

Welsh Language Standards Annual Report

Cymraeg

April 2025 -
March 2026

Mae'r cyhoeddiad hwn
ar gael yn y Gymraeg



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Welsh Language Standards Annual Monitoring Report April 2025 – March 2026

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Welsh Language Standards Annual Monitoring Report

April 2025 - March 2026

Executive Summary

Croeso to our Welsh language standards Annual Monitoring Report for the period 2025/26 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 opened our first new Welsh school “Ysgol Gymraeg Croes Atti”, which also offers a Welsh-language immersion programme to support pupils transferring from English-medium education. A dedicated community room will provide facilities for early years groups and wider community use.
- To raise the profile of our Welsh services, we hosted a stand at the Eisteddfod Genedlaethol in Wrexham.
- We are continuing to reduce the number and percentage of employees who report that they do not have any Welsh language skills. This decreased, from 985 (33.10%) employees in March 2025 to 871 (28.67%) in March 2026.
- The number and percentage of employees who report that their Welsh language skills are at level 5 increased from 113 (3.80%) in 2025 to 127 (4.18%) in March 2026. This demonstrates we are continuing to slowly increase the number and percentage of employees who can speak Welsh.
- We have taken more action to actively promote Welsh services and the use of Welsh by:
 - using a little bit of Cymraeg in English social media posts; and
 - publishing videos to promote Welsh.

We know that we need to continue to make progress and our priorities for 2026/27 are:

- 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.
- Develop employees’ confidence using their Welsh - whatever their level of skill.

Neal Cockerton
Chief Executive

Councillor Mared Eastwood
Cabinet Member for Education, Welsh
Language, Culture and Leisure

Welsh Language Standards

Annual Monitoring Report 2025/26

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 2025 to 31 March 2026, 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 2025/26

- 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 2025/26.

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 2025/26, Portfolios have continued to complete self-assessment against a range of the Welsh language standards to identify areas for improvement.
- 3.2.3 We have a mandatory service check process for CRM (customer relationship management) e- forms. As part of this, someone must formally sign off that the Welsh content is equivalent to the English content before an e-form can go live.
- 3.2.4 During 2025/26 there were 128,326 page views to the Welsh pages of the website an increase from 80,481 views during 2024/25. 62 customers (out of approximately 306,000) have chosen Welsh as their preferred language for "My Account". "My Account" is the portal where residents can self-serve and keep track of any requests that they have made with the Council.

3.2.5 We also monitor visits to our social media sites. The results or 2025/26 are set out below. It was a quieter year on social media, so some of the numbers are smaller than during 2024/25. However, the overall engagement rates for all the pages have increased. The Council has not used X as much during 2025/26 so the figures for those pages are significantly lower in general.

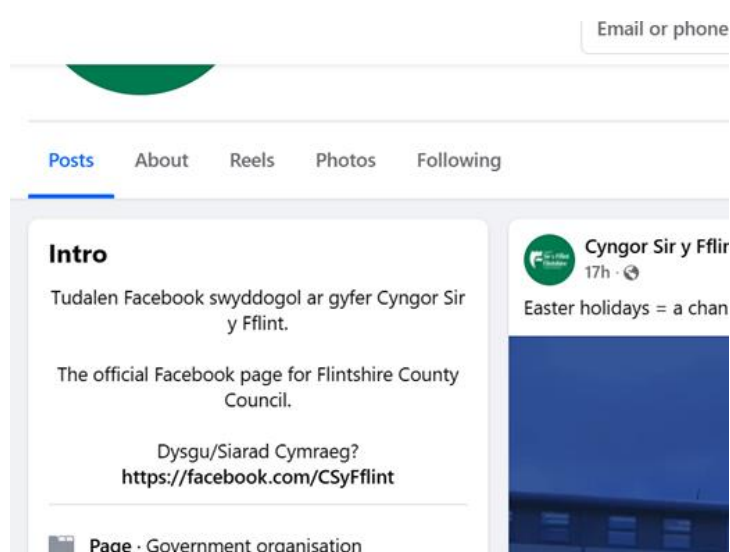
2025/26

Stat	Facebook		X (Twitter)	
	Cymraeg	English	Cymraeg	English
Views	32,673	3,785,994	6,024	136,909
Content interactions (reactions, comments, shares)	253	16,161	n/a	n/a
Link Clicks	63	9,190	443	3,174
Comments	149	3,830	50	930
Engagement Rate	3.12%	2.8%	8.45%	2.53%

2024/25

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%

3.2.6 English social media sites, signpost viewers to the Welsh site as in the following example:



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. In 2025/26, there were a total of 7540 adult assessments. There is evidence of the Welsh Active Offer being offered for 4524 assessments (60% of adult assessments in the year). There were 73 assessments where the Welsh Active Offer was accepted.

3.2.8 Services offered in Welsh:

Births, Deaths and Marriages

All ceremonies are introduced with a bilingual greeting.

	2023/24		2024/25		2025/26	
	English	Welsh	English	Welsh	English	Welsh
Birth registrations	28	2	23	5 (bilingual)	25	0
Notices of Marriage	1233	22	1108	10 (bilingual)	1228	0
Marriage ceremonies	472	3 (with a Welsh element)	560	7 (in Welsh or bilingually)	551	12
Death registrations	Data not previously reported	Data not previously reported	Data not previously reported	Data not previously reported	601	2 (bilingual)

Telephone calls

	2023/24		2024/25		2025/26	
Contact Centre	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	25,358	333	23,820	364	21,779	267
Council Tax	35,502	49	32,276	41	32,132	43
Business Rates	2,318	7	1,975	8	2,239	6
Enforcement	4,237	15	4,718	11	4,489	21
Sundry Debts	5,735	53	7,458	119	6,818	71

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 are working with a film company to record employees speaking various levels of Cymraeg. The aim is to show potential job applicants the levels of Cymraeg required for advertise job vacancies and encourage everyone to feel confident using their Welsh. These videos will be published during 2026/27.

3.3 Compliance with Policy making standards

- 3.3.1 We are continuing to work with Manchester University on improving our Impact Assessment tool which includes the WLC's guidance. We have established a working group to improve quality of impact assessments.
- 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 2025/26 is set out below:

Grant	2025/26	
	Total number of applications	Number of applications made in Welsh
Community Chest	53	1
Community Endowment Fund	4	0
Welsh Church Act Fund	6	0
Parc Adfer Fund	10	0

- 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. We are continuing to target employees who assessed themselves as having zero Welsh language skills to reassess their skills or attend training. This is resulting in the reduction of employees who reported that they did not have any skills in Welsh, from 33.10% in March 2025 to 28.67% in March 2026.
- 3.4.3 The Welsh in the Workplace Policy has been 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. Included in this policy:
- Guaranteed interview scheme of Welsh speaking job applicants who meet the essential criteria.

- Vacant posts will not be advertised without a current (within previous five years) Welsh language skills assessment for the post.

3.4.4 Of contracts issued to new employees during 2025/26, four were provided in Welsh. Payslips are not provided in Welsh. Work is being carried out to produce bilingual payslips by the end of 2026.

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 2025/26.

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 Issues on complying with the standards are discussed monthly with the Chief Officer for Education and Youth (as lead for Welsh language) and annually to our Chief Officer Team or more frequently if necessary. 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 in Flint and Ewloe offices to support learners to practise their Welsh in a safe environment. These sessions are facilitated by Welsh speakers.

4.2 Our 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 We have started to use some Cymraeg in our English social media posts, raising the profile of the language naturally.



- 4.6 A Task and Finish Group has been established to review the recommendations of the WLC's Place-names Standardisation Panel. We are working closely with other community councils on their views on the recommendations set out in the WLC's report.
- 4.7 Pupils from primary schools are working with the Business Team to investigate and promote Cymraeg in the community. Pupils have been interviewing businesses to identify barriers and generate ideas to improve the use of Cymraeg. The next stage of the project will involve pupils creating resources to promote Cymraeg which will be shared with businesses.
- 4.8 **Education and Youth**
 - 4.8.1 Flintshire Play Development continues to support the integration of refugee families into their new communities while introducing children and families to

Cymraeg and Welsh culture. This is primarily achieved through the open-access playschemes delivered during school holidays, where children are able to take part in freely chosen play opportunities alongside local children. These sessions provide a welcoming and inclusive environment where language barriers are reduced through play, helping children build friendships, confidence and a sense of belonging within their communities.

- 4.8.2 In addition to the wider playscheme programme, the team also delivers a specific provision in Mostyn, which has supported families who have recently relocated to the area. These sessions provide opportunities for children to explore play materials, local spaces and Welsh cultural elements in a relaxed and informal setting, helping families become more familiar with their community.
- 4.8.3 Alongside this community-based work, the Play Development Team delivers PlayWell sessions within schools. These sessions target children who may be experiencing additional barriers to wellbeing and participation, including children with English as an Additional Language (EAL), those who have experienced trauma, or children affected by Adverse Childhood Experiences (ACEs). Through play work approaches and child-led play opportunities, PlayWell sessions provide safe spaces for children to build relationships, regulate emotions and develop confidence.
- 4.8.4 Across all of this work, play acts as a universal language. It enables children from different cultural backgrounds to connect with one another while also offering opportunities to introduce Welsh language and culture in a natural and accessible way. This approach helps support integration, strengthens community connections and promotes a sense of belonging for children and families settling in Flintshire.
- 4.8.5 Out of a total of seven full-time permanent employees and seven relief employees, six are Welsh speakers and five are learning Welsh. A strong Welsh language culture has been established within the Team, where all members are encouraged to use Welsh with one another, regardless of their proficiency. Welsh is now a natural part of daily interactions within the Team.
- 4.8.6 After successfully integrating a natural Welsh language environment in both Saltney and Connah's Quay Youth Clubs, packs to promote Cymraeg have been shared with the remaining Youth Clubs. Use of Cymraeg is now reported weekly throughout Youth clubs as it has been integrated as part of the standardised evaluation process.
- 4.8.7 Through using the shared space in Saltney Youth Centre we have successfully been able to engage a number of young people during the cross over lunch time where young people arrive at school as well as leave. The young people have been able to utilise the resources in the coffee shop to gain employability skills as well as interpersonal skills, all whilst having a clear presence of Welsh language. This has demonstrated natural use of Welsh in a unique and more relatable setting

- 4.8.8 A trip to the Eisteddfod Genedlaethol in Wrexham was organised by the Youth Service. The young people engaged in an activity, “a scavenger hunt” around the ‘Maes’ to explore the extensive elements of Welsh culture on display, from food to creative arts.
- 4.8.9 Primary schools in Flintshire continue to engage positively with the Siarter Iaith and Cymraeg Campus objectives, strengthening opportunities to increase the social use of Cymraeg. To date, four schools have achieved the Aur/Gold Cymraeg Campus award, twelve schools have received the Arian/Silver award, and 51 schools have been awarded the Efydd/Bronze level.
- 4.8.10 A number of additional schools are currently awaiting verification in the Summer term for the Efydd/Bronze and Arian/Silver awards, and one of the Aur/Gold level schools is due to be assessed for the ‘Ôl Aur’ post Gold recognition. Across all schools, the ‘Ciriwiau Cymraeg’ play an active role in shaping Welsh language priorities and planning activities. In several settings, they are particularly effective in engaging and influencing the wider school community.
- 4.8.11 The first new Welsh medium school to be built by the Council since its inception in 1996 has been completed. Ysgol Gymraeg Croes Atti is a purpose-built Welsh-medium primary school for 240 pupils and opened its doors in November 2025, it includes dedicated spaces for early years childcare, community use, and a Welsh immersion programme – all designed to support a thriving bilingual future.



4.9 Social Services

- 4.9.1 Promoting the Welsh language and raising awareness of the language with both staff and users of service is a key part of increasing the use of the language and delivering and supporting staff to learn Welsh. Our adult services celebrate Dydd Gŵyl Dewi every year and supported by

Menter Iaith, our care homes and extra care schemes have fun marking the day with craft activities, Welsh themed menus, creating fun videos and encouraging residents and staff to greet one another in Welsh.

- 4.9.2 Social Services are an ARFer Project pilot, a behavioural-science-based initiative developed at Bangor University's Canolfan Bedwyr to increase the use of the Welsh language in the workplace. It is designed to help colleagues gradually shift their everyday work habits so that Welsh becomes a natural, default part of communication.
- 4.9.3 We have recently re-introduced the Paned a Sgwrs lunchtime session at Tŷ Dewi Sant offices, to provide an informal meeting space for learners of all abilities to come together and practice their conversational Welsh language skills.
- 4.9.4 Social Services employees take advantage of the resources provided by Social Care Wales, including the video resources that help our workforce understand why language is much more than a tool for communication. When someone speaks your language it's easier to express your feelings, describe your emotions and feel belonging. This is even more important for people who are vulnerable, living with disabilities or in poor health and underlined the reason for the sector specific guidance outlined in the Mwy Na Geiriau Fframwaith/Framework.

4.10 Events

- 4.10.1 Throughout the year we have participated in key activities and events to promote the Welsh language. These include:
- Eisteddfod Genedlaethol – we promoted our Welsh services during the Eisteddfod, including Trading Standards, Countryside Services, Play Team, Social Services, Tourism and the Youth Service. We also used this opportunity to showcase the work of Siarter Iaith and Criw Cymraeg students. Our Pencampwyr Cymraeg, Welsh speakers and Welsh learners hosted the stand. Entertainment was provided by Ysgol Maes Garmon.
 - 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.
 - Over 150 young people took part in a session on Welsh language music and how music can support them with learning, using and experiencing Welsh.

- World Book Day – we used a video to promote Welsh books, Welsh learners conversational groups, activities in Welsh in our libraries.



- Dydd Gŵyl Dewi- this was celebrated in our care homes and extra care schemes as well as a parade and performance in Flint town. We produced a video to encourage everyone to participate and have a go to say “Dydd Gŵyl Dewi Hapus.” Local businesses, schools, care homes, Countryside services volunteers, Gwella Libraries and Leisure, elected members and employees participated in the video. St David’s Day drew to a close with the lighting of the dragon beacon at Bagillt.





- 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. We also provide a grant to Mudiad Meithrin to support the delivery of early years Welsh language provision. Through their activities, both organisations actively contribute to the targets in the Council's Welsh in Education Strategic Plan to increase the number of learners accessing their statutory education through the medium of Welsh. Both are key members of the Council's Welsh in Education Forum.

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. Through implementing our Welsh Language Skills Strategy, we are continuing to reduce the number and percentage of employees who report that they do not have any Welsh language skills. This slightly decreased, from 985 (33.10%) employees in March 2025 to 871 (28.67%) in March 2026. In March 2021, 992 (35.45%) employees reported that they did not have any Welsh skills.
- 5.2 The number and percentage of employees who report that their Welsh language skills are at levels 4 and 5 is increasing as can be seen in the following table.

Welsh language skills	2023		2024		2025		2026	
	No.	%	No.	%	No.	%	No.	%
Level 4	101	3.42%	102	3.40%	105	3.53%	108	3.55%
Level 5	89	3.02%	101	3.36%	113	3.80%	127	4.18%

- 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.
- We are continuing to target training at employees who report that they do not have any Welsh language skills.

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.

Number of employees attending Welsh language skills training.

Level	2020/21	2021/22	2022/23	2023/24	20204/2 5	2025/26
	Number	Number	Number	Number	Number	Number
Basic Language Skills	11	4	64	129	89	0
Entry	28	28	29	28	21	16
Foundation	10	8	7	13	10	5
Intermediate	1	6	9	2	4	3
Advanced	6	3	1	2	3	3
Proficient	3	0	0	0	0	0
Total	59	49	110	174	127	27

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:

Profile of training provided through the medium of Welsh

	2023/24		2024/25		2025/26	
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	153	0	8	0	7
Dealing with the public	0	0	0	0	0	0
Health and safety	0	136	0	42	0	22
Induction	0	24	0	0	0	17
Performance Management	0	9	0	0	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 laith, 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 2025/26 is set out in the following table:

Category	Number of posts categorised	Percentage of posts categorised
Welsh language essential	0	0
Welsh desirable	23	100
Need to learn Welsh	0	0
No Welsh language skills required	0	0

In comparison with previous years:

Category	Number					
	20/21	21/22	22/23	23/24	24/25	25/26
Welsh language essential	3	4	1	5	3	0
Welsh desirable	2	2	0	27	43	23
Need to learn Welsh	9	0	0	0	1	0
No Welsh language skills required	46	46	40	13	0	0

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 2025/26, we received two complaints directly:
1. A customer did not receive response in Welsh when making a call to the Welsh telephone line of the Contact Centre. An apology was issued to the customer and an explanation was provided. Unfortunately, a Welsh-speaking advisor was not available at the time of the call. As a result, the call was transferred to a third-party provider who supports the Council with handling calls in Welsh. The call should

have been answered in Welsh, and the customer should have been offered a call back. The third-party provider has referred to this as a lack of training and has addressed the matter with the agent who handled the call.

2. A customer complained that the Welsh was not correct and did not match the English on a brown bin sticker. The sticker has now been amended and the Welsh is correct. Any further stickers highlighted to the Council as being incorrect are replaced when Streetscene is notified.

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

Details	Outcome and action taken
A customer received a response in English following an enquiry submitted in Welsh to the FOI Team.	The team were reminded about the importance of responding in Welsh to Welsh correspondence. The relevant system had already 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. The Commissioner decided not to take any further action.

7.0 Future Priorities and Actions

7.1 Our priorities for 2026/27:

- 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.
- Develop employees' confidence using their Welsh - whatever their level of skill.

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 2026

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	60	6	10.00%	37	61.67%	7	11.67%	3	5.00%	4	6.67%	3	5.00%	0	0.00%
Education and Youth	303	64	21.12%	117	38.61%	51	16.83%	25	8.25%	18	5.94%	27	8.91%	1	0.33%
Governance	202	17	8.42%	125	61.88%	36	17.82%	4	1.98%	8	3.96%	11	5.45%	1	0.50%
Housing and Communities	361	115	31.86%	164	45.43%	41	11.36%	13	3.60%	13	3.60%	15	4.16%	0	0.00%
People and Resources	197	16	8.12%	113	57.36%	39	19.80%	8	4.06%	10	5.08%	11	5.58%	0	0.00%
Places and Growth	216	18	8.33%	136	62.96%	34	15.74%	10	4.63%	10	4.63%	8	3.70%	0	0.00%
Social Services	1173	359	30.61%	533	45.44%	164	13.98%	37	3.15%	36	3.07%	41	3.50%	3	0.26%
Streetscene and Transportation	526	276	52.47%	177	33.65%	40	7.60%	8	1.52%	9	1.71%	11	2.09%	5	0.95%
Grand Total	3038	871	28.67%	1402	46.15%	412	13.56%	108	3.55%	108	3.55%	127	4.18%	10	0.33%