Welsh Language Standards
Annual Report

Cymraeg

April 2024 - March 2025

Mae'r cyhoeddiad hwn ar gael yn Gymraeg

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Annual Monitoring Report
April 2024 – March 2025

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Executive Summary

Croeso to our Welsh Language Standards Annual Monitoring Report for the period 2024/25 which sets out how we have met the Welsh Language Standards. This report also gives an overview of our key achievements as well as areas where we need to improve.

We are pleased to report that during the past 12 months:

- We introduced a pilot project, Pencampwyr Cymraeg, to recognise the contribution some employees make to promoting Cymraeg and supporting their colleagues to use Welsh.
- Working with the Welsh Language Commissioner, we formally adopted a Welsh place name for New Brighton village – Pentre Cythrel. This contributes to raising the visibility of Cymraeg in the County.
- The number and percentage of employees who report their Welsh language skills are at level 5 has slightly increased, from 88 (3.13%) employees in March 2022 to 113 (3.80%) in March 2025.
- There was an increase in service users taking up Social Services' Cynnig Rhagweithiol /Active Offer and receiving a Welsh language service.
- We launched a Hwb Cymraeg on our website, everything to do with Welsh language can now be found in one place. We used some Cymraeg on the English pages as a way to raise the visibility of the language.

We know that we need to continue to make progress and our priorities for 2025/26 are:

- Finalise and implement our new Welsh Language Promotion Strategy and Welsh in the Workplace Policy.
- Implement a Welsh Language Skills Strategy and secure funding for a full-time Welsh language tutor.
- Develop a new Hwb Cymraeg on the intranet
- Continue to complete self-assessments against the Welsh Language Standards to identify areas of non-compliance and where we need to improve.
- Continue reviewing the recommendations of the Welsh Language Commissioner's Place-names Standardisation Panel to identify further opportunities to introduce Welsh names in the County.

Neal Cockerton   Councillor Mared Eastwood
Chief Executive   Cabinet Member for Education, Welsh
                                                  Language, Culture and Leisure

Welsh Language Standards
Annual Monitoring Report 2024/25

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 covers the period 1st April 2024 to 31 March 2025, 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 Welsh in the Workplace Policy and the Council's Grievance Procedures.

3.0   Complying with the standards during 2024/25

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 2024/25.

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 2024/25, Portfolios have continued to complete self-assessment against a range of 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. We also completed a self-assessment against further Standards as requested by the Welsh Language Commissioner. From this we identified two areas where we needed to improve:

i) To develop a policy for employees to make complaints about our compliance with the Operational Standards. A draft policy is now available and will be included in the updated Welsh in the Workplace Policy.

ii) To ensure decisions for Committee meetings are consistently available in Welsh. The Welsh pages were updated to include the Welsh version of the decision notice.

3.2.3 We implemented a new pilot project, introducing Pencampwyr Cymraeg, which recognises the contributions Welsh speaking colleagues make, over and above their job role, to support compliance with Welsh Language Standards and promote the Welsh language. Pencampwyr Cymraeg receive an additional payment for activities that they have undertaken

3.2.4 During 2024/25 10 pages of our website were checked to ensure Welsh was equal to English. Our new Pencampwyr Cymraeg undertook this exercise, also checking that telephone calls were answered in Welsh where numbers were published.

3.2.5 During 2024/25 there were 5,375,543 views to the English version of the website and an increase to the Welsh pages of the website to 80,481 views, which was a significant increase from 2023/24 when there were 27,218 views.

3.2.6 We also monitor visits to our social media sites. The results or 2024/25 are set out below and show that we still need to do more to encourage Welsh speaking residents to visit the our Welsh social media sites.

Stat	Facebook		X (Twitter)	
	Cymraeg	English	Cymraeg	English
Views	55,768	4,275,571	13,653	385,407
Content interactions (reactions, comments, shares)	163	24,496	n/a	n/a
Link Clicks	36	15,396	421	7,091
Comments	223	5,404	228	1,747
Engagement Rate	2.93%	1.95%	4.74%	2.37%

3.2.7 Customers' language preference is captured at the first point of contact with services. Social Services promote the "Active Offer" which means providing a service in Welsh without someone having to ask for it. 6,969 Social Services assessments were completed during 24/25, there was evidence of an Active Offer in 4,293 (62%) of those assessments of which 93 people accepted the offer. This shows an increase from 2023/24 in which there was evidence that 58% of Social Services assessments people 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		2024/25	
	English	**Welsh**	**English**	**Welsh**	**English**	**Welsh**
Birth registrations	31	2	28	2	23	5 (bilingual)
Notices of Marriage	1286	6	1233	22	1108	10 (bilingual)
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	560	7 (in Welsh or bilingually)

All ceremonies are introduced with a bilingual greeting.

Telephone calls

Contact Centre	2022/23		2023/24		2024/25	
	Number of Calls offered in English	**Number of calls offered in Welsh**	**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	28,685	337	25,358	333	23,820	364
Council Tax	35,849	52	35,502	49	32,276	41
Business Rates	2,480	15	2,318	7	1,975	8
Enforcement	4,699	8	4,237	15	4,718	11
Sundry Debts	4,820	57	5,735	53	7,458	119

3.2.9 The Council uses Microsoft Teams to host virtual meetings and events. Employees who facilitate on-line meetings or events can offer interpretation facilities ensuring the relevant Welsh language standards are met.

3.2.10 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. These videos were launched during 2024/25.

3.3   Compliance with Policy making standards

3.3.1 We have worked with Manchester University to pilot a new Impact Assessment Tool which includes the WLC's guidance. Our consultation guidance has also been updated to reflect learning from other public bodies and the Welsh Language Tribunal.

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 2024/25 is set out below:

Grant	2023/24		2024/25	
	Total number of applications	Number of applications made in Welsh	Total number of applications	Number of applications made in Welsh
Community Chest	40	1	37	0
Community Endowment Fund	11	0	7	1
Welsh Church Act Fund	11	1	14	0

We will do more during 2025/26 to encourage more grant applications through the medium of Welsh.

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 Over 99% employees have now completed the Welsh language skills audit. Employees who assessed themselves as having zero Welsh language skills were invited to workshops to reassess their level of skill. This resulted in the reduction of employees who reported that they did not have any skills in Welsh, from 36.94% of employees in March 2024 to 33.10% in March 2025. All employees who report that they do not have any Welsh language skills will be invited to complete basic, courtesy level Welsh during 2025/26.

3.4.3 The Welsh in the Workplace Policy is being updated. 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.

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 2024/25, seven 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 2024/25.

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. 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.

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   The Pencampwyr Cymraeg are also supporting dysgwyr /learners which supplements formal lessons. Some Pencampwyr Cymraeg have introduced a weekly slot within their Team meetings, sharing new words and phrases with their colleagues.

4.3   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.

4.4   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.

4.5   To promote Cymraeg in a fun way, one of the Pencampwyr Cymraeg recorded short videos counting down to Christmas, introducing a new word each day.

4.6   A new Hwb Cymraeg section is available on our website, everything to do with Cymraeg can now be found in one place, for example, Education, Working in Wales, Welsh for Businesses, Learning Cymraeg. The Hwb also introduces and uses some Welsh word in place of the English word such as using "Cymraeg" rather than "Welsh language".

4.7   A Task and Finish Group has been established to review the recommendations of the WLC's Place-names Standardisation Panel. The Panel provides advice on the standard forms of Welsh place-names. The Task and Finish Group was set up following the successful adoption of a Welsh name of a village in the County. The name was adopted after the Council was approached by an elected member who undertook consultation with residents who supported a Welsh place -name alongside the English name. One of the concerns of residents was the pronunciation of the Welsh form. We recorded a video with phonics for residents to see and hear how to pronounce the name. This was published on our Hwb Cymraeg and on social media.

We will be producing more of these videos during 2025/26 to support people to pronounce more place-names in the County.

4.**8   Education and Youth**

4.8.1   Flintshire Play Development continues to demonstrate its unwavering commitment to providing a bilingual service, expanding opportunities for children to play in Welsh. Over the past 12 months, we have increased our staffing capacity to eight full-time members, with five of our team being fluent Welsh speakers and three members actively learning Welsh at different levels. This growth has enabled us to enhance our bilingual offerings, allowing us to provide Welsh language and bilingual play sessions throughout the year, across schools, communities, and various events. In 2024-2025, we delivered 16 different projects, totalling 1,363 individual sessions and 2,726 hours of playwork, reaching 24,573 children. This expansion not only supports Welsh language development but also helps ensure that Welsh becomes an accessible and integral part of children's play experiences.

4.8.2   Through our increasing range of projects, we are able to promote both playwork and the Welsh language simultaneously. By encouraging the use of Welsh in community settings, we are helping to complement the learning children receive in school, enabling them to use the language in their own communities. This approach supports the Welsh language as a living language, reinforcing its use beyond the classroom and fostering a deeper, more meaningful connection with Welsh culture and heritage.

4.8.3 The Youth Service is engaging young people in activities through a natural bilingual delivery style, encouraging the young people to use and develop their Cymraeg in an informal youth work environment.

4.8.4 Following a residential trip to Glan-llyn where the young people expressed that they would like a Welsh language youth club where they could use their Cymraeg confidently, the Youth Service is aiming to offer a completely Welsh language provision.

4.8.5 Primary schools in Flintshire continue to embrace the Siarter Iaith and Cymraeg Campus objectives to increase the social use of Welsh. In total, four school has been awarded the Aur/Gold Cymraeg Campus award, nine schools have been awarded the Arian/Silver Cymraeg Campus award and 44 schools have been awarded the Efydd/Bronze 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.

4.8.6 The first new Welsh medium school to be built by the Council since its inception in 1996 is underway. This school will replace the existing Ysgol Croes Atti, in Flint. The brand-new campus "Ysgol Cymraeg Croes Atti" will offer space for up to 240 full-time pupils. It will also feature a standalone facility dedicated to early years childcare, community events, and a Welsh immersion programme.   Construction commenced in early 2024 and is due to be completed in Autumn 2025.

4.9 Events

4.9.1 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 a community event held in Mold town centre.

4.9.2   We provide a grant to Menter Iaith Fflint a Wrecsam to promote Welsh in the County and offer activities in Cymraeg for families and learners.

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 employees' Welsh language skills by Portfolio is set out in Appendix 2. This shows that the number and percentage of employees who state that they do not have any Welsh language skills has slightly reduced since March 2024. In March 2024 1,109 (36.94%) employees reported that they did not have any Welsh language skills, compared to 1,061 (33.10% %) employees who reported that they did not have any Welsh language skills in March 2025.

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. 105 (3.53%) employees reported that they were at level 4 and 113 (3.80%) employees reported that they were at level 5 in March 2025 compared to 102 (3.40%) employees who reported that they were at level 4 and 101 (3.36%) employees who reported they were at level 5 in March 2024. The data shows that there has been an increase during the past three years in the number of employees who report that their Welsh language skills are at level 5.

Welsh language skills	2022		2023		2024		2025	
	No.	%	No.	%	No.	%	No.	%
Level 4	100	3.55%	101	3.42%	102	3.40%	105	3.53%
Level 5	88	3.13%	89	3.02%	101	3.36%	113	3.80%

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:

- 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 embarked on a project to ensure all employees complete their language skills assessment.

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.

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

Level	2019/20	2020/21	2021/22	2022/23	2023/24	20204/25
	Number	Number	Number	Number	Number	Number
Basic Language Skills	15	11	4	64	129	89
Entry	22	28	28	29	28	21
Foundation	6	10	8	7	13	10
Intermediate	2	1	6	9	2	4
Advanced	7	6	3	1	2	3
Proficient	5	3	0	0	0	0
Total	**57**	**59**	**49**	**110**	**174**	**127**

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)   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

	2022/23		2023/24		2024/25	
Type of training	**Number who attended the Welsh version**	**Number who attended the English version**	**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	0	8
Dealing with the public	0	0	0	0	0	0

Type of training	2022/23		2023/24		2024/25	
	Number who attended the Welsh version	Number who attended the English version	Number who attended the Welsh version	Number who attended the English version	Number who attended the Welsh version	Number who attended the English version
Health and safety	0	34	0	136	0	42
Induction	0	0	0	24	0	0
Performance Management	0	0	0	9	0	0
Recruiting and interviewing	0	0	0	0	0	0

5.7   Welsh language awareness - our e-learning course has seen 469 employees complete the e-learning module. "Welsh matters for everyone" and a follow on for managers called "Welsh matters for managers" are also offered. This course is delivered by Iaith, centre for language planning. 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.

5.8   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 2024/25 is set out below:

Category	Number of posts categorised	Percentage of posts categorised
Welsh language essential	3	6.39%
Welsh desirable	43	91.49%
Need to learn Welsh	1	2.12%
No Welsh language skills required	0	0.00%

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 2024/25, we received two complaints directly:

1. A customer received a response in English following an enquiry submitted in Welsh. An apology was issued to the customer and the team were reminded about the importance pf responding in Welsh to Welsh correspondence. The relevant system has been updated to prepopulate the "Response Given" and "Draft Response" fields with ***Response Must Be in WELSH***, when the requestor has expressed a preference of Welsh.

2. A customer complained that the Welsh was not correct and did not match the English on a Black Bin sticker. An apology was issued to the customer and the sticker was changed.

6.4 One complaint was made directly to the Welsh Language Commissioner. The detail of this complaint is set out below:

Complaints made directly to the Welsh Language Commissioner		
Complaints Service Delivery	**Details**	**Outcome and action taken**
Gwella – website	A customer found that Welsh was not equal to English on the booking pages of Gwella website and there was English only on some sections.	Gwella corrected their website and reminded their senior managers about the importance of complying with the Welsh Language Standards. The WLC decided not to investigate any further.

7.0 Future Priorities and Actions

7.1 Our priorities for 2025/26:

- Finalise the Welsh Language Promotion Strategy and Welsh in the Workplace Policy.
- Implement the Welsh Language Skills Strategy and seek funding for a full-time Welsh tutor from the National Centre for Learning Welsh.
- Develop a new Hwb Cymraeg on the intranet.
- Continue to complete self-assessments against the Welsh Language Standards to identify areas of non-compliance and where we need to improve.
- Continue to review place-names in Flintshire in line with the Place-names Standardisation Panel recommendations.

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

Appendix 2: Profile of Welsh language skills of the workforce as at March 31st 2025

Portfolio	Headcount	Level 0		Level 1		Level 2		Level 3		Level 4		Level 5		Not Completed	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Chief Executives	64	8	12.50%	37	57.81%	8	12.50%	4	6.25%	4	6.25%	3	4.69%	0	0.00%
Education and Youth	305	63	20.66%	123	40.33%	51	16.72%	23	7.54%	18	5.90%	25	8.20%	2	0.66%
Governance	213	20	9.39%	129	60.56%	38	17.84%	6	2.82%	9	4.23%	11	5.16%	0	0.00%
Housing and Communities	329	108	32.83%	146	44.38%	39	11.85%	14	4.26%	11	3.34%	10	3.04%	1	0.30%
People and Resources	193	12	6.22%	116	60.10%	37	19.17%	9	4.66%	10	5.18%	9	4.66%	0	0.00%
Planning, Environment and Economy	210	31	14.76%	115	54.76%	30	14.29%	10	4.76%	12	5.71%	8	3.81%	4	1.90%
Social Services	1,148	464	40.42%	410	35.71%	164	14.29%	34	2.96%	34	2.96%	36	3.14%	6	0.52%
Streetscene and Transportation	514	279	54.28%	164	31.91%	39	7.59%	8	1.56%	7	1.36%	11	2.14%	6	1.17%
Grand Total	2,976	985	33.10%	1,240	41.67%	406	13.64%	108	3.63%	105	3.53%	113	3.80%	19	0.64%