyda'n cwsmeriaid." - **Gill Hughes, Cynorthwydd Gwybodaeth**
"It is very important to me that people can use the Welsh Language when they come and visit us in the Community Hub in Monmouth. I have been learning Welsh for a few years now and I love that I get the opportunity to use it with our customers."
- **Gill Hughes, Information Assistant**

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DIWRNOD HAWLIAU'R GYMRAEG
WELSH LANGUAGE RIGHTS DAY

"Gyda fi, mae gennych chi hawl i...
"With me you have the right to..."

...gael asesiad integredig oedolyn yn Gymraeg"
... have an adult integrated assessment in Welsh"

"Mae'r gallu i gynig asesiad yn y Gymraeg yn bwysig i mi a'r bobl dwi'n gweithio efo oherwydd mae'n rhoi cyfle i bobl siarad yn yr iaith gyntaf ac/neu yn yr iaith sy'n bwysig iddyn nhw. Hefyd, i mi mae'n bwysig i barhau a hyrwyddo'r iaith Gymraeg ar hyd y sir a gwlad ble yn bosib." - **Kate Stevens, Gweithiwr Cymdeithasol**
The ability to offer an assessment in Welsh is important to me and the people I work with because it gives people the opportunity to speak in their first language and/or in the language that is important to them. Also, for me it is important to continue and promote the Welsh language throughout the county and country where possible." - **Kate Stevens, Social Worker**

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DIWRNOD HAWLIAU'R GYMRAEG
WELSH LANGUAGE RIGHTS DAY

"Gyda fi, mae gennych chi hawl i...
"With me you have the right to..."

... drafod materion ynglŷn â'r Gymraeg yn Sir Fynwy drwy'r Gymraeg"
... discuss issues about the Welsh Language in Monmouthshire in Welsh"

"Mae'r iaith Gymraeg yn bwysig iawn i mi. Fel swyddog y Gymraeg rwyf yn gweithio i hyrwyddo'r iaith yn y Sir ac i wneud yn siŵr ei'n bod fel awdurdod lleol yn gwneud popeth y gallwn i dyfu'r iaith yn Sir Fynwy ac i wneud yn siŵr fod yr iaith yn cael y parch mae yn ei haeddu. Felly, mae gweithio gyda phobl Sir Fynwy yn ei iaith o ddewis yn hanfodol i wneud yn siŵr ei'n bod yn gallu cyflawni hyn." - **Nia Roberts, Swyddog y Gymraeg**
"The Welsh language is very important to me. As the Welsh language officer for Monmouthshire, I work to promote the language in the County and to make sure that as a local authority we do everything we can to make sure that the language gets the respect it deserves. Working with the people of Monmouthshire in their language of choice is essential to make sure we can achieve this." - **Nia Roberts, Welsh Language Officer**

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Diwrnod Shwmae Su'mae Day

Diwrnod Shwmae is celebrated on the 15th of October. The purpose of this day is to promote the idea of starting every conversation in Welsh. It aims to show that the Welsh language belongs to us all, whether you are a learner or a fluent Welsh speaker.

To celebrate the day the Welsh Language Officer presented in the Digital Cwtch, which is a live streamed session for staff discussing various topics. In this session, staff were informed about the purpose of the day and encouraged to participate. Staff were also reminded of our responsibilities regarding the Welsh language, and were informed of what support they could receive regarding the language.

An event was also organised at Abergavenny Hub with the support of Menter Iaith Blaenau Gwent, Torfaen a Mynyw. There was a Welsh language story time, and information about Welsh language services and classes in the area.

Additionally, a video was created to promote the day which can be found on the [Monmouthshire Facebook page](#).



9. Conclusion

Policy Making

During 22/23 the Council has improved its policy making process. The Integrated Impact Assessment (IIA) tool, which is produced to accompany all policy decisions were revised. The accompanying guidance note was also updated. Training was delivered to councillors in June 2022. Additionally, the quality assurance process of all IIA's was strengthened to ensure that any unanswered questions are revised before the decision being made. These quality assurance meetings are minuted to provide an audit trail.

Website

When issues were identified with the MonLife website during routine monitoring by the Welsh Language Officer actions were taken to remedy the issues as quickly as possible. Advice was sought by a third party translator who is a specialist in Welsh language matters. The MonLife digital team and Welsh Language Officer worked closely with him to ensure that all aspects of the website was made compliant as soon as possible and all future amendments to the website would be compliant at the time of creation. The team were also reminded of what our responsibilities are to the Welsh language as stated in the Welsh Language Standards. When the complaint was received from the Welsh Language Commissioner, these steps were already being actioned.

As a result of issues being identified on the MonLife website, actions were taken to make sure that our Monmouthshire website was also up to compliance. The Welsh Language Officer worked closely with the newly appointed website officer to achieve this. All website authors were contacted and asked to review their webpages to ensure that all were fully compliant with the Welsh Language Standards. The Welsh Language Officer does regular monitoring of the council's websites and will be creating a detailed log of any issues identified and what steps will be taken to rectify these issues.

Cymraeg Teams Channel

To improve communication between the Welsh Language Officer and Welsh speaking members of staff a Teams channel was created. This is a Teams channel for staff of all Welsh language abilities, all posts made by the Welsh Language Officer are made bilingually. The channel is used as an easily accessible way for the Welsh Language Officer to distribute important information to staff about support available to them as well as events happening in the local community. Staff can also use the channel as an informal platform to have a conversation in Welsh and to get to know other Welsh speaking members of staff.

Welsh Language Provision

In January 2023 a statutory consultation on the proposal to establish a third Welsh Medium primary school in Monmouthshire. The consultation concluded on the 15th of May. All information regarding the consultation can be found on our [website](#), including the consultation report.

In the next financial year work will be made to promote the seedling school in Monmouth and Welsh medium education. Some of this work has already started, such as the Miri Mynwy Mehefin which was an event made in partnership with Menter Iaith BGTm to promote Welsh medium education.

Welsh Language Courses for Staff

During this financial year 22/23 we had 32 staff members register for Welsh language courses. This is an increase from last year 21/22 where 19 staff members registered for a course. Out of the 32 registrations this year 23 of these were completing Mynediad / Entry courses. Going forward, we would like to see these staff members continue with their learning and registering for their next level courses so that they are able to stay on the Welsh language continuum. Therefore, our aim for next year is to organise events and promotional campaigns for staff not only to encourage beginner learners but to also encourage learners who have already completed a course to register for their next level of learning. We will also aim to encourage staff members who may have learned some Welsh in the past, whether this was at school or other learning methods to build on their existing skills and to re-start learning. The Council often find it difficult to employ Welsh speaking members of staff, it is therefore important for us to encourage our existing members of staff to learn the language so that our residents are able to access an effective Welsh language service.