



WLGA Welsh Language Standards

Annual Report 2020-21

Welsh Local Government Association

The WLGA's primary purposes are to promote a better local government, its reputation and to support authorities in the development of policies and priorities which will improve public service and democracy.

It represents the 22 local authorities in Wales with the 3 fire and rescue authorities and 3 national park authorities as associate members.

Welsh Local Government Association

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1. Introduction

The Welsh Local Government Association (hereafter referred to as the WLGA, or 'the Association') is fully committed to compliance with the Welsh Language Standards as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.

These standards set clear expectations on the WLGA to provide services in Welsh, and to promote the use of the Welsh language through all our services.

The Welsh Language Standards applicable to the Association fall under four categories:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

This fourth Annual Report reviews the WLGA's compliance with the applicable Welsh Language Standards from 1st April 2020 to 31st March 2021.

This document is also available in Welsh.

The WLGA's Welsh Language Standards and Complaints Policy are available to view on the WLGA's website: <https://wlga.wales/welsh-language-standards>.

2. Executive Summary

The purpose of this report is to summarise how the WLGA has adhered to the Welsh Language Standards from April 2020 to 2021. This report also summarises the steps the WLGA has taken to promote the use of the Welsh language within the Association and externally during this period.

Since the first WLGA Welsh Language Skills Audit was completed in 2017, there has been an increase in the number of respondents reporting that they have basic skills in understanding, reading, speaking, and writing in Welsh. Twenty-two percent of respondents to the Welsh Language Skills Audit also reported that they had received training to help develop their Welsh Language skills during the time they have worked for the Association. The WLGA continues to promote formal learning opportunities to learn Welsh through a range of different courses as part of the Association's Training and Development offer available to all staff.

Welsh language skills were listed as desirable for all new vacancies at the WLGA during this reporting period. A further 5 new vacancies, 24% of all new vacancies, deemed

Welsh language skills to be an essential requirement for roles that were recruited between April 2020 and 2021. Several aspects of the candidate assessment process were completed through the medium of Welsh for roles where Welsh language skills were deemed essential.

The WLGA has responded to several requests for information from the Welsh Language Commissioner's office, including the request for support by providing feedback on the Welsh Language Commissioner's consultation on the Draft Code of Practice for the No.2 (2016) regulations of the Welsh Language Standards. The WLGA has continued to demonstrate a high level of compliance across the four categories of Welsh Language Standards and have provided supporting evidence to the Welsh Language Commissioner's office as part of a recent self-assessment exercise.

During the reporting period all meetings were held virtually and the WLGA have continued to make elected members and stakeholders aware of the Welsh language services available, promoting the use of Welsh in meetings and providing the necessary simultaneous translation services.

All contracts and tenders and their accompanying documentation were made available in Welsh and English. Moreover, the tender for the WLGA rebrand contract included a specific criterion to help score each design agency's ability to deliver a bilingual visual brand and strategy.

The WLGA keeps up to date records on the language preferences of staff members and stakeholders. The WLGA also keeps records of staff members' Welsh language skills, complaints and any policy making updates.

3. Background to the WLGA Welsh Language Standards

The Welsh Language Commissioner undertook a review of the WLGA between November 2014 and February 2015. A Standards Report outlining the conclusions of the investigation was then produced for Welsh Ministers in May 2015 and shared with the WLGA.

In October 2015, the Welsh Language Commissioner highlighted the Welsh Ministers' full response to that report together with the proposed timetable for introducing Welsh language standards for the WLGA.

The Welsh Language Standards (No.2) Regulations 2016 came into effect on 16th of February 2016, and the Welsh Language Commissioner was then duly authorised to issue a notice to the WLGA requiring compliance with one or more of the standards.

A period of consultation followed between 31st March 2016 to 26th May 2016.

In response to further queries raised by the WLGA, the Welsh Language Commissioner issued a determination letter together with a revised compliance notice in May 2017.

In September 2018 the WLGA published the first Annual Report covering the period 1st April 2017 to 31st March 2018. This report is the fourth Annual Report covering the period between 1st April 2020 to 31st March 2021.



The WLGA Welsh Language Standards are owned corporately.

The Annual Report is approved by the WLGA Spokesperson for the Welsh Language with a view to seeking endorsement of the full membership at a meeting of the WLGA's Executive Board.

4. Matters arising during the reporting period

Publicising the standards and WLGA compliance

The WLGA's website has a webpage dedicated to the Welsh Language Standards where users can access the WLGA Complaints Policy and a comprehensive document detailing 'Our Welsh Language Standards and how we comply with them'.

Both documents are available on the following webpage:

<https://www.wlga.wales/welsh-language-standards> .

Internal policies and staff guidance documents were also updated and reviewed by the Strategic Management Team in 2021 and circulated to all staff members.

Requests for information from the Commissioner

The WLGA is under a duty to provide information on how it complies with the standards.

The WLGA's Chief Executive Officer and Head of Education met with a Standards Officer from the Welsh Language Commissioner's office in the Autumn of 2020 to provide feedback on compliance. A further update on the action points raised was provided in the Spring of 2021.

The WLGA supported the Welsh Language Commissioner's request for feedback on the consultation regarding the Draft Code of Practice for the Welsh Language Standards No.2 Regulations (2016) in May 2021.

The WLGA also submitted a 'Self-assessment questionnaire' with a sample of evidence demonstrating the Association's high level of compliance against the relevant Welsh Language Standards, this was submitted in July 2021.

Complaints

During 2020-21 one complaint was received from a member of the public, as a Welsh version of a submission to a Senedd Committee Inquiry was provided later than the English version. The WLGA issued an apology to the complainant and forwarded a Welsh version as soon as it was available. All colleagues were also reminded that Senedd submissions should be made available in English and Welsh at the same time. The complainant was satisfied with this response. All members of staff have also recently attended compulsory training on the Welsh Language Standards and how the WLGA must comply with these.

5. Our Standards

The Chief Executive of the WLGA is responsible for ensuring that we follow the procedures the Association has set in place to monitor and ensure compliance with the standards.

All members of staff also bear responsibility for ensuring that they comply with the standards, and in addition to copies of the WLGA's Welsh Language Standards, further comprehensive staff guidance has been issued as a reference and to assist in this regard.

The WLGA's Strategic Management Team welcome and encourage all queries and any ideas that improve the ways that we can support and enhance the use of Welsh, incorporating as appropriate any recommendations arising from the work of the Welsh Language Commissioner.

The WLGA promotes Welsh language training for staff. Any member of staff who would like to use or learn Welsh can discuss this at any time with their line managers, and support is provided for those who wish to undertake training with the WLGA enabling time off from work to attend courses and/or payment of course fees (depending on the level of course being undertaken). Staff personal development and training needs are covered specifically as part of the WLGA's Staff Appraisal Scheme.

5.1 Service Delivery Standards

The Service Delivery standards relate to how the WLGA interacts with its' customers and stakeholders

Written Correspondence



Where the preferred language of the person we're contacting is not known, all initial correspondence is bilingual, with Welsh placed first either on the left or above any English text.

The WLGA records language preferences of individuals.

When corresponding with groups of people, all correspondence is issued bilingually. If a group convened by the WLGA expresses a language preference, that language preference is recorded and then used thereafter.

Telephone Calls



The WLGA actively encourages staff to use their Welsh at work and has developed a specific policy on 'Using Welsh in the Workplace'.

The WLGA main telephone number is operated by a fully bilingual receptionist.

Staff Guidance has been issued on the WLGA Welsh Language Standards which specifies:

- The verbal greetings to be used and the content of pre-recorded messages for both office and mobile phones with the Welsh language first
- How to deal with incoming calls, and contacting someone by telephone for the first time
- How to record language preferences

The Guidance anticipates that there may be staff who don't feel confident at this stage in their personal development to conduct a conversation fluently in Welsh and if that is the case, they may transfer the call to a colleague who has agreed to provide Welsh language support. The exceptions to transferring such calls are:

- Where the caller requires specific advice, and no Welsh speaker has the required knowledge/understanding of the subject;
- Where the caller requires specific advice, and there is no Welsh speaker available.

Telephone calls are spot checked internally to maintain a high level of compliance and to support colleagues to maintain a good understanding of all key requirements.

Meetings



WLGA Staff Guidance also sets out what must be done when staff invite someone to a meeting, or when more than one person is invited to the same meeting.

For individuals who wish to use Welsh in a meeting, the WLGA will arrange for simultaneous Welsh translation services to be available, unless the member of staff conducting the meeting with that individual speaks Welsh fluently.

The WLGA will arrange for simultaneous Welsh translation services for meetings involving ten or more people (including the WLGA's own staff) where a threshold of 10% of those attending that meeting wish to use Welsh.

For meetings that are open to the public:

- All invitations are sent bilingually, with Welsh first
- Speakers are asked if they wish to use Welsh, and encouraged to do so
- Simultaneous Welsh translation is always provided

- The person chairing the meeting will tell everyone present that simultaneous Welsh translation services are available, emphasising that everyone is welcome to use Welsh
- Any signs are bilingual, with Welsh first
- Any publicity and advertising material is bilingual, with Welsh first
- Any booking forms are bilingual, with Welsh first

Events

The WLGA did not host any public events during this reporting period. All members of staff are aware of the WLGA Corporate Guidance that must be followed when hosting public events.

- All publicity is issued bilingually with Welsh first
- Booking forms, attendance lists and feedback forms are fully bilingual with Welsh first
- Speakers are asked if they wish to use Welsh and encouraged to do so
- Simultaneous Welsh translation is always provided
- The person chairing the event will tell everyone present that simultaneous Welsh translation services are available, emphasising that everyone is welcome to use Welsh
- All written material is provided in Welsh (i.e. Conference Programmes)
- Presentations are available in Welsh
- Staff attending events are encouraged to wear badges and lanyards which indicate that they are able to speak Welsh

Publicity, Signs and Materials

Publicity, Signs and Materials are covered by WLGA Corporate Guidance and in each instance the WLGA adheres to bilingual design principles.

Where there is a Welsh and English version of any sign, the Welsh version is always positioned where it is likely to be read first, either above or to the left of the English version.

All WLGA signs outside and throughout the building, including the reception area are fully bilingual with Welsh positioned to be read first.

As from 1st January 2018 the WLGA has entered into a legal agreement with Conwy County Borough Council for the provision of Welsh/English translation services for:

- Translation of written documents from English into Welsh
- Translation of written documents from Welsh into English
- Establishment and management of a database of work being requested, being undertaken and completed; this database will endeavour to ensure that identical documents being submitted separately are not re-translated, and that similar documents can be identified and the translation needs evaluated to reduce duplication of translated work
- Proof reading of quality control of translated materials

This agreement is reviewed periodically and has been found to be operating well and in accordance with the contract. The Association's Risk Register also lists the agreement under 'business support'; the Risk Register is scrutinized by the WLGA Audit Committee as part of its remit.

Website and Social Media

The WLGA's website and use of Social Media are covered by WLGA Corporate Guidance.

The WLGA's website is bilingual and allows the user to toggle between Welsh and English language pages. An exemption for certain documents is specified under Standard #36: <https://www.wlga.wales/welsh-language-standards> .

Posts to the WLGA's Twitter account are published in Welsh and in English as character limits don't usually permit bilingual tweets; the Welsh version is always published first. <https://twitter.com/WelshLGA>

Reception



Our reception is staffed by a fully bilingual receptionist who also operates the main telephone number and among other duties monitors and coordinates the responses to the general enquiries email inboxes. The written and verbal Welsh language skills of those selected for interview were checked as part of the selection process.

We display a sign in our reception in both Welsh and in English encouraging visitors to use Welsh.

All staff are asked to wear either a Welsh at Work lanyard or a badge to let visitors know that they can speak Welsh.

Email signatures and automated messages



Email signatures and automated messages are covered in the Staff Guidance. Staff are encouraged to add the Welsh at Work symbol where they are comfortable to do so.

Email signatures are fully bilingual, with Welsh first and each emphasises that the WLGA welcomes correspondence in Welsh and in English and gives assurance that both languages will be treated equally.

Contracts

Tenders and accompanying documentation are made available in Welsh and in English and the WLGA welcomes related correspondence in either language.

The WLGA placed two tender notices on Sell 2 Wales during the period covered by this Annual Report.

In March the WLGA Communications Team sent an invitation to tender for the WLGA Rebrand contract to three design agencies. The invitation and specification were sent in Welsh and English.

The specification set out four criteria that proposals should meet and evidence, one of these being - 'Meeting the Welsh Language requirements i.e., the provider must be able to deliver a bilingual branding visual and strategy'. This criterion was worth 25% of the overall score, carrying equal weight to the other criteria.

During the award process, the panel (consisting of representatives from three different WLGA Teams) discussed in detail how the proposals met each of the criteria, including the ability of the agencies to meet the Welsh Language standards and deliver a bilingual branding visual and strategy, in accordance with Standard 79.

The WLGA only contacted agencies that could meet the Welsh Language standards and deliver a bilingual branding visual and strategy. The WLGA took into consideration feedback from the agencies' past clients and projects, which was noted on the score sheet provided to each panel member and panellists were specifically asked to raise any concerns about an agency's ability to deliver on these standards. All agencies clearly demonstrated in their proposals that they could deliver on the Welsh Language criteria.

Raising Awareness of Welsh Language Services

The WLGA ensures that elected members and officers comprising our member authorities and associate member authorities, and the public, understand what services we are able to deliver in Welsh.

To WLGA's New Councillors Guide includes information on key Welsh language services available to promote the use of Welsh and staff members regularly review the Welsh language preferences of stakeholders.

The WLGA actively encourages staff to use their Welsh at work and this is underpinned by a specific policy on 'Using Welsh in the Workplace'.

5.2 Operational Standards

These standards relate to the internal use of Welsh by an organisation

Using Welsh at Work

The WLGA actively encourages staff to use their Welsh at work and has developed a specific policy on 'Using Welsh in the Workplace' which is augmented by comprehensive Staff Guidance on the WLGA's Welsh language standards.

After evaluating how Welsh is used in the workplace following an extended period of remote working during the 2020-2021 reporting period, the WLGA has piloted a new opportunity to further promote the use of Welsh in the workplace. Since April 2021, the WLGA has introduced monthly meetings aimed at building staff confidence when using Welsh in the workplace. These optional meetings offer colleagues the opportunity to form relationships with other Welsh speakers and learners within the organisation so that they may practise their language skills.

All staff have been asked whether they wish to receive documents, forms and correspondence relating to their employment in Welsh.

Language choices of staff are recorded.

Where available, Welsh language interfaces for software are made available, as are language packs and interfaces for Windows and Microsoft Word.

Staff are actively encouraged to use Welsh language grammar and spell-checking software and use of Microsoft Translate (which has been developed and supported by the National Assembly for Wales), however, guidance has been issued cautioning against over-reliance or complacency when using online tools in place of Translation Services.

New internal WLGA policies are translated and made available in Welsh.

Staff are encouraged to wear badges and lanyards which indicate that they are able to speak Welsh.

Training opportunities are offered to those members of staff who wish to learn, or

enhance their Welsh language skills, and any staff member can raise such requests at any time with their line managers.

Welsh Language Skills of the Workforce

In the period leading up to the implementation of the WLGA's Welsh language standards, staff were asked to complete an online survey to establish a baseline audit of the Welsh language skills within the organisation and to determine staff levels of interest in developing, or enhancing staff skills for listening, reading, speaking and writing in Welsh.

A copy of the annual WLGA Welsh Language Skills Survey is reproduced in **Annex A**.

Table 3 – Baseline Audit of WLGA Welsh Language Skills March 2017
(64 responses)

3a: Welsh Language Skills Levels for Listening	No.	%
No skills	40	62.5
Able to understand basic enquiries in Welsh - 'Ble mae ...?', Ga I siarad â ...?'	8	12.5
Able to understand a basic social conversation in Welsh	3	4.7
Able to follow routine conversations involving work between fluent Welsh speakers	3	4.7
Able to follow the majority of conversations involving work including group discussions	3	4.7
Able to understand all conversations involving work	7	10.9

3b: Welsh language Skills Levels for Reading	No.	%
No skills	36	56.3
Able to read basic words and phrases, e.g. signs or short simple notes	13	20.3
Able to read basic material involving work (slowly)	3	4.7
Able to read routine material with a dictionary	3	4.7
Able to read the majority of material in own area	2	3.1
Able to understand all material involving work	7	10.9

3c: Welsh language Skills Levels for Speaking	No.	%
No skills	39	60.9
Able to conduct a general conversation (greetings, names, sayings and place names)	11	17.2
Able to answer simple enquiries involving work	1	1.6
Able to converse with someone else, with some hesitancy, regarding routine work issues	2	3.1

Able to speak the language in the majority of situations using some English words	4	6.3
Fluent – able to conduct a conversation and answer questions for an extended period of time where necessary	7	10.9

3d: Welsh language Skills Levels for Writing	No.	%
No skills	46	71.9
Able to write basic messages – ‘Diolch am y llythyr. Dyma gopi o’r map.’	5	7.8
Able to answer simple correspondence with assistance	2	3.1
Able to draft routine text, with editing assistance	2	3.1
Able to prepare the majority of written material related to the area of work, with some assistance in terms of revision	4	6.3
Skilled – able to complete complex written work without the need for Revision	5	7.8

Staff were asked to think about how they could use Welsh at work, and whether they would be interested in opportunities to learn, develop and improve their skills.

3e: Thinking about how you could use Welsh at work, would you be interested in the opportunity to do any of the following:	No.	%
Learn Welsh (speaking, writing, reading)	27	49.1
Develop specific work-related Welsh language skills (e.g. meet and greet other work area specific languages)	27	49.1
Improve your spoken Welsh	17	30.9
Improve your written Welsh	16	29.1
Other (please specify):	4	7.3

All Staff were alerted to various courses available to them, the way in which they would be supported to undertake training etc. was explained, and they were invited to discuss their training needs and objectives with their line managers.

Staff Training

Staff are encouraged to discuss opportunities for developing their Welsh language skills with their line managers. The WLGA has registered for the Work Welsh scheme operated by The National Centre for Learning Welsh. The WLGA publicises a range of opportunities for members of staff to learn Welsh on the Training and Development shared area. These opportunities range from online taster courses to intensive residential courses through the Work Welsh programme: <https://learnwelsh.cymru/>.

Recruitment

During 2020-21 the WLGA recruited and appointed 21 members of staff.

All posts were evaluated for the level of Welsh skills required and in each case the posts were advertised in Welsh and in English. Welsh language skills were deemed essential for 5 of the 21 posts, 24%. The WLGA were successful in appointing Welsh speakers to these roles.

Welsh language competency was listed as 'desirable' for all 16 remaining posts with the WLGA appointing another 3 colleagues who are fluent Welsh speakers as well as 2 Welsh learners giving a total of 10 new members of staff who are either fluent Welsh speakers or learning Welsh in last year's intake.

Applicants who are interviewed are encouraged to use Welsh at interview if they wish to do so. Simultaneous translation was made available for interviewers in cases where candidates completed elements of their interviews in Welsh.

Successful applicants are given comprehensive Staff Induction, which includes familiarisation with the WLGA's guidance on compliance with the Welsh Language Standards.

5.3 Policy Making Standards

These standards require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably

WLGA Staff are expected to follow detailed guidance provided by the WLGA Policy Impact Assessment Tool.

The section of the WLGA Policy Impact Assessment Tool which relates specifically to the requirements of the WLGA Welsh Language Standards is reproduced below:

How will this policy impact on opportunities for people to use the Welsh language, and on treating the Welsh language no less favourably than the English language?		
What positive or negative effects will this have?	What could be formulated or changed so that it would have positive, or increased positive effects?	What could be formulated or changed so it would not have adverse effects, or decreased effects?

Internal WLGA policies are subject to the same assessment.

5.4 Record Keeping Standards

These standards make it necessary to keep records about some of the other standards, and about any complaints received by an organisation

These records will assist the Commissioner in regulating the organisation's compliance with standards and are available to the Commissioner on request.

5.4.1 Records in relation to Complaints [#141, 142, and 143]

Copies of all complaints are kept, whether or not they relate to the standards to which the WLGA is under a duty to comply, and the steps taken to ensure compliance.

Table 4 – Number of complaints received during 2020-21

Standard area	Number of standards
Service Delivery	1
Operational	0
Policy Making	0
Record Keeping	0

5.4.2 Records in relation to Policy Making [#144]

During the period between April 2020 and April 2021 the WLGA did not consult on any new policies or review any existing policies.

5.4.3 Records in relation to employees Welsh Language Skills [#145]

Audit of WLGA Welsh Language Skills 2020- 2021

(50 responses)

Please tell us your Welsh language skill level for listening:	No.	%
No skills	19	38
Able to understand basic enquiries in Welsh - 'Ble mae...?'; 'Ga i siarad â...?'	17	34
Able to understand a basic social conversation in Welsh	3	6
Able to follow routine conversations involving work between fluent Welsh speakers	1	2
Able to follow the majority of conversations involving work including group discussions	2	4
Able to understand all conversations involving work	8	16

Please tell us your Welsh language skill level for reading:	No.	%
No skills	20	40
Able to read basic words and phrases e.g. signs or short and simple notes	19	38
Able to read basic material involving work (slowly)	1	2
Able to read routine material with a dictionary	0	0
Able to read the majority of material in own area	1	2
Able to understand all material involving work	9	18

Please tell us your Welsh language skill level for speaking:	No.	%
No skills	23	46
Able to conduct a general conversation (greetings, names, sayings and place names)	14	28
Able to answer simple enquiries involving work	2	4
Able to converse with someone else, with some hesitancy, regarding routine work issues	2	4
Able to speak the language in the majority of situations using some English words	2	4
Fluent – able to conduct a conversation and answer questions, for an extended period of time where necessary	7	14

Please tell us your Welsh language skill level for writing:	No.	%
No skills	27	54
Able to write basic messages – ‘Diolch am y llythyr. Dyma gopi o’r map.’	13	26
Able to answer simple correspondence with assistance	1	2
Able to draft routine text, with editing assistance	1	2
Able to prepare the majority of written material related to the area of work, with some assistance in terms of revision	2	4
Skilled – able to complete complex written work without the need for revision	6	12

Thinking more about how you could use Welsh at work, would you be interested in the opportunity to do any of the following:	No.	%
Learn Welsh (speaking/writing/reading)	18	48.6
Develop specific work-related Welsh language skills (e.g. meet and greet or other work area specific language)	17	45.9
Improve your spoken Welsh	16	43.2
Improve your written Welsh	12	32.4
Other (please specify):	1	2.7

During your time at the WLGA have you received training that helps develop your Welsh Language skills?	No.	%
Yes	11	22
No	39	78

5.4.4 Records in relation to training courses attended by employees

[#146] Table 6 – Training Courses attended (and undertaken by) staff

Standard area	Number of standards
Introduction to Welsh	-
Basic Entry Level	-
Work Welsh On-line	-

5.4.5 Records in relation to Welsh Language Assessments for new or vacant posts and how they were categorized [#147 and 148]

Table 7 – New and Vacant Posts advertised 2020-21

Skills Category	Determination
Essential	5
Need to be learned	0
Desirable	16
Not necessary/specified	0

ANNEX A

WLGA Welsh Language Skills Audit 2020-21

The Welsh Language Standards ask that we conduct an audit of Welsh language skills of our staff on an annual basis. Your answers to the following questions will be kept as a record of your language skills and an analysis of the workforce will be reported in the Annual Report to the Welsh Language Commissioner. Thank you for your cooperation.

Please tell us your name:

You should answer the following based on your skills for work, rather than at home or socially.

Please tell us your Welsh language skill level for listening:

- No skills
- Able to understand basic enquiries in Welsh - 'Ble mae ...?', 'Ga I siarad â ...?'
- Able to understand a basic social conversation in Welsh
- Able to follow routine conversations involving work between fluent Welsh speakers
- Able to follow the majority of conversations involving work including group discussions
- Able to understand all conversations involving work

Please tell us your Welsh language skill level for reading:

- No skills
- Able to read basic words and phrases, e.g. signs or short simple notes
- Able to read basic material involving work (slowly)
- Able to read routine material with a dictionary
- Able to read the majority of material in own area
- Able to understand all material involving work

Please tell us your Welsh language skill level for speaking:

- No skills
- Able to conduct a general conversation (greetings, names, sayings and place names)
- Able to answer simple enquiries involving work
- Able to converse with someone else, with some hesitancy, regarding routine work issues
- Able to speak the language in the majority of situations using some English

words

- Fluent – able to conduct a conversation and answer questions for an extended period of time where necessary.

Please tell us your Welsh language skill level for writing:

- No skills
- Able to write basic messages – ‘Diolch am y llythyr. Dyma gopi o’r map.’
- Able to answer simple correspondence with assistance
- Able to draft routine text, with editing assistance
- Able to prepare the majority of written material related to the area of work, with some assistance in terms of revision
- Skilled – able to complete complex written work without the need for revision

Thinking more about how you could use Welsh at work, would you be interested in the opportunity to do the following:

- Learn Welsh (speaking, writing, reading)
- Develop specific work-related Welsh language skills (e.g. meet and greet other work area specific languages)
- Improve your spoken Welsh
- Improve your written Welsh
- Other (please specify):

During your time at the WLGA have you received training that helps develop your Welsh Language skills?

- Yes
- No

If there anything else you’d like to tell us about how you do or how you would like to be able to use Welsh at work, please tell us:

Thank you for completing the survey. The information you have provided will support us in developing the use of Welsh in the workplace in the future.