Welsh Language Standards
Annual Report

Cymraeg

April 2020 - March 2021

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We can provide this information in alternative formats or in your own language
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Mae'r cyhoeddiad hwn ar gael yn Gymraeg

Welsh Language Standards Annual Monitoring Report 2020 - 2021

Executive Summary

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 is the fifth Welsh Language Standards Annual Monitoring Report and covers the period 1 April 2020 to 31 March 2021. It shows actions we have been taking to comply with the Standards and includes data we are required to publish. This has been a challenging year during which we have contributed to the national response to the pandemic whilst continuing with our day to day work.

We are pleased to report that we supported Menter Iaith Fflint a Wrecsam to celebrate Dydd Gŵyl Dewi and promote and share our Welsh heritage virtually. Holding virtual celebrations meant many more people could participate, including the social care sector and residents within our residential homes and Extra Care Schemes.

For the period 2020/21 we made a commitment to increase the number of employees who report that they have some (level1) Welsh language skills, ultimately reducing the number of employees who report that they do not have any Welsh language skills. Although we did not achieve our target there has been an improvement in the number of employees who report that they have some level of Welsh language skills.

The number of employees learning Welsh has reduced over the past few years, there was a small increase during 2020/ 2021. We are investigating the reasons for the reduction in the numbers attending training.

Over the next 12 months we will work to continue to increase the number of employees with some Welsh language skills and develop the skills of employees who already speak some Welsh. We will continue to promote the Welsh Language Standards to our employees and a mystery shopper exercise of our website will help us identify improvements to ensure it meets the Welsh Language Standards.

Colin Everett   Councillor Billy Mullin
Chief Executive   Cabinet Member for Corporate
                                             Management

Welsh Language Standards Annual Monitoring Report 2020-21

1.0 Introduction and Background

1.1   Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.

1.2   The aim of the Standards is 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.

1.3   The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.

1.4   The Council is required to publish an annual report by 30 June as set out in the 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 on performance in relation to the Standards and approves the report before publication. This report focuses on the period 1st April 2020 to 31st March 2021. Details of how we comply with the Standards are published on our website and can be found here.

1.5   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 provides strategic leadership.

1.6   Complaints about failure to meet the Welsh Language Standards can be made by using our Complaints Procedure.

2.0 Complying with the Standards during 2020/21

2.1 We are required to report on our arrangements for complying with the following Standards:

- Service delivery Standards
- Policy Making Standards
- Operational Standards

2.2 **Compliance with Service Delivery Standards**

Further details on compliance with the Service Delivery Standards is available on our website. In addition:

- We are undertaking a self-assessment against the Standards to identify where we need to improve.

- We monitor calls to the English and Welsh lines of our Contact Centre which are reviewed at our quarterly Rhwydwaith meetings to monitor any differences in response times to Welsh and English calls. There are 4.5 full time equivalent (FTE) Welsh speaking employees within the Contact Centre out of a total of 12.10 full time equivalents.

- Within our Connects Centres (One Stop Shops) there are 12.7 FTE employees of whom 1.8 FTE are Welsh speakers

- The Commissioning Form for new contracts includes a checklist for Commissioning Officers to confirm whether an Impact Assessment has been undertaken which prompts them to include Welsh language requirements within the contract. This will ensure Welsh language is included within any contracts for new IT systems.

- Our Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.

- Aura, an employee owned company, providing leisure and library services in the county on our behalf is also a member of Rhwydwaith. Members of Rhwydwaith are undertaking Mystery Shopper exercises of Aura to monitor their compliance with the Standards.

- The Council's Complaints Procedure has been amended to ensure it is meets the requirements of the Standards. The Council published its Concerns and Complaints Policy on 1 April, 2021 https://www.flintshire.gov.uk/en/Resident/Contact-Us/Concerns-and-Complaints.aspx

- The new policy is based on model guidance issued by the Public Services Ombudsman for Wales in September 2020 which aims to bring complaints handling processes back into broad alignment - providing basic standards, a common language and a set of principles to underpin how complaints are handled throughout public services. The model policy, as advised by the Ombudsman, is fully compatible with the Welsh Language Standards. The Council's website clearly advises people that the policy also applies to complaints about Welsh language, and any such complaints are routinely copied to the Strategic Policy Advisor for monitoring.

- The Public Services Ombudsman for Wales is delivering bespoke complaints training which has been designed to support and enhance complaint handling throughout public services by considering best practice from multiple sectors from around the world. Over 70 key officers have attended training in 2020-21 and more is planned for 2021-22.

- A new reporting model has been introduced from 1 April, 2021 and complaints performance data is shared with the Chief Officer Team, Cabinet, Corporate Resources Overview and Scrutiny, and Audit Committee at regular intervals throughout the year. Complaints about Welsh language are also reported at Rhwydwaith meetings.

2.3 Compliance with Policy Making Standards

- We are working 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 Commissioner for his comments which have been incorporated within the template.   .

- Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.

- We offer various grants and some 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.

- The number of grant applications made through the medium of Welsh during 2020/21 is set out below:

Grant	Number of applications made in Welsh
Community Chest	0
Community Endowment Fund	0
Welsh Church Act Fund	0

- Details of how we comply with the Policy making Standards is available on our website.

2.4 Compliance with Operational Standards

Full details of how we are complying with the Operational Standards are available on our website.

- A Welsh in the Workplace Policy was adopted in 2017 and is published on the intranet. This is the Council's policy for using Welsh and encouraging the use of Welsh internally. The purpose of the policy is to:
  - o promote positive attitudes and encourage employees to take pride in the Welsh language and Welsh culture.
  - o increase the number of Welsh speaking employees and provide opportunities for employees who are already fluent Welsh speakers and those who are learning to use Welsh both in work and at work.
  - o encourage a bilingual working environment in which employees have the freedom and support to work through the medium of Welsh.

- Employees and managers have been informed of the Operational Standards and the rights of employees.

- Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. It is printed on employees' payslips to ensure the message reaches all employees and is included in the Induction checklist. 35 employees are recorded as requesting business correspondence in Welsh.

- New employees are asked in which language they would like their employment contract to be issued.

- Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh.

- The following policies are published in Welsh:

  - o Attendance Management Policy
  - o Benefits of Working at Flintshire County Council
  - o Capability Policy
  - o Corporate Safeguarding Policy
  - o Disclosure and Barring Service Policy
  - o Dignity at Work Policy
  - o Diversity and Equality Policy
  - o Flexible Working application form

- o Flexible Working Hours Policy
- o Foster for Flintshire Policy
- o Health and Safety Policy
- o Welsh in the Workplace Policy

2.5   Promoting and facilitating the use of Welsh

- Employees are encouraged to develop their Welsh language skills through training provided by the local college. Employees are supported to attend training sessions 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. During 2020/21 these one hour informal sessions have been held virtually.

- Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.

- 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.

2.6 Monitoring arrangements

- Our Welsh Language Network, Rhwydwaith, includes representatives from all portfolios, Aura (libraries and leisure services) and Theatr Clwyd and 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.

- We are part way through an exercise asking services to complete a self-assessment against the Standards so that we can identify and focus on areas in which we need to improve.

- We have commissioned a mystery shopper exercise to review a sample of pages, documents and e-forms on our website as this is where there have been consistent complaints about non- compliance with the Standards.

2.7 Events
Throughout the year we have participated in key activities to promote the Welsh language including:

- Welsh Language Rights Day- 7 December 2020 – we produced a range of videos with our Welsh speaking employees encouraging our customers to contact us through the medium of Welsh. We posted these on our Twitter site during December 2020.

- Welsh Language Music Day – 5 February 2021 – we posted tweets on our Twitter site to promote this and through our Business Team who promoted to local businesses to encourage them to take part.

- Dydd Gŵyl Dewi -1 March 2021- we supported Menter Iaith to celebrate this day by providing financial support which funded videos including videos of passing the Welsh flag, telling the story of St David, wishing people a happy St David's day and reciting the Welsh national anthem. These were posted on our Twitter site. There were also competitions for school students and for community members.

3.0 Welsh language skills and training

3.1 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. Table 2 shows a summary of Welsh language skills across the workforce. The tables show that the number and percentage of employees who state that they do not have any Welsh language skills is reducing. 992 employees (35.45% of all employees) reported that they do not have any Welsh language skills compared to 1,056 employees, (38.18% of all employees who completed the self- assessment) in March 2020.

3.2 The numbers and percentage of employees who report that they have Welsh language skills at level 1 has increased from 963 employees (34.82% of the workforce) to 1,066 employees (38.1% of the workforce) in March 2021.

3.3 There have been slight changes at other levels. The number of employees who report that their Welsh skills are at level 2 has increased from 376 employees (13.59%) in March 2020 to 387 employees (13.83%) in March 2021. There has been a small increase in the number and percentage of employees who report that their Welsh skills are at level 3 – rising from 94 employees (3.4% of the workforce) to 102 employees (3.65% of the workforce) in March 2021. There has also been a small increase employees who report that they are at levels 4.

Table 1: Profile of Welsh language skills of the workforce as at March 31 2021

Portfolio	Headcount	Level 0 No.	%	Level 1	%	Level 2	%	Level 3	%	Level 4	%	Level 5	%	Not Recorded	%
Chief Executives	40	3	7.50%	19	47.50%	8	20.00%	5	12.50%	3	7.50%	2	5.00%	0	0.00%
Education and Youth	253	57	22.53%	110	43.48%	35	13.83%	18	7.11%	17	6.72%	15	5.93%	1	0.40%
Governance	199	38	19.10%	99	49.75%	32	16.08%	8	4.02%	10	5.03%	9	4.52%	3	1.51%
Housing and Assets	321	123	38.32%	130	40.50%	35	10.90%	11	3.43%	13	4.05%	8	2.49%	1	0.31%
People and Resources	181	42	23.20%	78	43.09%	35	19.34%	9	4.97%	11	6.08%	6	3.31%	0	0.00%
Planning, Environment and Economy	196	46	23.47%	83	42.35%	33	16.84%	8	4.08%	15	7.65%	8	4.08%	3	1.53%
Social Services	1,076	406	37.73%	376	34.94%	162	15.06%	34	3.16%	30	2.79%	40	3.72%	28	2.60%
Streetscene and Transportation	532	277	52.07%	171	32.14%	47	8.83%	9	1.69%	9	1.69%	12	2.26%	7	1.32%
Grand Total	**2,798**	**992**	**35.45%**	**1,066**	**38.10%**	**387**	**13.83%**	**102**	**3.65%**	**108**	**3.86%**	**100**	**3.57%**	**43**	**1.54%**

Table 2: Summary of the profile of the Welsh language skills of the workforce as at March 31 2021

Portfolio	Total number of employees	Number of employees where Welsh language skills are not recorded	Total number of employees with Welsh language skills (Level 1- Level 5)	% of employees with Welsh language skills	Number of employees with no Welsh language skills	% employees without Welsh language skills
Chief Executives	40	0	37	92.5%	3	7.50%
Education and Youth	253	1	195	77.15%	57	22.53%
Governance	199	3	158	79.40%	38	19.10%
Housing and Assets	321	1	197	61.40%	123	38.32%
People and Resources	181	0	139	76.80%	42	23.20%
Planning, Environment and Economy	196	3	147	75%	46	23.47%
Social Services	1,076	28	642	59.66%	406	37.73%
Streetscene and Transportation	532	7	248	46.62%	277	52.07%
Total	**2,798**	**43**	**1,763**	**63.01%**	**992**	**35.45%**

3.4 Activities to develop a bilingual workforce include:

- 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.
- Including a requirement for "courtesy" Welsh language skills within public facing posts guidance.
- Setting ourselves targets to reduce the number of employees who report that they have no Welsh language skills
- Reaffirming our commitment to Welsh language within our recruitment process.
- Continuing to release employees to attend Welsh language skills training.

3.5 An e-learning module accessible on Flintshire Academi Learning Pool called Welsh Language Awareness is provided as a mandatory module for all employees. During 2020/21, 277 employees completed this training module. This is an increase compared to the previous year 2019/20, when 151 employees completed the module.

3.6 A variety of Welsh language skills courses are provided. This includes Taster course, Entry level, Foundation, Intermediate, Advanced and Proficiency. There are also a variety of durations of course offered from 6 weeks to 30 weeks, with the option on completion of each to continue to a higher level if required. Many of the employees who completed the 6 week taster course have since moved on to study the entry level course. These courses are run with through Coleg Cambria and are offered on Learnwelsh.cymru

There are usually a variety of locations offered, however due to the Covid 19 pandemic courses have been run online, usually on Google Meet.

Table 3: Number of employees attending Welsh language skills training

Level	2016/17	2017/18	2018/19	2019/20	2020/21
	Number	Number	Number	Number	Number
Basic Language Skills	62	48	1	15	11
Entry	34	50	34	22	28
Foundation	20	7	12	6	10
Intermediate	12	23	3	2	1
Advanced	2	1	9	7	6
Proficient	3	10	5	5	3
Total	133	139	64	57	59

3.7   As part of 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.

3.8   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. Due to the pandemic all training was cancelled. There was also a recruitment freeze. Currently all Performance management, recruitment training and disciplinary is provided by HR advisors in their own portfolio.

The number of employees who attended specific courses in Welsh is set out below:

Table 4: Profile of training provided through the medium of Welsh

Type of training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Health and safety	Total 115 IOSH (Institution of Occupational Safety and Health) for schools -16 ELearning – introduction to Health and Safety 99	Total: 115	Total: 0

3.9   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 2020/2021 is set out below.

Category	Number of posts categorised	Percentage of posts categorised
Essential	3	5.00%
Desirable	9	15.00%
Need to learn Welsh	2	3.3%
No Welsh language skills required	46	76.67%

In comparison with previous years

Category	Number				
	2016/17	2017/18	2018/19	2019/20	2020/21
i) Welsh language essential	17	8	14	2	3
ii) Welsh needed to be learnt when appointed	0	0	0	0	9
iii) Welsh desirable	9	40	42	12	2
iv) Welsh language skills not essential	277	185	207	66	46

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4.0 Complaints

4.1   During 2020/21 we received two complaints, in addition three complaints were made directly to the Welsh Language Commissioner.

4.2   The breakdown of complaints 2020/21 is set out below:

Class of Standard	Complaints received directly	Complaints raised with the Welsh Language Commissioner	Total Number of complaints
Operational			0
Service Delivery	2	3	5
Policy making			0
Promotion			0

The detail of these complaints are set out in the following table

Complaints Service Delivery	Details	Outcome and action taken
Council Tax	Council Tax form not available in Welsh on the website and the complainant did not receive a call back when contacting the Welsh telephone line.	The website was checked, forms were available in Welsh and the website - English and Welsh pages were working correctly. An apology was issued to the customer as an employee had not passed on the message.
Tweets retweeted through Gov Delivery	Tweets showed incorrectly on a customer's device- misspellings and Welsh did not make sense	Tweets published on our Twitter site and on Gov Delivery were accurate and not the same as those that appeared on the customer's device. A check was made to ensure they appeared correctly on other personal devices. There were not any issues. The problem appears to be with the customer's device as we were unable to account as to why they were not shown as published on our Twitter site and through Gov Delivery.

Complaints made directly to the Welsh Language Commissioner		
Complaints Service Delivery	**Details**	**Outcome and action taken**
Corporate Communications	Tweets published in English on Welsh Twitter site. The tweets were published in English because it was felt that issue was urgent and Welsh Government messages regarding re-opening of businesses during the pandemic needed to be posted as	This was investigated by the Welsh Language Commissioner, who decided not to proceed to a full investigation given the exceptional context (national pandemic) when the mistake happened. The Corporate Communications Team is

	soon as possible. The Welsh version was posted as soon as returned from the Translation Team.	familiar with the requirements of the Welsh Language Standards and are complying with requirements.
Corporate Communications	English published on the Welsh version on Gov Delivery newsletter.	
Clwyd Pension Fund	Welsh inaccurate on the website and English on some of the Welsh pages. The complainant did not receive a call back when contacting the Welsh line.	This is currently being investigated by the Welsh Language Commissioner. A new person has been appointed and is reviewing and updating the Clwyd Pension Fund website to ensure Welsh and English languages are published equally. The post holder will take responsibility for quality assurance of the website. All employees are aware of the need to ensure Welsh speaking members of the Clwyd Pension Fund are provided with a bilingual service. Unfortunately on this occasion the officer responsible for the call had to leave work urgently and procedures were not followed.

4.3   We previously reported that a complaint regarding a contractor was under investigation by the Welsh Language Commissioner. The Commissioner has determined that the Council did breach the Welsh Language Standards as the contractor failed to comply. The Commissioner issued a notice requiring us to undertake specific actions, including:

- providing training for the contractor;
- ensuring the contractor amends their website so that Welsh is equal to English; and
- ensuring the contractor responds to Welsh correspondence from customers in Welsh.

These actions were completed during 2020/21 and random mystery shopper exercises are now being undertaken with the contractor concerned.

5.0 Conclusion and Future Actions

5.1 During the past 12 months the number of employees who report that they do not have any Welsh language skills reduced. Although we did not meet our target we are confident that we will continue making progress. We are concerned about the decrease in the number of employees who are learning Welsh. We are reviewing the reasons why employees do not take-up the training and why employees do not continue with the training course.

5.2 We have continued to promote the Welsh language. One of our tenants in one of our Extra Care schemes was supported to contribute a video singing a Welsh lullaby "Gee Ceffyl Bach" to the COR-ONA Facebook group. A number of tenants sang the National Anthem as part of the "Sing For Wales" Facebook group. Through Siarter Iaith and Cymraeg Campus initiatives we are continuing to promote the use of Welsh socially. We will continue to promote events to celebrate Welsh culture.

5.3 Moving forward during 2021/22 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards and complete our self-assessment against the Standards. We have also commissioned a Mystery Shopper review of our website to identify areas where we need to improve to meet the Standards.

5.4 During the next 12 months we will continue to focus on:
- ensuring 100% employees review and complete the Welsh language skills audit by March 2022;
- increasing the number of employees who complete the Welsh language awareness e-learning module by March 2022;
- reducing the number of employees who report that they do not have any Welsh language skills working towards the target of 5% employees without Welsh language skills by March 2023; and
- participating in initiatives to raise the profile of Welsh language in the workplace and the community.

For further information please contact us on:

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Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0	● No appreciable ability	● No appreciable ability	● No appreciable ability
LEVEL 1	**I Can:** ● Pronounce Welsh words, place names, department names, etc. ● Greet and understand a greeting. ● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. ● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to…'. ● State simple requests and follow up with extra questions / requests in a limited way	**I Can:** ● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.	**I Can:** ● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2	**I Can:** ● Understand the gist of Welsh conversations in work ● Respond to simple job-related requests and requests for factual information ● Ask simple questions and understand simple responses ● Express opinions in a limited way as long as the topic is familiar ● Understand instructions when simple language is used	**I Can:** ● 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.	**I Can:** ● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area
LEVEL 3	**I Can:** ● Understand much of what is said in an office, meeting, etc. ● 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 ● Answer predictable or factual questions ● Take and pass on most messages that are likely to require attention ● Offer advice on simple job-related matters	**I Can:** ● Scan texts for relevant information ● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.	**I Can:** ● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker ● Make reasonably accurate notes while someone is talking
LEVEL 4	**I Can:** ● 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 ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case	**I Can:** ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved	**I Can:** ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5	**I Can:** ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews	**I Can:** ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.	**I Can:** ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in

		terms of spelling and grammar