



# **Flintshire County Council Welsh Language Annual Report April 2019 - March 2020**

We can provide this information in alternative formats or in your own language

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg

# Welsh Language Annual Report

2019/2020

## Monitoring Report 2019 - 2020

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## **Executive Summary**

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

This is the fourth Welsh Language Annual Monitoring Report following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2019 to March 2020. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of notable improvement is the increased number of employees who have completed the Welsh language skills assessment, nearly 100% of employees have now completed this audit. This information will help managers plan how they will be able to develop a workforce to support them to deliver bilingual services. We were pleased to be able to provide financial support to Menter Iaith Fflint a Wrecsam to increase the number of events to celebrate Gŵyl Dewi Sant, one was held in Flint and one event held in Connah's Quay. These events helped to raise the profile of Welsh language in our communities and reinforce Welsh identity.

We recognise that we are making progress but there are still improvements to be made. During the next 12 months we will increase the number of employees who report that they have some (level 1) Welsh language skills and continue to ensure our workforce complies with the Standards.

Colin Everett  
Chief Executive

Councillor Billy Mullin  
Cabinet Member for Corporate  
Management

# Welsh Language Standards Annual Monitoring Report 2019-20

## 1. Introduction

- 1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.
- 1.2 The aim of the Standards is to
  - improve the services Welsh speakers can expect to receive from organisations in Welsh.
  - increase the use people make of Welsh language services.
  - make it clear to organisations what they need to do in terms of the Welsh language.
  - ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.
- 1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet on performance in relation to the Standards. A mid-year report on areas of improvement will also be reported to Cabinet. This report focuses on the period 1st April 2019 to 31st March 2020.
- 1.5 We have published a list of actions we have taken to comply with the Standards on our website.
- 1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

## **2. Compliance with Service Delivery Standards**

- 2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.
- 2.2 Specific guidance has been issued to employees for:
- Arranging meetings and events
  - Corporate Branding
  - Consultation and research
  - Dealing with telephone calls
  - Dealing with correspondence
  - Producing documents, certificates for the public
  - Public address systems
  - Reception services
  - Setting up email signatures
  - Signage
  - Social media, websites, self - service machines
  - Tenders and contracts
  - Using Welsh at work
  - Website
- 2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer on emails which are sent externally.
- 2.4 Iaithe Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaithe Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners are then provided with Iaithe Gwaith badges and lanyards.
- 2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.
- 2.6 Members of the public who apply for courses run by the Council are asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh.
- 2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.
- 2.8 A Complaints Procedure is already in place and has been amended to ensure it is compliant with the Welsh Language Standards. Complaints about Welsh language are set out in section six.

- 2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established. The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh. This network is chaired by the Chief Officer for Education and Youth.
- 2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.
- 2.11 Agendas and minutes from Committee meetings are available in Welsh.

### **3. Compliance with Policy Making Standards**

- 3.1 An electronic Integrated Impact Assessment framework which includes Welsh language has been developed. This is now included within the corporate performance management system to ensure that progress in completing integrated impact assessments can be monitored more effectively.
- 3.2 Menter Iaith Fflint a Wrecsam attend the Integrated Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to the impact assessments as they are being undertaken.
- 3.3 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.
- 3.4 A Directory of Groups, providing a list of organisations with whom managers should consult when they develop new and update existing policies is available on the intranet. This Directory includes a list of organisations representing Welsh speakers.

### **4. Compliance with Operational Standards**

- 4.1 A Welsh in the Workplace Policy has been agreed and published on the intranet- this is the Council's policy for using Welsh and encouraging the use of Welsh internally.
- 4.2 New signage and updated signage is in Welsh and English - Welsh positioned above or to the left of English signage. All signage in the Council's new building "Tŷ Dewi Sant" is fully bilingual - Welsh positioned so that it is read before the English. A review of Council buildings is in progress to ensure all signage in Council buildings is fully bilingual.
- 4.3 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh. A designated page is available on the intranet to support Welsh speakers.

- 4.4 Employees and managers have been informed of the Operational Standards and the rights of employees.
- 4.5 Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. This is printed on employees' payslips ensuring the message reaches all employees and is included in the Induction checklist.
- 4.6 New employees are asked in which language they would like their contract to be issued.
- 4.7 Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh.
- 4.8 Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.
- 4.9 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 employees to encourage them to participate.
- 4.10 Instructions on how to set up laith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees. Employees can also request to have the words "Siaradwr Cymraeg" or "Dysgwr Cymraeg" after their name on their email address, to show they are Welsh speakers or Welsh learners. laith Gwaith lanyards and badges for Welsh speakers are available and Welsh learners have been provided with "Dysgwr" lanyards and badges.
- 4.11 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:
- complete the Welsh language skills assessment;
  - identify the need for any Welsh language training;
  - complete the Welsh language awareness e-learning module;
  - can access Cysgliad;
  - are provided with the laith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
  - set up their "out of office message" bilingually; and
  - set up a bilingual email address.
- 4.12 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

Requests for annual leave and sickness absence are made electronically, a Welsh version of request forms are available.

All information from Occupational Health is bilingual.

4.13 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 2019/2020 is set out below.

Category	Number			
	2016/17	2017/18	2018/19	2019/20
i) Welsh language essential	17	8	14	2
ii) Welsh needed to be learnt when appointed	0	0	0	0
iii) Welsh desirable	9	40	42	12
iv) Welsh language skills not essential	277	185	207	66
TOTAL	294	233	263	80

We are currently working on our process to assess the Welsh language skills of posts and setting minimum Welsh language skills requirements for specific posts.

4.14 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.15 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 97.18% of employees have completed the audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.



Table 1: Number and percentage of employees who have completed the Welsh language skills audit as at March 31<sup>st</sup> 2020.

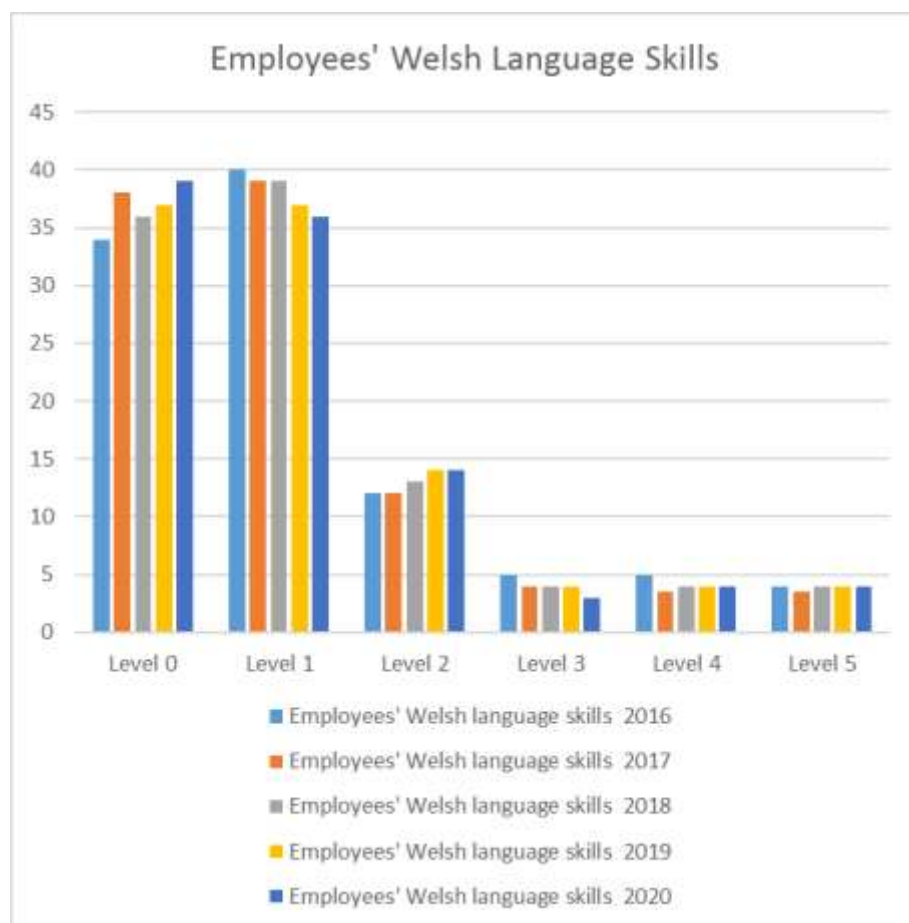
Portfolio	% Completion
Chief Executives	100.00%
Education and Youth	88.03%
Governance	98.48%
Housing and Assets	100.00%
People and Resources	100.00%
Planning, Environment and Economy	96.28%
Social Services	97.68%
Streetscene and Transportation	97.11%
<b>Grand Total</b>	<b>97.18%</b>

4.16 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that 38.18% of employees report that they do not have any Welsh language skills and only 3.47% of employees report that their skills are level 5. This is consistent with previous profiles of the skills of the workforce. To reduce the number and percentage of employees who report that they do not have any Welsh language skills, completing the National Centre for Learning Welsh e-learning modules will be part of induction for new employees who do not have any Welsh skills. The e-learning module will also be piloted within the Education and Youth and Social Services portfolios. We are exploring ways of how to develop the skills of employees who to ensure they progress to higher levels.

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2020.

Portfolio	Level 0		Level 1		Level 2		Level 3		Level 4		Level 5		Not Recorded	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Chief Executives	8	18.18%	14	31.82%	10	22.73%	4	9.09%	3	6.82%	5	11.36%	0	0.00%
Education and Youth	48	20.51%	86	36.75%	36	15.38%	11	4.70%	13	5.56%	12	5.13%	28	11.97%
Governance	58	29.29%	85	42.93%	29	14.65%	6	3.03%	9	4.55%	8	4.04%	3	1.52%
Housing and Assets	135	40.66%	130	39.16%	34	10.24%	12	3.61%	13	3.92%	8	2.41%	0	0.00%
People and Resources	43	23.63%	77	42.31%	35	19.23%	9	4.95%	13	7.14%	5	2.75%	0	0.00%
Planning, Environment and Economy	50	26.60%	71	37.77%	28	14.89%	8	4.26%	15	7.98%	9	4.79%	7	3.72%
Social Services	430	41.55%	326	31.50%	156	15.07%	34	3.29%	28	2.71%	37	3.57%	24	2.32%
Streetscene and Transportation	284	51.36%	174	31.46%	48	8.68%	10	1.81%	9	1.63%	12	2.17%	16	2.89%
<b>Grand Total</b>	<b>1056</b>	<b>38.18%</b>	<b>963</b>	<b>34.82%</b>	<b>376</b>	<b>13.59%</b>	<b>94</b>	<b>3.40%</b>	<b>103</b>	<b>3.72%</b>	<b>96</b>	<b>3.47%</b>	<b>78</b>	<b>2.82%</b>

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017, 2018, 2019 and 2020.



## 5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2019/20, 151 employees completed this training compared to 283 employees in 2018/19. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2 We are required to report:

i) the number of employees who attended courses through the medium of Welsh. No employees requested training through the medium of Welsh during 2019/20.

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

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 below:

Title of course	Number of employees who attended training in Welsh
Recruitment and interviewing	0
Performance Management	0
Grievance and Disciplinary Procedures	0
Induction	0
Dealing with the public	0
Health and Safety	0

### 5.3 Welsh language skills training

A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was a decrease in the number of employees who attended Welsh language skills training during 2019/20; 57 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

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

5.4 In previous years apprentices have completed Welsh learning as part of their framework. However, the trainee weekly attendance at college has now been reduced to once fortnightly and therefore this has impacted on the total learning figures overall as the apprentices have been unable to complete any Welsh language learning.

5.5 To encourage the use of Welsh in the workplace:

- employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad
- external training providers have been asked to provide bilingual slides within their presentations such as Croeso/Welcomes, Diolch/Thank you.
- managers are being provided with book marks with a sample of expressions to use in meetings.

- expressions to use in shops and cafes in Council premises are promoted during Su'mae Day.
- Managers started and finished all meetings on Su'mae Day.
- "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases.
- Panad a sgwrs conversation sessions are held monthly for Welsh learners in different locations; these are facilitated and supported by Welsh speaking employees.

Some teams are supporting each other to develop and use their Welsh language skills, for example, Welsh speakers in the Contact Centre Team use Welsh with on Welsh speakers and encourage them to say a few words every day.

5.6 Moving forward the Council has now registered for the ["Work Welsh"](#) Welsh language e-learning modules "Taster" course and "Welcome Back". We are piloting this in different portfolios, 16 employees have registered for this course during 2019/20. We will report on completion rates from 2021 onwards.

## 6. Complaints

6.1 During 2019/20 we received two complaints, compared to six complaints during 2018/19. Within our 2018/19 Welsh language annual monitoring report, we reported that two complaints were under investigation by the Welsh Language Commissioner. The Commissioner has determined that the Council did breach the Welsh Language Standards as a contractor failed to comply. The Commissioner has issued a notice requiring us to undertake specific actions, including:

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

These are in progress and are due to be completed by the end of July 2020 when we will be required to submit evidence to the Commissioner that these have been achieved.

6.2 The breakdown of complaints 2019/20 is set out below

Class of Standard	Number of complaints
Operational	0
Service Delivery	2
Policy making	0
Promotion	0

The complaints for 2019/20 are set out below and relate to the Service Delivery Standards.

Complaints Service Delivery	Outcome
Welsh not equal to English on information published on promotional material	Information corrected and future planned promotional material updated. Clarification of process with Translation Service to ensure future amendments from translator are not missed. Welsh Language Commissioner decided not to proceed with an investigation as we had taken action to address the issue and prevent future recurrences
Correspondence sent in English and not in Welsh.	Welsh Language Commissioner did not investigate as the letter was sent on behalf of the Returning Officer, who is not subject to statutory language duties and therefore the Commissioner is unable to investigate

## 7. Welsh language Promotion

7.1 We have developed and published a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. We will support an **increase** of the current level of Welsh speakers from (13.2%/ 19,343) within the county to 21,891 (15%) during this period. This equates to an increase of approximately 2548 Welsh speakers (over the age of three years) over the next five years. This takes into account the increase in children attending Welsh medium education as identified in the Welsh in Education Strategic Plan as well as an increase in the number of adults learning Welsh. Our longer term vision, post 2024, is to increase the number of Welsh speakers to create a bilingual county where Welsh language is a natural part of everyday life.

The [Welsh in Education Strategic Plan](#) and the Welsh Government's [More than Just Words Framework](#) are key strategies supporting our work to promote the Welsh language.

### 7.2 Promoting Welsh to local businesses and in the community

Menter Iaith has been provided with additional funding to support the development of Welsh Language Forums. We also provided financial support, including funding from the Business Development Team, and accessed a grant through the Regional Community Cohesion fund to celebrate St David's Day with local communities.

7.3 Two events were held one in Flint and one in Connah's Quay, both included performances by local school children. Council reception points were decorated and the local libraries decorated public facing areas with daffodils and bunting.

Local shops participated by entering a St David's Day window dressing competition.

- 7.4 Within Connah's Quay and Shotton area of Flintshire, Menter Iaith were supported with funding through the Business Development Team and the Regional Community Cohesion grant to:
- hold a community centred celebration to promote and celebrate Welsh culture and language.
  - introduce Welsh culture and the Welsh language to members of the community who do not hear or see the language and culture day to day.
  - promote the benefits of the Welsh language to schools / businesses and other contacts.
  - create a sense of belonging and community.

Seven local schools attended this event which was held in the local Civic Hall, all of whom performed in front of families and members of the public. Approximately 80 members of the public came to the celebration.

- 7.5 The events in Flint and Connah's Quay raised awareness of the Welsh language and culture amongst the schools, parents, local businesses and the whole community. It shows that the Welsh language is not just a classroom language or a work language but a language that is accessible to all and visible in the community. Bringing the communities together in this way created a sense of belonging and reinforces the saying that Welsh language and culture belongs to everyone whether they speak the language or not. We were pleased that the Regional Community Cohesion officer worked with Menter Iaith to encourage the Eastern European shops to participate in the window dressing competitions.
- 7.6 Additional outcomes from these event has been the connections made between Town Councils and Menter Iaith and local community groups and Menter Iaith. For example, Connah's Quay Town Council has asked Menter Iaith to work with them to introduce more Welsh to the Quay Festival in June i.e. to co-ordinate bilingual announcements and to work with Dee Radio to offer this service. The Town Council has invited Menter Iaith to attend events organised by them to promote Menter Iaith's work and to share information regarding the Welsh language for example at Christmas fairs. Shotton Town Council are also keen to continue working with Menter Iaith. In addition, a local community church in Flint, The River Dee community church, which hosts events for local people and Refugees is now working with Menter Iaith to start including Welsh activities within their programme.
- 7.7 On Su'mae day and Saint Dwynwen's Day we displayed posters on the television screens in Flintshire Connects and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter. We also participated in Diwrnod Hawliau'r Gymraeg "Welsh language Rights Day" in December, promoting awareness of Welsh language services we offer and informing people of their rights to receive services through the medium of Welsh.
- 7.8 Theatr Clwyd commissioned a production of "Mold Riots" which was performed in the town of Mold with a community cast of 100 and professional actors, to commemorate the 150<sup>th</sup> anniversary of the riots which left four

people dead. A mixture of English and Welsh were used in the production which told the story of Mold riots in 1869 in which the mine owner who refuses his workforce the right to speak Welsh in the mine and cutting wages resulted in riots. A number of community groups and workshops were also held including Welsh language visual arts workshops. Weekly Welsh classes were held for members of the cast who wanted to learn Welsh to tell the story.

7.9 In addition, Theatr Clwyd:

- co-produced Y Trol Nath Ddwyn 'Nadolig, their second Welsh language Christmas production with Pontio, Bangor University's Arts and Innovation Centre.
- hold Welsh lessons with Company 25 (drama group) for young people aged 17- 25, prior their weekly drama group.
- hold weekly Stori a Chan sessions in partnership with Cymraeg i Blant for parents and their babies
- has developed a Parkinson's bilingual pilot project working with Parkinson's UK, using dance, music and drama for people who live with Parkinson's.

7.10 The Theatr has continued to include Welsh and bilingual films, productions, concerts and activities within their schedule.

7.11 We provided funding to Menter Iaith to support a bilingual communities' project. Two projects have been established:

**"Estyn Croeso"** in Treuddyn - The aim of the group is to bring together the young and old to share the Welsh language. Their events included a Family fun Afternoon event at Treuddyn Village Hall to promote the Welsh language and bring the community together and Afternoon tea event to provide an opportunity for older people from the village and socialise with the parents and children.

**Lixwm Community Action Group**- who joined in with Estyn Croeso activities, other activities included attending Mold Food Festival where they asked attendees to guess the Welsh names of Flintshire places.

## **8. Future Actions**

8.1 Moving forward during 2020/21 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards.

We will work with our partners to encourage them to promote the Welsh language, thereby increasing the visibility and audibility of Welsh.

8.2 During the next 12 months we will continue to focus on:

- ensuring 100% employees complete the Welsh language skills audit by March 2021;
- increasing the number of employees who complete the Welsh language awareness e-learning module by March 2021;

- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants by March 2021 and ensure all applicants and new employees understand the Council's commitment to the Welsh language and providing bilingual services;
- reducing the number of employees who report that they do not have any Welsh language skills to 25% by March 2021; and
- raising the profile of Welsh language in the workplace and the community.

**For further information please contact us on:**

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## Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	<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>

## Good Practice

- Theatr Clwyd includes Welsh and bilingual films, productions, concerts and activities within their schedule. They have also created a bilingual environment ensuring all signage and labelling in their café is bilingual.
- Promoting Welsh culture language was included within the grant specification for the Regional Community Cohesion Fund.
- The Council's Business Team supported Menter Iaith Fflint a Wrecsam with activities to celebrate St David's Day. The Business Team also worked with businesses to encourage them to promote Welsh produce and participate in Welsh Language Music Day, where possible, as well as St David's Day.
- Panned a Sgwrs are the weekly Welsh conversation groups for Welsh learners and for Welsh speakers who have lost their confidence speaking Welsh or perhaps haven't used it since leaving school. These are facilitated by our Welsh speaking employees to support their colleagues to practise in a safe environment. These are currently being held via video conference to maintain social distancing.
- The Contact Centre Team support each other to practise and use their Welsh language skills, so everyone uses some Welsh during the day.