

# Welsh Language Standards Annual Report

Cymraeg

April 2023 -  
March 2024

Mae'r cyhoeddiad hwn  
ar gael yn Gymraeg

# Welsh Language Standards Annual Monitoring Report April 2023 – March 2024

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# **Welsh Language Standards Annual Monitoring Report**

## **April 2023 - March 2024**

### **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 2023 to 31st March 2024. It shows actions we have been taking to comply with the standards and includes data that 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.

Several teams are participating in Bangor University's ARFer project which aims to increase the use of incidental Welsh amongst employees, which is just one of the initiatives we have in place to increase the use of Welsh amongst employees.

To help increase the use of Welsh in the workplace during 2024/25 we asked employees to complete a Welsh language attitude survey. We will use the information from this survey to develop initiatives to promote the Welsh language and evaluate the success of these by reviewing attitudes to Welsh language.

Neal Cockerton

Chief Executive

Councillor Mared Eastwood

Cabinet Member for Education, Welsh Language, Culture and Leisure

# Welsh Language Standards

## Annual Monitoring Report 2023/24

### 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 eighth annual report and covers the period 1st April 2023 to 31 March 2024, 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 2023/24**

- 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 2023/24.

#### **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 2023/24, Portfolios have continued to complete self-assessment against the Welsh language standards to identify areas for improvement. The self-assessments form part of our priorities set out in the Council Plan 2023-28.
- 3.2.3 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. Several mystery shopper exercises were completed again during 2023/24. 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.
- 3.2.4 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. However, during 2023/24 there was an increase in visits to the Welsh pages and a decrease to the English pages, with 27,218 page views to Welsh pages of the website, and 3,814,574 page views on the English version. Reviews of our website take place regularly through Rhwydwaith yr Iaith and by the Customer Services Team making regular checks of content to ensure Welsh is equal to English. Additional guidance has been produced for web editors to support them to comply with the Welsh language standards when uploading content onto the website.

3.2.5 We also monitor visits to our social media sites. The results are set out below.

Twitter/X	Welsh	English
Views	15937	699300
Engagement rate	1.7%	2.8%
Link clicks	62	7800
Retweets (without comments)	55	1021
Likes	93	1578
Replies	16	373

3.2.6 Since launching our Facebook page in January 2024, there were:-

**Welsh**

50 inbound messages (total number of comments, mentions, and private messages) – most of these are other organisations (e.g. Menter Iaith, Tai Teg, Addysg Gymru).

**English**

478 inbound messages.

3.2.7 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 6,779 adult Social Services assessments completed during 2023/24, 58% of those were given an Active Offer (3,948) and 45 people accepted the offer.

### 3.2.8 Services offered in Welsh:

#### Births and Marriages

	2022/23		2023/24	
	English (number)	Welsh (number)	English (number)	Welsh (number)
Birth registrations	31	2	28	2
Notices of Marriage	1286	6	1233	22
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).	472	3 (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	2022/23		2023/24	
	Number of Calls offered in English	Number of calls offered in Welsh	Number of Calls offered in English	Number of calls offered in Welsh
Main Contact Centre (01352 752121)	28,685	337	25,358	333
Council Tax	35,849	52	35,502	49
Business Rates	2,480	15	2,318	7
Enforcement	4,699	8	4,237	15
Sundry Debts	4,820	57	5,735	53

3.2.9 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.

3.2.10 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.

3.2.11 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.

3.2.12 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.

3.2.13 We have worked 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. This has involved employees being involved in promotional videos to show how we support employees to use Welsh at work.

3.2.14 The North Wales Regional Public Services Board (PSB) has commissioned Iaith, the Welsh centre for language planning, to look at issues and solutions to recruiting and retaining Welsh speaking employees. This work started in 2023 and will be completed during 2024.

### 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 2023/24 is set out below:

Grant	2021/22		2022/23		2023/24	
	Total number of applications	Number of applications made in Welsh	Total number of applications	Number of applications made in Welsh	Total number of applications	Number of applications made in Welsh
Community Endowment Fund	9	1	16	1	11	0
Welsh Church Act Fund	7	1	9	0	11	1
Community Chest	58	0	27	0	40	1

3.3.4 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 2024/25. 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. We are participating with Bangor University's ARFer pilot project. The ARFer project, based on behaviour change principles, supports employees to use Welsh at work, whatever their level of skill. Teams participating in the pilot project include:

- Contact Centre;
- Children's Residential Care;
- Fostering Team; and
- Families First.

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 2023/24, 14 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 2023/24.

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

3.4.7 We asked employees to complete a Welsh language attitude survey to develop a baseline assessment of where we are as an organisation in our journey to becoming a bilingual organisation. The outcome of the survey will contribute towards identifying initiatives to promote the Welsh language.

### **3.5 Monitoring arrangements**

3.5.1 Our Welsh Language Network, Rhwydwaith yr Iaith, includes representatives from all portfolios. 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 practise 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. A series of recordings have also been made of phrases to use on the telephone, with phonics, to help employees with pronunciation.



I will call back tomorrow - Byddaf yn galw yn ôl yfory

## 4.5 The Youth Service and Play Development Team

- 4.5.1 Flintshire’s Youth Service and Play Development’s commitment to promoting the Welsh language within delivery remains steadfast. Flintshire Play Development continues its efforts to encourage Welsh language usage in community provisions, fostering an environment that embraces bilingualism. Through initiatives such as the PlayPals project, which educates children on the benefits of play in child development while promoting Welsh language advocacy, we aim to empower young individuals to embrace the Welsh language in informal settings.
- 4.5.2 Flintshire Youth Clubs continue to deliver activities that promotes both Welsh language and Culture to young people. Efforts extend beyond their delivery, as they actively recruit Welsh speakers and foster a Welsh ethos within their team. This ethos instils confidence and passion among staff, enabling them to actively support Welsh language initiatives throughout the county.
- 4.5.2 The appointment of a Welsh Language Officer in the Youth Service marks a significant milestone in our efforts to promote Welsh language usage among young people. This role, which emphasises front-facing delivery in schools, youth clubs, and community settings, aims to address the challenge of integrating Welsh language into informal social and leisure environments.
- 4.5.3 The Officer will spearhead new projects within Flintshire Youth Service, enhancing the breadth of bilingual youth work offerings. Collaborating closely with a fully bilingual Welsh Language youth worker, the Officer ensures a consistent approach to bilingual delivery across all aspects of service.
- 4.5.4 Flintshire Youth Service collaborates with external partners such as the URDD and Ysgol Maes Garmon (Welsh medium secondary school) to facilitate Welsh language transition activities and clubs.
- 4.5.5 We provided playschemes to 15,389 children during 2023/24. In addition to our 57 Summer Playscheme sites, we also extended our outreach through community provisions during school term-time, the PlayPals project in schools, and we even delivered winter and spring provisions. During all our provisions including open access, we made a concerted effort to encourage more conversational Welsh among the team, using the language patterns children are taught in school.

4.5.6 The Welsh language has now been ingrained into the service delivery and all team members are encouraged to use as much incidental Welsh as they are comfortable to use. We also, support our team with using Welsh in our office and during meetings and other correspondence. As a result, the team became much more at ease greeting children in Welsh utilising the Welsh resources provided.

#### **4.6 Social Services**

4.6.1 The Presbyterian Church of Wales/Eglwys Bresbyteraidd Cymru have produced a CD of Welsh medium Hymns and Readings to support those living with Dementia under their “Golud” Programme. We have shared this resource with our Residential Care Homes. Welsh Medium Schools are still visiting schools to care homes to sing and perform for residents.

#### **4.7 Siarter Iaith and Cymraeg Campus**

4.7.1 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.

4.7.2 Primary schools in Flintshire continue to embrace the Siarter Iaith and Cymraeg Campus objectives to increase the social use of Welsh. In total, one school has been awarded the Aur Cymraeg Campus award, six schools have been awarded the Arian Cymraeg Campus award and 35 schools have been awarded the Bronze Cymraeg Campus award. Since April 2023, 10 schools have been awarded the Bronze award and one school has been awarded the Arian (Gold) Cymraeg Campus award. 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.

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

4.8.1 As part of ongoing commitment to supporting the Welsh in Education Strategic Plan (WESP) Flintshire Cabinet has approved significant capital investment for Ysgol Croes Atti, Flint. The proposed new Welsh medium school will replace the existing Ysgol Croes Atti, located on Chester Road, in Flint and is a significant project supporting the WESP, as this will be the first new Welsh medium school build by the Council since its inception in 1996. The Project will also be a Net Zero Carbon (NZC) school.

4.8.2 Included in the Project is a standalone facility that will provide a wraparound childcare provision, a space for adult community learning and an immersion resource to support newcomers to Welsh medium provision, including

transition from primary school to Welsh medium secondary school. Construction commenced in early 2024 and is due to be completed in Autumn 2025.

#### **4.9 Events**

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

- Diwrnod Shw'mae/Sumae – we encouraged all our employees to say something in Welsh and use Welsh in meetings.
- Diwrnod Hawliau'r Gymraeg – we participated in this event , posting social media messages to encourage Welsh speakers to contact us in Welsh.
- Dydd Miwsig Cymru – we played Welsh language music on the IT Help Desk hold line.
- Dydd Gŵyl Dewi- this was celebrated in our care homes and extra care schemes as well as community events held in Holywell, Mold and Buckley town centres.

### **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 2023. 1,109 (36.94%) employees reported that they do not have any Welsh language skills in March 2024, compared to 1,061 (35.97%) employees who reported that they did not have any Welsh language skills in March 2023.
- 5.2 There have been slight increase in the number and percentage of employees who report that their Welsh language skills are at levels 4 and 5. 102 (3.06%) employees reported that they were at level 4 and 101 (3.36%) employees reported that they were at level 5 in March 2024 compared to 101 (level 4) and 89 (level 5) employees respectively in March 2023.

Table 1: Profile of Welsh language skills of the workforce as at March 31st 2024

Portfolio	Headcount	Level 0		Level 1		Level 2		Level 3		Level 4		Level 5		Not Recorded	
		No.	%	No.	%	No	%	No	%	No	%	No	%	No.	%
Chief Executives	64	19	29.69%	24	37.50%	10	15.63%	4	6.25%	4	6.25%	3	4.69%	0	0.00%
Education and Youth	309	69	22.33%	114	36.89%	44	14.24%	21	6.80%	19	6.15%	21	6.80%	21	6.80%
Governance	211	46	21.80%	100	47.39%	40	18.96%	6	2.84%	10	4.74%	8	3.79%	1	0.47%
Housing and Communities	339	128	37.76%	133	39.23%	39	11.50%	13	3.83%	11	3.24%	10	2.95%	5	1.47%
People and Resources	200	54	27.00%	82	41.00%	37	18.50%	9	4.50%	9	4.50%	7	3.50%	2	1.00%
Planning, Environment and Economy	215	49	22.79%	88	40.93%	30	13.95%	9	4.19%	10	4.65%	8	3.72%	21	9.77%
Social Services	1,134	463	40.83%	406	35.80%	158	13.93%	35	3.09%	33	2.91%	33	2.91%	6	0.53%
Streetscene and Transportation	530	281	53.02%	168	31.70%	39	7.36%	8	1.51%	6	1.13%	11	2.08%	17	3.21%
<b>Grand Total</b>	<b>3,002</b>	<b>1,109</b>	<b>36.94%</b>	<b>1,115</b>	<b>37.14%</b>	<b>397</b>	<b>13.22%</b>	<b>105</b>	<b>3.50%</b>	<b>102</b>	<b>3.40%</b>	<b>101</b>	<b>3.36%</b>	<b>73</b>	<b>2.43%</b>

5.3 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](#).
- Continuing to release employees to attend Welsh language skills training.
- Providing Welsh language training as part of the Play Leaders' training.
- Providing Welsh language training to our cohort of Apprentices.
- We have embarked on project to ensure all employees complete their language skills assessment.
- We have plans, during 2024/25, to target those who describe themselves as having zero skills with face to-face workshops to ensure everyone has skills at level 1 as a minimum.
- We have developed and delivered, with our colleagues, from laith a new programme called “Welsh matters for everyone” and a follow on for managers called “Welsh matters for managers”. The aim of the programmes is to demonstrate the importance of using the language in the workplace and how to encourage others to do so.

5.4 **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 a significant increase in the number of employees attending basic Welsh language skills training. We have also seen an increase in those progressing from Entry level to Foundation level.

Table 2: Number of employees attending Welsh language skills training.

Level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Number	Number	Number	Number	Number	Number	Number
Basic Language Skills	48	1	15	11	4	64	129
Entry	50	34	22	28	28	29	28
Foundation	7	12	6	10	8	7	13
Intermediate	23	3	2	1	6	9	2
Advanced	1	9	7	6	3	1	2
Proficient	10	5	5	3	0	0	0
Total	139	64	57	59	49	110	174

5.5 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.

5.6 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	2022/23		2023/24	
	Number who attended the Welsh version	Number who attended the English version	Number who attended the Welsh version	Number who attended the English version
Complaints and disciplinary procedures	0	129	0	153
Dealing with the public	0	0	0	0
Health and safety	0	34	0	136
Induction	0	0	0	24
Performance Management	0	0	0	9
Recruiting and interviewing	0	0	0	0

5.7 Welsh language awareness - our e-learning course has seen 715 employees complete the module.



5.8 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 2023/24 is set out below:

Category	Number of posts categorised	Percentage of posts categorised
Welsh language essential	5	11.11%
Welsh desirable	27	60.00%
Need to learn Welsh	0	0
No Welsh language skills required	13	28.89%

In comparison with previous years:

Category	Number							
	16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
Welsh language essential	17	8	14	2	3	4	1	5
Welsh desirable	9	40	42	12	2	2	0	27
Need to learn Welsh	0	0	0	0	9	0	0	0
No Welsh language skills required	277	185	207	66	46	46	40	13

## 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 2023/24, we received one complaint directly from a customer who received an English only version of a form to book the Chair of the Council to attend an event. An apology was issued to the customer and a Welsh form was sent to the complainant. To prevent this happening again the form is now bilingual.

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>
Governance – website, forms and receipts	A customer found that Welsh was not equal to English on the Council Tax e-form and that the Welsh receipt was not fully in Welsh.	The WLC issued Enforcement Action and instructed the Council to amend the e-form and provide evidence of the Welsh receipt being fully in Welsh. We have complied with all instructions.
Streetscene/ Governance – correspondence and telephones	A customer complained about the quality of Welsh in a letter sent from Streetscene. A Welsh speaker was not available when the complainant contacted the Contact Centre and nobody returned call within 10 working days.	The WLC decided not to proceed to a full investigation: <ul style="list-style-type: none"> <li>• There was not an obvious error in the Welsh translation of the letter.</li> <li>• There were already two on-going investigations into telephone calls.</li> <li>• The length of time to return telephone calls was not subject to the Welsh language standards.</li> </ul>
Governance - website	A customer complained about the My Councillor page on the website. The toggle button to switch between Welsh and English was not taking customers to the correct pages. The information on councillors was not correct.	The WLC decided not to proceed to a full investigation as the errors had been corrected and evidence to demonstrate this had been provided.
Governance - correspondence	An English only letter was sent to a customer.	The WLC decided not to investigate as corrective action had already been taken, including reminding contractors about complying with the Welsh language standards.

Governance- website	A complaint was made about the My Councillor page of the website - Welsh place names were incorrect, English page was in English only, Welsh page was in English and Welsh.	The WLC has investigated and will issue an Enforcement Action with which the Council must comply. All the pages have been corrected.
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## 7.0 Conclusion and Future Actions

- 7.1 Moving forward during 2024/25 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.
- 7.2 We will be developing a Welsh Language Skills Strategy to develop a proactive approach to develop the Welsh language skills of our employees. We will be working with the National Centre for Learning Welsh to support implementation of this strategy.
- 7.3 We will be contacting all employees who report that they do not have any Welsh language skills to offer them basic courtesy level Welsh. This will ensure we reduce the number and percentage of employees who do not have any Welsh language skills.
- 7.4 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>

