

# Welsh Language Standards Annual Report

**Cymraeg**

April 2022 -  
March 2023

Mae'r cyhoeddiad hwn  
ar gael yn Gymraeg

# Monitoring Report April 2022 – March 2023

## Executive Summary

1.	Introduction	4
2.	Background and current situation	4
3.	Complying with the standards during 2022/23	5
4.	Promoting and facilitating the use of the Welsh language	9
5.	Welsh language skills and training	12
6.	Complaints	16
7.	Conclusion and Future Action	18

## Appendices

Appendix 1	Welsh Language Skills Self-Assessment Tool	
------------	--	--

# **Welsh Language Standards Annual Monitoring Report**

## **April 2022 - March 2023**

### **Executive Summary**

The Welsh language standards came into force on 30 March 2016 and the Council was required to comply with 146 standards by this date. Further standards came into force at a later date, totalling 171 in all. Many of the standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and our existing practice and commitments to Welsh language.

This Welsh Language Standards Annual Monitoring Report covers the period 1st April 2022 to 31st March 2023. It shows actions we have been taking to comply with the standards and includes data we are required to publish.

We are pleased to report that we have continued to support Menter Iaith Fflint a Wrecsam to celebrate Dydd Gŵyl Dewi and promote and share our Welsh heritage. Activity packs were provided to all care homes in the county, including to those within the independent sector, supporting older people to participate in the celebrations.

We are very proud of the achievements of students from Ysgol Maes Garmon. The Council's Integrated Youth Provision (IYP) teamed up with a group of young people from Ysgol Maes Garmon for a pilot project called 'Cân a Lles' ("Song and Well-being"). The project was led by singer songwriter Tom Collins, who supported the students to write, compose and record their own song. The song Dal i Ddod (Still to Come), mirrored the students' experience of the pandemic, the good and the bad. This recording became one of the songs played on the Council's IT Help Desk, hold-line.

We have continued to make progress complying with the standards. However, there have been challenges with recruiting to some posts following the pandemic and this impacts on the Council's capacity to deliver bilingual services. More positively, the Council has had some success recruiting Welsh speakers to the Council's Contact Centre. During the next 12 months we will continue to look at ways in which we can develop the Welsh language skills of our workforce.

Neal Cockerton  
Chief Executive

Councillor Ian Roberts  
Leader of the Council

# Welsh Language Standards Annual Monitoring Report 2022/23

## 1.0 Introduction

- 1.1 The Welsh Language Commissioner (WLC) served a Compliance Notice on the Council in 2016, identifying the 171 standards with which we must comply. These standards set out what the Council is expected to do and deliver in Welsh. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the standards.
- 1.2 The Council is required to publish an annual report by 30th June each year, as set out in standards 158, 164 and 170. The full list of standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet for approval prior to publication.
- 1.3 This annual report is our seventh annual report and covers the period 1st April 2022 to 31 March 2023, setting out actions we have been taking to comply with the standards and the areas where we need to improve.

## 2.0 Background

- 2.1 The Welsh Language (Wales) Measure 2011 confirms the official status of Welsh in Wales, alongside the English language, and established a legal framework to impose a duty on public bodies in Wales to comply with the new Welsh standards. The introduction of the Welsh language standards builds on the commitment previously made by the Council within our former Welsh language scheme.
- 2.2 The aims of the standards are to:
  - Improve the services Welsh speakers can expect to receive from organisations in Welsh.
  - Increase the use people make of Welsh language services.
  - Make it clear to organisations what they need to do in terms of the Welsh language.
  - Ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 2.3 The WLC has powers to investigate and take action against those organisations who fail to comply with the standards. This includes imposing financial penalties for non-compliance.
- 2.4 The Chief Executive has overall responsibility for ensuring compliance with the standards. The Strategic Policy Advisor is responsible for overseeing the

implementation of the Welsh language standards. Our Welsh Language Network, Rhwydwaith yr Iaith, provides strategic leadership and is chaired by the Chief Officer for Education and Youth. The Welsh language champion is the Cabinet Member for Education, Welsh Language, Culture and Leisure

- 2.5 Complaints about failure to meet the Welsh language standards can be made by using our [Complaints Procedure](#). Employees can raise concerns through the Council's Grievance Procedure.

### **3.0 Complying with the standards during 2022/23**

- 3.1 We are required to report on our arrangements for complying with the following standards:

- Service delivery standards
- Policy making standards
- Operational standards

Actions we have taken to comply with the standards are available on the [Council website](#) and within previous [annual reports](#). This report sets out additional actions we have taken during 2022/23.

#### **3.2 Compliance with Service delivery Standards**

- 3.2.1 Employees are reminded periodically about the Welsh language standards and their responsibilities. New employees are made aware of the standards during induction and are asked to complete the Welsh language awareness e-learning module.
- 3.2.2 During 2022/23, a mystery shopper exercise was completed on a sample of telephone numbers published on the Council website to ensure a bilingual greeting was offered and initial calls were held in Welsh. The results were reviewed by the Council's Welsh Language Network, Rhwydwaith yr Iaith. It has been agreed that this exercise will be completed regularly to ensure initial calls in Welsh are held in Welsh when making calls to direct dial numbers, which are available to the public.
- 3.2.3 During 2021/22 there were 27,437 visits to the Welsh pages of the Council website compared to 3,840,077 visits to the English pages. During 2022/23 there was a drop in visits to the Welsh pages and an increase to the English pages, with 25,133 page views to the Welsh pages of the website and 4,556,364 page views to the English version.
- 3.2.4 Customers' language preference is captured at the first point of contact with services. Social Services provide an "Active Offer" which means providing a service in Welsh without someone having to ask for it. Out of 6,609 adult Social Services assessments completed during 2022/23, 53% of those were given an Active Offer (3473) and 41 people accepted the offer. The Active

Offer was made in all the 572 Carers needs assessments completed in 2022/23, however, no-one took up the offer of a Welsh service.

### 3.2.5 Services offered in Welsh

#### Births and Marriages

	English (number)	Welsh (number)
Birth registrations	31	2
Notices of Marriage	1286	6
Marriage ceremonies	471	5 (with a Welsh element e.g., bilingual introduction and ending, bilingual legal vows or bilingual certificates but the actual ceremony is in English).

#### Telephone calls

Contact Centre	Number of Calls offered in English	Number of calls offered in Welsh
Main Contact Centre (01352 752121)	207,441	1,290
Council Tax	35,849	52
Business Rates	2,480	15
Enforcement	4,699	8
Sundry Debts	4,820	57

- 3.2.6 The Council uses Microsoft Teams to host virtual meetings and events. Licences have also been purchased for Zoom. This means that employees who facilitate virtual meetings or events can access Zoom when an interpretation service is needed, ensuring the relevant Welsh language standards are met.
- 3.2.7 Following the WLC's annual review of the Council's compliance with the standards, arrangements to ensure Welsh translation is offered at committee meetings open to the public have been strengthened.
- 3.2.8 Guidance for contractors and employees, setting out how to comply with the standards for signage, was developed. This has been published on the Council procurement system so that contractors can access these when submitting tenders.
- 3.2.9 A Social Services "Rhwydwaith Iaith Cymraeg" meeting has continued to meet to cover staff training, communications with the public, help and support, data capture, monitor performance and the implementation of "More than just

words". "More than just words" is the Welsh Government's (WG) framework for Welsh language services in health, social care, and social services.

3.2.10 We have continually experienced challenges recruiting Welsh speakers, which have been exacerbated with the current recruitment difficulties for all posts. The Contact Centre successfully recruited more Welsh speakers to their Team.

3.2.11 We are working with Wrexham County Borough Council and partners, including Menter Iaith Fflint a Wrecsam, Mudiad Meithrin and Coleg Cambria, to look at solutions to attracting and recruiting more Welsh speakers to our organisations.

### 3.3 Compliance with Policy making standards

3.3.1 We worked with our colleagues from other public bodies in North Wales to develop a regional Impact Assessment template which includes Welsh language. This template was forwarded to the Welsh Language Commission for comments which have been incorporated within the template.

3.3.2 We provide various grants which are managed by other organisations on our behalf. Application forms and criteria are bilingual and include a statement to say that there will not be a delay in responding to applications submitted in Welsh.

3.3.3 The number of grant applications made through the medium of Welsh during 2022/2023 is set out below:

Grant	2021/22 Total number of applications	2021/22 Number of applications made in Welsh	2022/23 Total number of applications	2022/23 Number of applications made in Welsh
Community Endowment Fund	9	1	16	1
Welsh Church Act Fund	7	1	9	0

3.3.4 An Awarding Grants - Welsh Language Policy was agreed and implemented during 2022/23. The purpose of new policy is to ensure:

- Services take into account the effect on the Welsh language when awarding grants and funding;
- Appropriate use is made of the Welsh language within any activity we grant fund;
- Opportunities to promote the Welsh language are maximised; and

- Services comply with the Welsh language standards throughout the grant making process.

3.3.5 Details of how we comply with the Policy making standards is available on our [website](#). Advice and guidance for employees is published on the Council intranet.

### **3.4 Compliance with Operational standards**

3.4.1 Full details of how we are complying with the Operational standards are available on our [website](#).

3.4.2 Welsh taster courses are now being offered to employees. These have proven to be popular from which employees are opting to attend further Welsh language training.

3.4.3 The Welsh in the Workplace Policy, which was adopted in 2017, will be refreshed and updated during 2023/24. This policy applies to the use of Welsh internally and aims to increase the number of Welsh speaking employees and encourage our employees to use Welsh both in work and at work. Bangor University has been invited to speak at a future Rhwydwaith yr Iaith meeting with a view to the Council participating in their ARFer pilot project. The ARFer project, based on behaviour change principles, supports employees to use Welsh at work, whatever their level of skill.

3.4.4 New employees are asked in which language they would like their employment contract to be issued. Employees can choose to receive business correspondence in Welsh. Of contracts issued to new employees during 2022/23, 11 were provided in Welsh.

3.4.5 Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh. No grievance or disciplinary hearings were held in Welsh during 2022/23.

3.4.6 The following policies are published in Welsh:

- Attendance Management Policy
- Benefits of Working at Flintshire County Council
- Capability Policy
- Corporate Safeguarding Policy
- Disclosure and Barring Service Policy
- Dignity at Work Policy
- Diversity and Equality Policy
- Flexible Working application form
- Flexible Working Hours Policy
- Foster for Flintshire Policy
- Health and Safety Policy
- Welsh in the Workplace Policy

### 3.5 Monitoring arrangements

- 3.5.1 Our Welsh Language Network, Rhwydwaith yr Iaith, includes representatives from all portfolios and other organisations formerly part of the Council, including Aura (libraries and leisure services) and Theatr Clwyd. The Network meets quarterly. Standing items on the agenda include Welsh language training, the profile of employees' Welsh language skills, Welsh language promotion and complaints. Calls to the Welsh and English Contact Centre telephone lines are also reviewed at these meetings to identify any difference in waiting times.
- 3.5.2 Reports on compliance with the standards are presented monthly to the Chief Officer for Education and Youth (as lead for Welsh language) and quarterly to our Chief Officer Team. The annual report is presented to Cabinet for approval prior to being adopted.

### 4.0 Promoting and facilitating the use of Welsh

- 4.1 Employees are encouraged to develop their Welsh language skills through attending training provided by the local college. Employees are supported to attend lessons within worktime. "Panad a Sgwrs" sessions are also held once a week to support learners to practice their Welsh in a safe environment, these sessions are facilitated by Welsh speakers.
- 4.2 Cysgliad (Welsh grammar, spellchecker and dictionary) has been uploaded on to all employee devices available for employees. This is uploaded automatically on devices for new employees.
- 4.3 Resources to support Welsh learners and Welsh speakers are available on the intranet on a dedicated page for Welsh learners. Activities to support learners which take place in the community are promoted to the workforce.
- 4.4 A series of recordings, comprising phrases and words that can be used in meetings by councillors and officers has been produced. The recordings include the phonetics of each word and phrase, so they can be seen as well as heard.



- 4.5 Flintshire's Integrated Youth Provision (IYP) teamed up with a group of young people from Ysgol Maes Garmon for a pilot project called 'Cân a Lles' ("Song

and Wellbeing”). The project was led by singer songwriter Tom Collins, who supported the students to write, compose and record their own song. The song Dal i Ddod (Still to come), mirrored the students’ experience of the pandemic, the good and the bad. This recording became one of the songs on the Council’s IT Help Desk, hold-line.

4.6 Buckley Methodist Church hold a service in one our Care homes, every third week of month. A mixture of Welsh and English is used by the congregation. Their “knit and natter” group are providing a monthly 'pop up' knit and natter in the care home’s community lounge. A mixture of English and Welsh speaking members attend the sessions to chat with residents.

4.7 School children regularly visit care homes to sing in Welsh to residents. The Home Care Service encourage their Teams to use Welsh phrases with service users.

4.8 **Cymraeg Bob Cynllun.** The Summer Community Playscheme team were supported to use more conversational Welsh during our open access Summer Playschemes. Training was provided to the Playscheme team as part of their training week, this aimed to boost their confidence and have fun with the Welsh language. From this the team were much more confident greeting children on each playscheme site in Welsh and using the Welsh resources provided to each site. Due to this training, Welsh was used in all 57 sites with 4,980 children benefitting from Welsh resources and staff engagement.

#### 4.9 **Siarter Iaith and Cymraeg Campus**

4.9.1 Siarter Iaith and Cymraeg Campus frameworks introduced by Welsh Government aim to promote the Welsh language in schools, encourage pupils to improve their Welsh language skills and increase the use of Welsh outside of school. The Siarter Iaith framework focuses on Welsh medium schools and Cymraeg Campus framework has been developed for English medium schools in Wales.

4.9.2 Primary schools in Flintshire continue to embrace the Siarter Iaith and Cymraeg Campus objectives in order to increase the social use of Welsh. Four schools have been awarded the Arian Cymraeg Campus award and four schools have been awarded the Bronze Cymraeg Campus award since April 2022. The ‘Criwiau Cymraeg’ in all schools work actively to determine the school priorities and help to decide on activities for their schools and some are effective in involving the wider school community.

#### 4.10 **Welsh Medium Education Strategic Plan (WESP)**

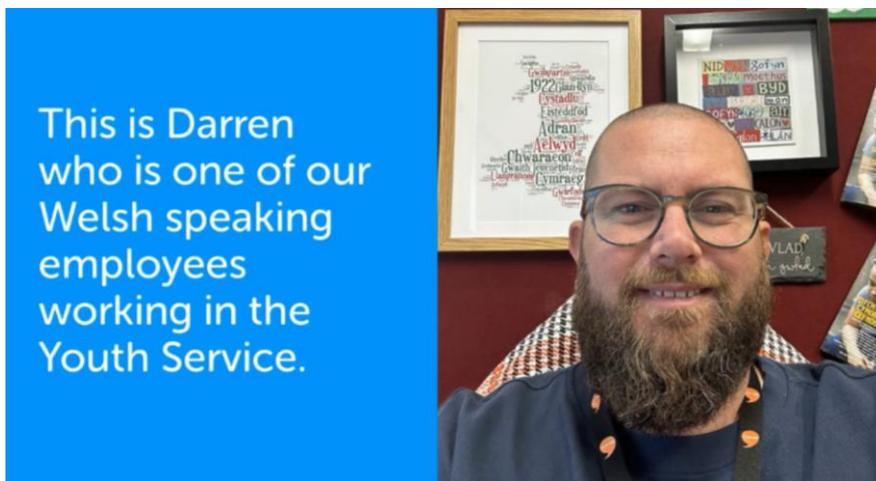
As part of the implementation of the WESP, the renovation and extension of the Welsh medium primary school in Mold, Ysgol Glanrafon, was completed during 2022/23. The redevelopment marks one of the largest changes to the school since it opened in 1949, with the site now better suited to deliver Welsh learning opportunities for children between the ages of 3 and 11. An additional

purpose-built pre-school provision was installed on the grounds of the new-look Ysgol Glanrafon which will provide a seamless Welsh medium offer of childcare and early years education to children and families prior to their transition into statutory education. The redevelopment of Ysgol Glanrafon was identified by the Welsh Government as one likely to assist with its target of having one million Welsh speakers by 2050.

#### 4.11 Events

Throughout the year we have participated in key activities and events to promote the Welsh language. These include:

- **15 October 2022 - Diwrnod Su'mae** – we encouraged employees to use their Welsh language skills, whatever their language ability, with colleagues, during meetings and within emails. All managers were asked to start and finish their meetings bilingually. We also posted tweets on the Council Twitter site.
- **7 December 2022 - Diwrnod Hawliau'r Gymraeg Welsh Language Rights Day**- we posted videos on social media encouraging our customers to contact us through the medium of Welsh, alongside other messages to promote our Welsh services. The following image is an example of one video promoting the Welsh language provision available in our Playschemes and Youth Service.



- **February 2023 - Dydd Miwsig Cymru Welsh Language Music Day** – we posted tweets on our Twitter site to promote this and through our Business Team who promoted to local businesses to encourage them to participate. The Council IT Help Desk played Welsh language music on their hold-line and now include Welsh language music on their playlist.
- **1 March 2023 - Dydd Gŵyl Dewi** - we supported Menter Iaith to celebrate this day by providing financial support which funded videos, a

window dressing competition and activities for residents in all care homes in the county. They also worked with Holywell Town Council to celebrate St David's Day in the town centre. Students from our schools performed in some of the care homes in the county



Students performing to residents in one of our care homes to celebrate Dydd Gŵyl Dewi.

## 5.0 Welsh language skills and training

- 5.1 Welsh language skills are self-assessed against the Welsh Language Proficiency Framework. (Appendix 1). The profile of employee Welsh language skills by Portfolio is set out in Table 1. The tables show that the number and percentage of employees who state that they do not have any Welsh language skills has slightly increased since March 2022. 1,061 (35.97%) employees reported that they do not have any Welsh language skills in March 2023, compared to 964 (34.27%) employees who reported that they did not have any Welsh language skills in March 2022.
- 5.2 There has been slight changes in the number and percentage of employees who report that their Welsh language skills are at levels 4 and 5. 101 (3.42%) employees reported that they were at level 4 and 89 (3.02%) employees reported that they were at level 5 in March 2023 compared to 100 (3.55%) and 88 (3.13%) employees respectively in March 2022.

Table 1: Profile of Welsh language skills of the workforce as at March 31st 2023

Portfolio	Headcount	Level 0	Level 0 %	Level 1	Level 1 %	Level 2	Level 2 %	Level 3	Level 3 %	Level 4	Level 4 %	Level 5	Level 5 %	Not Recorded	Not Rec %
Chief Executives	64	19	29.69 %	24	37.50 %	10	15.63 %	5	7.81%	3	4.69%	2	3.13%	1	1.56%
Education and Youth	288	63	21.88 %	105	36.46 %	36	12.50 %	21	7.29%	19	6.60%	18	6.25%	26	9.03%
Governance	210	41	19.52 %	101	48.10 %	39	18.57 %	5	2.38%	11	5.24%	7	3.33%	6	2.86%
Housing and Communities	323	116	35.91 %	122	37.77 %	35	10.84 %	11	3.41%	11	3.41%	6	1.86%	22	6.81%
People and Resources	196	45	22.96 %	87	44.39 %	33	16.84 %	10	5.10%	9	4.59%	7	3.57%	5	2.55%
Planning, Environment and Economy	194	46	23.71 %	76	39.18 %	24	12.37 %	8	4.12%	11	5.67%	8	4.12%	21	10.82 %
Social Services	1,135	456	40.18 %	414	36.48 %	148	13.04 %	38	3.35%	30	2.64%	31	2.73%	18	1.59%
Streetscene and Transportation	540	275	50.93 %	165	30.56 %	43	7.96%	9	1.67%	7	1.30%	10	1.85%	31	5.74%
<b>Grand Total</b>	<b>2,950</b>	<b>1061</b>	<b>35.97 %</b>	<b>1094</b>	<b>37.08 %</b>	<b>368</b>	<b>12.47 %</b>	<b>107</b>	<b>3.63%</b>	<b>101</b>	<b>3.42%</b>	<b>89</b>	<b>3.02%</b>	<b>130</b>	<b>4.41%</b>

5.4 Activities to develop a bilingual workforce include initiatives to enhance the skills within our existing workforce and to attract and recruit more Welsh speakers.

For existing employees, we have been:

- Encouraging employees to attend Welsh language training.
- Offering Welsh language taster sessions through Coleg Cambria, two hour sessions for a six week period. These courses are for employees who do not have any Welsh language skills.
- Offering Panad a Sgwrs weekly sessions to provide learners with the opportunity to speak and practice Welsh language skills within an informal and supportive environment and within worktime.
- Targeting employees who do not have any Welsh language skills to ensure they complete the Work Welsh e-learning taster course provided by the National Centre for Learning Welsh [Cymraeg Gwaith/Work Welsh](#). 45 employees completed this training during 2022/23.
- Continuing to release employees to attend Welsh language skills training.
- Providing Welsh language training as part of the Play Leaders' training.

## 5.5 Welsh language skills training.

Promotion of Welsh language training has continued across the workforce. Paid time to attend Welsh courses is provided to employees. There has been an increase in the number of employees attending basic Welsh language skills training.

Table 2: Number of employees attending Welsh language skills training

Level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
	Number	Number	Number	Number	Number	Number
Basic Language Skills	48	1	15	11	4	64
Entry	50	34	22	28	28	29
Foundation	7	12	6	10	8	7
Intermediate	23	3	2	1	6	9
Advanced	1	9	7	6	3	1
Proficient	10	5	5	3	0	0
Total	139	64	57	59	49	110

5.6 To comply with the Welsh language standards we are required to report:

- i) the number of employees who attended courses through the medium of Welsh.

- ii) if a Welsh version of a course was offered – the number and % of employees who attended the Welsh version.

5.7 There is information on the Council’s intranet pages to inform employees that if they wish to complete any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council which means that employees can attend their Welsh medium courses.

The number of employees who attended specific courses in Welsh is set out in the following table:

Table 3: Profile of training provided through the medium of Welsh

Type of training	Number who attended the Welsh version	Number who attended English version
Complaints and disciplinary procedures	0	129
Dealing with the public	0	0
Health and safety	0	34
Induction	0	0
Performance Management	0	0
Recruiting and interviewing	0	0

5.8 Welsh language awareness - our e-learning course has seen an increase in completions, 1129 employees completed this course in 222/23 compared to 401 employees completing in 2021/2022.

5.9 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:

- i) Welsh language skills were essential
- ii) Welsh needed to be learnt when appointed
- iii) Welsh desirable
- iv) Welsh language skills were not necessary

The data for 2022/2023 is set out below:

Category	Number of posts categorised	Percentage of posts categorised
Welsh language essential	1	2.50%
Welsh desirable	0	0
Need to learn Welsh	0	0
No Welsh language skills required	40	97.50%

In comparison with previous years:

Category	Number					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Welsh language essential	17	8	14	2	3	4
Welsh desirable	9	40	42	12	2	2
Need to learn Welsh	0	0	0	0	9	0
No Welsh language skills required	277	185	207	66	46	46

## 6.0 Complaints

- 6.1 The Council's website advises people that the Complaints policy also applies to complaints about Welsh language, and any such complaints are routinely copied to the Strategic Policy Advisor for monitoring. The Complaints procedure can be found [here](#).
- 6.2 Complaints about Welsh language is a standing item at Rhwydwaith yr Iaith meetings.
- 6.3 During 2022/23, we received one complaint directly about incorrect translation on signage in relation to Welsh language. This sign was provided by a traffic management company working on behalf of a surfacing contractor. The sign was changed immediately. The traffic management company has been provided with the Council guidance on signage to ensure correct signage is installed in the future.

- 6.4 Five complaints were made directly to the Welsh Language Commissioner. The detail of these complaints is set out below:

<b>Complaints made directly to the Welsh Language Commissioner</b>		
<b>Complaints Service Delivery</b>	<b>Details</b>	<b>Outcome and action taken</b>
Council – Direct dial telephone numbers	The Welsh Language Commissioner found that the Council was not complying with Standard 19 (initial calls to direct dial numbers must be held in Welsh). The Council did not comply with implementing the new arrangements in time.	The WLC instructed the Council to issue guidance to employees to ensure they give serious consideration to complying with any proposed enforcement action and that guidance is developed to ensure employees comply with the Commissioner’s decisions.
Governance and Planning, Environment and Economy (PEE) – Telephone, correspondence, Telephone calls	The complainant did not receive a response to a Welsh email sent to Planning. Welsh telephone calls were answered in English. The complainant had not been asked their preferred language for correspondence and was sent an English only version of the newsletter.	The outcome of the investigation is not yet known. Action taken: PEE is putting in place a customer standards charter and a new process to respond to email correspondence has been implemented. The Contact Centre has now recruited more Welsh speakers able to answer Welsh calls. Welsh newsletters are now being sent to the customer.
Governance	The initial conversation was held in English when a customer rang the Welsh telephone line for the Contact Centre.	This is currently being investigated by the Welsh Language Commissioner.
Streetscene	A customer complained that email signatures and an out of office message were not bilingual. The telephone answer message was in English only.	This is currently being investigated. The Chief Officer Streetscene and Transportation has sent reminders to all employees in the Portfolio. The Chief Executive has also issued reminders.
Governance - Test Trace Protect	One employee had asked another employee to stop using Welsh in a meeting and described using Welsh in a group situation as “whispering”.	The WLC is not investigating this matter but has asked what the Council is doing to prevent a recurrence. The Corporate Learning and Development

		Team is commissioning training to raise awareness, dispel some stereotypes and support employees to use Welsh naturally in the workplace.
--	--	---

## 7.0 Conclusion and Future Actions

- 7.1 Moving forward during 2023/24 we will be updating the Welsh in the Workplace Policy and Welsh Language Promotion Strategy. These will contribute to raising the visibility and audibility of the Welsh language. Increasing the number of Welsh speaking employees is now an action within the Council Plan 2023-28.
- 7.2 We will be commissioning a range of training courses to support employees use Welsh in the workplace, this includes a course for managers on managing bilingual teams.
- 7.3 We will continue to complete self-assessments against the Welsh language standards to provide assurance services are complying and identify further areas for improvement.

## Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	<b>LISTENING / SPEAKING</b>	<b>READING / UNDERSTANDING</b>	<b>WRITING</b>
<b>LEVEL 0</b>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>
<b>LEVEL 1</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Pronounce Welsh words, place names, department names, etc.</li> <li>● Greet and understand a greeting.</li> <li>● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>● State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand the gist of Welsh conversations in work</li> <li>● Respond to simple job-related requests and requests for factual information</li> <li>● Ask simple questions and understand simple responses</li> <li>● Express opinions in a limited way as long as the topic is familiar</li> <li>● Understand instructions when simple language is used</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area , e.g. in standard letters, leaflets, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>LEVEL 3</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand much of what is said in an office, meeting, etc.</li> <li>● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>● Answer predictable or factual questions</li> <li>● Take and pass on most messages that are likely to require attention</li> <li>● Offer advice on simple job-related matters</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Scan texts for relevant information</li> <li>● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>● Make reasonably accurate notes while someone is talking</li> </ul>
<b>LEVEL 4</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> <li>● Contribute effectively to meetings and seminars within own area of work</li> <li>● Argue for/against a case</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>● Take reasonably accurate notes in meetings or straightforward dictation</li> <li>● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>● Give a presentation/demonstration</li> <li>● Deal confidently with hostile or unpredictable questions</li> <li>● Carry out negotiations using complex / technical terms</li> <li>● Give media interviews</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write letters on any subject</li> <li>● Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>

