

Welsh Language Standards Annual Report 2021-2022



Community Health Councils (CHCs) are the independent voice of people in Wales who use NHS services. We are made up of local volunteers who act as the eyes and ears of patients and the public. There are 7 CHCs covering different parts of Wales.

The Board of CHCs [the Board] exists to support, assist, advise and manage the performance of CHCs. It represents the collective views of CHCs across Wales.

An electronic copy of this document can be found on our website: www.boardchc.wales

This document is also available in Welsh. If you would like this publication in an alternative format and/or language, please contact us:

33-35 Cathedral Road
Cardiff
CF11 9HB

Tel: 02920 235558

Email: enquiries@waleschc.org.uk

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Executive summary

Our CHC movement wants the Welsh language to be an essential part of our everyday work. It is what people in Wales want so that they can communicate in ways that are comfortable and natural to them.

It's not just about producing written information in Welsh. It's about making sure people can engage with us in Welsh just as they can in English - wherever they want to.

This means that not only can we support the Welsh language but also our Welsh culture and identity too.

In this third year of working within the framework of the Welsh language standards we continued to be met with the impact of the coronavirus pandemic and we have been living in a 'new normal'.

We continued to think about the Welsh language when we changed the way we did things. We took every chance we could to understand the impact of any changes on the Welsh language to improve how we worked bilingually within our CHC movement.

We built upon the progress we made last year in some key areas. We installed a new integrated telephony system across Wales. This helped us to make sure people wanting to speak with us and with community health councils across Wales on the telephone are able to do so in Welsh.

We continued to support and extend our use of the Welsh language internally, as well as across all our public facing activities.

In the year ahead, and as we prepare our workforce to move to the new Citizen Voice Body for Health and Social Care, Wales,

we will build on the progress we have made in the past 3 years.

We will do this by supporting our staff and members to continue to:

- think about the Welsh language when making decisions, and when sharing proposals and information with the newly established Citizen Voice Body about how it will operate
- build their confidence in using the Welsh language on a day to day basis.

Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the Board and the 7 CHCs across Wales to comply with standards relating to the Welsh language.

The [Welsh Language Standards](#) [“the standards”] came into force for the Board and the 7 CHCs on 30 May 2019.

As 8 separate statutory bodies, the Board and each CHC in Wales has received separate notification of the Standards that apply to them, determined by the Welsh Language Commissioner and based upon their particular circumstances. The link below provides details of the standards that have been applied to the Board of CHCs in Wales

<https://boardchc.nhs.wales/what-we-do/how-we-work/governance-documents/welsh-language-compliance-notice-july-2020-english/>.

This is our third report on compliance with the standards. It covers the period 1 April 2021 to 31 March 2022.

Alyson Thomas, our Chief Executive, has overall responsibility at the Board of CHCs for the Welsh language. She is responsible for ensuring the implementation of the standards from day to day.

Our Board has reviewed and approved this report.

Our year at a glance

We installed and implemented our new integrated bilingual telephony system across Wales

We supported our staff with more opportunities to work in Welsh internally

We developed our Welsh language service to support a more blended way of working

What we've been doing

In 2021-2022, life continued to be disrupted by the coronavirus pandemic. Our staff and our board members continued to work from home or in a new blended way.

We thought about the Welsh language when we did things differently. We took every chance we could to improve how we work bilingually within our CHC movement.

We worked together with the other CHCs across Wales to introduce a new integrated telephony system across Wales, enabling all CHC's to have calls answered directly in Welsh or English. This now offers a seamless service to callers, so they can access our services bilingually.

Using the framework provided by the Welsh language standards to improve how we work bilingually

- We looked at the range of advice, guidance and good practice shared by the Welsh Language Commissioner's Office. We used what we learned to develop our own ways of working in response.
- We got better at identifying and understanding the impact of how we work on the Welsh language. We made changes to our ways of working as a result. We did this by using our "impact assessment approach" so that we took every chance to improve people's ability to engage with us using the Welsh language.
- We continued to develop our bilingual website for the Board. We co-ordinated and supported all CHCs to design and develop the information available via their websites

bilingually. This included buying new bilingual software that helps us to engage with more people.

- We got better at making our information more accessible by producing more Welsh language documents in other formats like 'Easy Read'.
- We got better at offering meetings in the Welsh language. We developed how we carry out our meetings 'virtually' in a way that helps make sure we can support bilingual discussions.

Advising and supporting CHCs across Wales to meet the Welsh language standards that apply to them

- We looked again at all our documents that set out how we should carry out our activities. We committed to translating all our standards, policies, procedures and guidance for staff and members.
- We made changes to our documents, where needed. This helped us to develop and extend our use of Welsh in our day to day activities.
- We installed a fully integrated bilingual telephony system across Wales. We continued to develop our internal Welsh translation service.
- We used our regular meetings at the Board and with CHCs to talk about how we were doing in developing our use of the Welsh language. This helped us to provide advice and support to each other, discuss ideas and learning and share resources and good practice.

- We continued to use our self-assessment and monitoring approach to understand how well we and the CHCs in Wales were doing meeting the Welsh Language Standards that apply to us. This helped us to understand what more we needed to do.
- We introduced a Corporate Assurance Services Framework for the Board and CHCs. This included internal compliance checks on how we use the Welsh language to help and support us to do better in the areas we need to.

Continuing to build the skills and confidence of our staff and volunteer members to support an environment where the Welsh language can develop and thrive

- We asked staff and members throughout our CHC movement for their preferred language when taking part in learning and development activities. We made sure CHC training courses were available in English and Welsh.
- We provided opportunities for staff and members across our CHC movement to learn and develop their knowledge of and confidence in using the Welsh language at work.
- We provided Welsh language learners with opportunities to receive further training to develop their language skills.
- We reviewed the Welsh language skills of our Board members and staff.
- We broadened our approach to using the Welsh language internally, producing more and more internal information bilingually.

- We took action to check that recruitment activity across our CHC movement aimed to increase the Welsh language skills of our staff by advertising more roles as 'Welsh Essential'.
- We used the opportunity to involve our Board staff in learning more about Welsh in a fun way through our informal team meetings, e.g., team quizzes, etc.

Our Board office carried out 2 Welsh language standards self-assessments during the year to check whether the things we had done were working. These showed that a lot of the things we had done were making a positive difference.

Our second self-assessment showed us that the work we had done after the first assessment was working. We had more confidence of meeting our responsibilities consistently.

We will continue to do more as we prepare for the introduction of a new Citizen Voice Body for Health and Social Care, Wales in 2023. We will work hard to develop a working environment where working bilingually is a natural part of the way we carry out all our activities, beyond those that are public facing.

Handling complaints about the Welsh language

Our 'making a complaint about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link [Share your feedback about us - Board of Community Health Councils in Wales \(nhs.wales\)](#)

During the period between 1 April 2021 and 31 March 2022 we received no complaints related to the Welsh language.

How we have met the Welsh language standards in 2021-2022

We carried out 2 self-assessments of the Boards compliance with the standards during the year. The detailed findings of our most recent assessment is included at Appendix 1 (included as a separate document). A summary of this assessment is shown in the following paragraphs.

Service delivery standards

These standards focus on providing services. Their aim is to promote and facilitate the use of Welsh or to ensure that the Welsh language is not treated less favourably than the English language in service provision.

They cover the Welsh language services we provide to the public, e.g., services by telephone, using the Welsh language in meetings, letters and documents, on-line services.

We have received lots of bilingual correspondence during the year, e.g., from the Senedd's Health and Social Care Committee. We have responded bilingually in line with our record of a person's indication re language. Where we have not been certain of a person's indication, we have responded bilingually.

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
52	45	5	0	2

Through our self-assessment, we were able to show that we were doing what we needed to do to meet the majority of the standards that apply to us even with the continued challenge of living with COVID-19 restrictions.

For the standards we identified as 'working towards':

- We have identified that on occasions we haven't always asked individuals their language preferences when receiving an email from them for the first time. We have developed standard wording which is accessible by all Board office staff to use when corresponding with individuals for the first time.
- There were a few occasions during the year where our nominated Welsh call handler had been unexpectedly absent from work. We didn't identify this early enough in the day to make sure the Welsh language service was available from our opening time.

We have made our arrangements stronger. This includes recruiting another member of staff at the Board office who is able to provide our Welsh language service.

- We are still not fully confident that our staff are always using the standard wording provided to make sure people being invited to virtual meetings are asked if they wish to use the Welsh language at the meeting. We are

continuing to monitor this so we always invite people to let us know if they would like to use the Welsh language when meeting with us.

- Some of our publicity leaflets were produced before the standards came into force. They do not all include the information needed about providing our services in Welsh (although all are produced bilingually).

As advised by the Welsh Language Commissioner's office, we will continue to use these leaflets. The lack of face to face activities has meant that we retain higher stocks of these leaflets than would be usual. New print runs will include all necessary information about our services as well as communicating with us in the Welsh language.

Policy making standards

The policy making standards require us to consider the effect that our policy decisions may have on people's opportunities to use Welsh with the guiding principle not to treat the Welsh language less favourably than the English language.

These standards require us to do the following 3 things:

1. consider the effects or impacts of our policy decisions on the Welsh language (both positive and negative)
2. consider how to increase positive effects, mitigate or reduce adverse effects and take all opportunities to promote the use of Welsh
3. seek views on the effects on the Welsh language when engaging or consulting and to seek the views of Welsh speakers and users of the language.

Policy making	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
9	9	0	0	0

Our most recent self-assessment showed us that the way we were doing things met the standards.

Operational standards

These standards deal with the way the Board and CHCs promote and use Welsh internally, working towards a bilingual workplace.

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
16	16	0	0	0

Our self-assessment showed us that the way we were doing things meant we were meeting the operational standards.

Record keeping standards

This standard covers keeping a record of the number of complaints received relating to our compliance with the standards.

Record keeping	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
1	1	0	0	0

We reported to the Board’s Corporate Governance Committee all complaints received by the Board during the year. This shows we did not receive any complaints during the year about our compliance with the Welsh Language Standards.

Welsh language skills

As set out earlier in this report, throughout the year we continued to encourage our staff and board members to develop their Welsh language skills in different ways. We also supported CHCs to do the same for their staff and members.

During the year, we were actively looking to appoint a Welsh speaking Administrative Support Officer. We have now appointed a person to this role and they are due to start in July 2022.

The 2 independent members on our Board are confident Welsh speakers.

We asked our staff at the Board to self-assess their Welsh language skills using the framework at **Appendix 2**. The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in the Board office							
Pay band	0	1	2	3	4	5	Total
Chief Exec	1	-	-	-	-	-	1
8b	-	1	-	-	-	-	1
7	1	-	-	-	-	-	1
6	2	-	-	-	-	-	2
5	2	-	-	-	-	1	3
4	1	-	-	-	-	-	1

Staff attending Welsh language courses

Although the small staff team working at the Board office have not undertaken any formal Welsh language courses in 2021-2022, they have taken part in informal Welsh language team activities during the year.

Our performance appraisal arrangements has also provided an opportunity to talk with staff about how we can support a bilingual working environment as well as strengthening our public facing arrangements.

Staff recruitment

The following table shows the number of vacancies advertised during the year requiring:

- Welsh language skills essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills desirable
- Welsh language skills not necessary

Category	Advertised internally	Advertised externally
Essential	-	7
Learnt when appointed	-	-
Desirable	-	18
Not necessary	-	-
Total	-	25

Looking forward

We have kept many of the changes we introduced in response to the COVID-19 pandemic.

We know this provides more flexibility for people working for us and with us. It provides more flexibility for people who want to engage with us.

It helps our CHC movement to continue to play its important role as the NHS looks to respond to the challenges it faces as it recovers from the impact of the pandemic.

As we prepare for our staff and volunteer members to move across to the new Citizen Voice Body for Health and Social Care, we will work closely with its newly appointed Board so that together we can think about the opportunities to extend and improve our use of the Welsh language further.

We will do everything we can to use our experience within the CHC movement to inform and influence the design and development of the new body.

Creating this new organisation provides a real opportunity for the Welsh Government to establish a fully bilingual organisation in a way that best meet the needs of everyone living in Wales.

Appendix 1

GREEN – We have put in place clear arrangements and these are consistently working well			
AMBER – We have put in place clear arrangements but these are not yet consistently working well. We need to do more to ensure compliance			
RED – We have not put in place clear arrangements, or the arrangements we have put in place are not working. We need to do more to ensure compliance, and we may need help to do this.			
1	Service Delivery	<p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p>You must comply with standard 1 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you receive correspondence from a person acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 	<p>We have received bilingual correspondence during the year, e.g., from the Senedd's Health and Social Care Committee. We have responded bilingually in line with our record of a person's indication re language. Where we have not been certain of a person's indication, we have responded bilingually.</p> <p>However, we will reply in Welsh should we receive any correspondence.</p> <p>We routinely encourage people to write to us in Welsh through our letters, website and email correspondence</p>
2	Service Delivery	<p>When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A</p>	<p>We have standard wording in place and accessible by all Board office staff to use when corresponding with individuals for</p>

		<p>responds to say that A wishes to receive correspondence in Welsh you must-</p> <ul style="list-style-type: none"> (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms that A is to complete from then onwards in Welsh. 		<p>the first time.</p> <p>We have identified that on a few occasions we haven't always asked individuals their preferences when receiving an email from them for the first time.</p> <p>We have discussed with staff the need to ensure that we are asking individuals when we correspond for the first time.</p> <p>We are responding in Welsh where we receive correspondence in Welsh.</p> <p>We maintain a central record of individuals' language preferences which is available to all Board office staff.</p> <p>We are confident that when writing letters to individuals for the first time we are asking their preferences as our letterhead template asks the recipient for their preference on language.</p>
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3	Service Delivery	<p>When you send correspondence addressed to one or more individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if-</p> <p>(a) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals;</p> <p>(b) one (but not all) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to all of those individuals.</p>		<p>We have not sent correspondence during the year to one or more individuals who are members of the same household.</p>
4	Service Delivery	<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p> <p>You must comply with standard 4 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you send the same correspondence 		<p>Our introduction of biannual team-based reviews of our Welsh language practice is helping to continue to maintain awareness and understanding of our arrangements.</p> <p>It's also providing us with an opportunity</p>

		<p>to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or</p> <ul style="list-style-type: none"> ▪ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>to identify and encourage opportunities to further develop our use of the Welsh language.</p> <p>We are confident that we have met this requirement during the year.</p>
5	Service Delivery	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p>You must comply with standard 5 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>Our usual practice is to make contact with a person as soon as possible to identify and record their language preference.</p> <p>Where this has not been possible, bilingual correspondence is sent.</p>
6	Service	If you produce a Welsh language version and a		All templates have been reviewed. All

	Delivery	<p>corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>		<p>templates treat the Welsh versions in the same way.</p>
7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ in correspondence, and publications and notices to persons who are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>All our letter and notice templates provide these details, including email, letters and our website. Where we have made changes to templates or web pages during the year we have checked the relevant information is included.</p>

8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.		The new telephony system has now been installed at the board office. A bilingual greeting has been recorded to greet callers which offers an option to speak to someone in Welsh or English.
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.		As above (8)
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		The new telephony system has now been installed at the board office. A bilingual greeting has been recorded to greet callers which offers an option to speak to someone in Welsh or English. We have a Welsh speaking call handler who deals with the call in Welsh until the call handler is unable to provide a service on a specific subject matter, for example complaints advocacy or local service change. We have issued guidance for staff on the handling of Welsh calls to help ensure we

				consistently meet this standard. Where our Welsh call handler is not available, we have alternative nominated staff in place from CHCs who can provide the Welsh language service on a temporary basis.
11	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.		When we advertise our telephone number, it is available in exactly the same way in Welsh and English.
12	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		The office telephone number is the same number for both the Welsh language service and English language service. Callers are asked to press '1' for Welsh or '2' for English once they have heard the recorded bilingual greeting.
13	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.		We state in our publications (reports, leaflets, website, etc) where we provide our contact details (including the main telephone number) that we welcome calls in Welsh.
14	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	N/A	We are currently collecting data using the new integrated telephone system. We are using this period to better understand the current data/reports

				<p>available to us, so we can develop future proposals for performance indicators.</p> <p>When we perform this task for the first time we will ensure that the performance indicators do not treat telephone calls made in Welsh any less favorably than calls made in English.</p>
15	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.		We have a bilingual message on both our English and Welsh voicemails telling the caller that they can leave a message in English or Welsh.
16	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.		<p>We have a process in place to divert Welsh callers to an alternative Welsh speaking member of staff in the absence of the Welsh call handler.</p> <p>In an instance that no one is available to offer a Welsh language service the voicemail service will be activated. Administrators can set email notifications to be sent to a member of the team for action, should we receive a Welsh</p>

			<p>language voicemail.</p> <p>The key risk in meeting this standard is an instance where the nominated Welsh call handler is absent from work unexpectedly, e.g., due to sickness. In this circumstance we have arrangements in place where a nominated Welsh call handler notifies their line manager as soon as possible so our alternative arrangements can be implemented.</p> <p>We are aware of 2 instances during the year where the Welsh call handler was unavailable to answer Welsh calls and we were unaware of this for a short period. It is possible that during this short period someone called and wanted to speak to someone in Welsh and were unable to but did not leave a voicemail – although we have not been made aware of any such instance.</p> <p>We have strengthened our arrangements to ensure that the Welsh language service is operating as planned on a daily basis.</p>
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17	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	N/A	Other than mobile phone numbers, no other direct line numbers are made available to the public. For staff with mobile phone numbers they are aware of and respond to callers in line with this requirement.
18	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.		All staff with mobile telephone numbers are aware of this requirement. No staff with mobile phones have received calls in Welsh via this method during the year.

19	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.		As everyone got used to our new ways of working, we have improved our compliance and our quarterly self-assessment confirmed our team has a greater understanding and confidence that we are meeting this requirement, although it was noted that more staff are now carrying out conversations via MS Teams messenger and meetings rather than telephone.
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		The new telephony system has an automated recording that is provided in Welsh and English.
21	Service Delivery	If you invite one person only ("P") to a meeting— (a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and (b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.		Since the coronavirus pandemic, our staff have adopted a blended approach of working from home and the office. More of our staff are still meeting people virtually via MS Teams. We have through our quarterly reviews provided reminders to staff to make sure any meeting invitations – including Teams invitations – comply with this requirement.

		<p>You must comply with standard 21 in every circumstance except:</p> <p>when you invite a person to a meeting who is acting in a capacity of representing:</p> <ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>We are not yet fully confident that we are consistently meeting this requirement especially when dealing with training providers and suppliers.</p> <p>We will continue to more actively monitor this standard throughout the year.</p>
22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		As above.
22 A	Service Delivery	<p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p>		<p>See 22 above</p> <p>No one has confirmed that they wish to use the Welsh language at meetings we have arranged.</p> <p>There is a specific process in place for</p>

		<p>You must comply with standard 22A in every circumstance except:</p> <ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		simultaneous translation on Zoom.
22 CH	Service Delivery	<p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in every circumstance except:</p> <ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>See 22 above</p> <p>No one has confirmed that they wish to use the Welsh language at meetings we have arranged.</p>

26	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.		<p>None of our Board and committee meetings currently allow public participation (although public attendance is encouraged in an observer capacity)</p> <p>We continue to review our arrangements to ensure we are doing as much as we can to encourage a welcoming and inclusive environment for using the Welsh language.</p> <p>We are able to make the necessary arrangements to support public participation in meetings – utilising the Welsh language skills of our Board (or wider CHC) staff and members to provide a consecutive translation service.</p> <p>There is a specific process in place for simultaneous translation on Zoom.</p>
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.		<p>As for 26 above.</p> <p>Our Board and committee meeting Agendas are routinely produced and</p>

				published in English and Welsh on our website prior to the meeting.
28	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).		We have an active spreadsheet documenting individual language preferences which is updated regularly.
29	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.		As for 26 above.

30	Service Delivery	<p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>		<p>Throughout the year all our meetings have been via videoconference or using a blended approach.</p> <p>During the year no members of the public have attended our Board or committee meetings.</p>
31	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).</p>		<p>We have not organised a public event during the year, although we have systems and arrangements in place that enable us to do so.</p>
32	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p>		<p>We have not organised a public event during the year, although we have systems and arrangements in place that enable us to do so.</p>

		<p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ▪ where no Welsh speaking representative is available to ▪ provide a service on that specific subject matter. 		
33	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.		All our material that publicises the work of the Board or CHCs meets this requirement
34	Service Delivery	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.		All our materials meet this requirement
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All our forms produced for completion by individuals are produced in English and Welsh

37	Service Delivery	<p>If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh-</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>		All documents produced for individuals are produced in English and Welsh
38	Service Delivery	<p>If you produce a document or a form in Welsh and in English you must—</p> <p>(a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);</p> <p>(b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form; and</p> <p>(c) ensure that the English language version clearly states that the document or form is also available in Welsh</p>		We have made arrangements to add a statement into all our English versions.

39	Service Delivery	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favorably than the English language on your website.</p>		<p>We have tested this in relation to our BCHCW website and we are compliant.</p> <p>We have commissioned an independent audit of the new website and will incorporate checks of our compliance with this standard as part of the audit.</p>
42	Service Delivery	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p>		<p>We have direct links as required. We have also added a sentence at the bottom of each page of the English side of the website to clearly state that the page is also available in Welsh.</p>
43	Service Delivery	<p>You must provide the interface and menus on every page of your website in Welsh.</p>		<p>As for 39 above.</p>
44	Service Delivery	<p>All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.</p>		
45	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 45 in the following circumstances:</p> <ul style="list-style-type: none"> ▪ when using social media on your 		<p>All our social media messaging on twitter and Facebook is fully bilingual</p>

		<p>corporate and departmental accounts.</p>		
46	Service Delivery	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p>		<p>We have not received contact on social media in Welsh during the year, but we have systems and processes in place to enable us to reply in Welsh wherever needed.</p> <p>The member of staff who controls our social media is bilingual.</p>
47	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>		<p>In those areas of the building we control, we have erected signs in relation to COVID-19 in a way that complies with this requirement.</p> <p>There are public areas of the building that are operated by others. We have no control over the information displayed in these areas although we have requested that all general signage is produced bilingually.</p>

48	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		As for 47 above
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		The Welsh language text on our signs and notices have been checked for accuracy by another Welsh translator
57	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.		NHS Wales Shared Services Partnership act on our behalf. We have not issued any tenders during the year.
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in		See 57 above.

		relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).		
59	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.		See 57 above.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		Our website has been updated to make clearer that the complaints advocacy service provided by CHCs is available in Welsh and English
61	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.		Existing publicity leaflets about CHC functions will continue to be distributed (as advised by WLCs office). New print runs will include additional text to meet this standard.
62	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.		
63	Service Delivery	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in	N/A	We do not offer education courses for 'individuals'. We do provide bespoke and generic learning for the Board and CHC staff and members and have proactively offered

		Welsh.		these opportunities in English and Welsh.
69	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Our integrated assessment framework requires active consideration of these matters
70	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		As for 69 above.

71	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		See above.
72	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		We have not published a consultation document during the year.
73	Policy	When you publish a consultation document which		As for 72 above.

	Making	relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language		
74	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		As for 72 above.
75	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh		

		<p>language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		
76	Policy Making standards	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		
77	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		
79	Operational	<p>You must develop a policy on using Welsh internally for the purpose of promoting and</p>		<p>We have reviewed and confirmed our policy during the year. We have also</p>

		<p>facilitating the use of the language, and you must publish that policy on your intranet.</p> <p>You must comply with standard 79 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ publishing the policy on your intranet. 		<p>taken action to increase our promotion of and use of the Welsh language internally wherever we can, eg. extended use of bilingual templates, translation of guidance documents, surveys for CHC staff and members, etc.</p> <p>We have also increased our Welsh language provision in our staff conferences and through virtual staff networks.</p>
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>d) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p>		<p>All policies relating to these matters for our staff are produced and published by Powys tHB.</p> <p>Where we have adapted or created additional policies for CHC staff or for CHC staff and members these are being produced bilingually. We review these policies regularly and update any changes in Welsh too.</p>

83	Operational	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <ul style="list-style-type: none"> (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right. 		<p>Our staff are subject to Powys tHBs workforce policies and procedures, including relating to complaints.</p> <p>Our staff may also be involved in complaints through our CHC movement's Complaints Procedure. This procedure makes clear people's rights to use the Welsh language.</p>
84	Operational	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and <p>if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p>		<p>Staff were informed, however no-one required a meeting in Welsh.</p>
85	Operational	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint</p>		<p>As above.</p>

		made about A, you must do so in Welsh if A - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.		
86	Operational	You must - (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.		Our staff are subject to Powys tHBs workforce policies and procedures, including those relating to disciplinary action. We have not taken forward any relevant procedures during the year.
87	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in		As 84 above.

		Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.		
88	Operational	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.		As 84 above.
89	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).		All staff have this software (Cysair).
97	Operational	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (d) health and safety.		Powys tHB is responsible for developing training opportunities for staff in all identified areas here except induction and dealing with the public. It is working as part of an all Wales approach to provide training in Welsh in these areas – they are not currently available.

			<p>All staff who book their own training are able to choose the language they wish to receive the training.</p> <p>We also included a question in our learning and development survey to ask staff if they wish to receive any all-Wales training courses through the Welsh language.</p> <p>To date no-one has opted to undertake the learning in Welsh.</p>
98	Operational	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	<p>Powys tHB is responsible for developing training in these areas. It is working as part of an all Wales NHS approach. We are awaiting an update from Powys tHB on this matter.</p> <p>In the meantime, the Board office has routinely distributed Welsh learning opportunities to board members and board office staff and to CHCs for distribution to their staff and members.</p>

104	Operational	<p>You must provide -</p> <p>(a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and</p> <p>(b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.</p> <p>You must comply with standard 104, except:</p> <ul style="list-style-type: none"> Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages. 		<p>We have provided guidance to staff on how to format their email signatures. This includes bilingual contact details.</p> <p>We have also issued guidance to staff on how to draft their bilingual out of office messages.</p>
105	Operational	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p>		<p>We do have these available for distribution. Whilst our staff were largely working from home because of continued restrictions we did not proactively promote them but since we</p>

		(b) promote the wearing of the badge to members of staff.		returned to a more blended way of working this has been reintroduced – via quarterly review meetings.
111	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		We have added signs in the Board office about COVID-19. These are bilingual, and the Welsh versions have been placed in a location that means they are likely to be read first.
112	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		We have added signs in the Board office about COVID-19. These are bilingual, and the Welsh versions have been placed in a location that means they are likely to be read first.
113	Operational	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.		The signs we have added about COVID-19 have been accuracy checked.

115	Record keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.		0 complaints received so far this year.
118	Supplementary	You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.		The compliance notices are available on the website.
119	Supplementary	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure on your website.		We reviewed this procedure during the year. It is available on our website.
120	Supplementary	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— (a) the number of complaints that you received		Our Welsh Language Standards annual report for 2021-2022 was published on our website in accordance with these requirements.

	<p>during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);</p> <p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none">(i) Welsh language skills were essential;(ii) Welsh language skills needed to be learnt when appointed to the post;(iii) Welsh language skills were desirable; or(iv) Welsh language skills were not necessary. <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>		
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121	Supplementary	You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.		The Chief Executive has been in regular contact with the WLC in relation to the Welsh call standards. We always provide all information as and when requested.
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Appendix 2

Welsh language self-assessment tool

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0 NO SKILL	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability
LEVEL 1 ENTRY	<p>I can:</p> <ul style="list-style-type: none"> • 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 	<p>I can:</p> <ul style="list-style-type: none"> • Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters. 	<p>I can:</p> <ul style="list-style-type: none"> • Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2 FOUNDATION	<p>I can:</p> <ul style="list-style-type: none"> • Understand the gist of Welsh conversations in work • Respond to simple job-related requests and requests for factual information 	<p>I can:</p> <ul style="list-style-type: none"> • Understand factual, routine information and the gist of non-routine information on familiar matters 	<p>I can:</p> <ul style="list-style-type: none"> • Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area

	<ul style="list-style-type: none"> ● 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 	related to my own job area, e.g. in standard letters, leaflets, etc.	
LEVEL 3 INTERMEDIATE	<p>I can:</p> <ul style="list-style-type: none"> ● 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 	<p>I can:</p> <ul style="list-style-type: none"> ● 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. 	<p>I can:</p> <ul style="list-style-type: none"> ● 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 HIGHER	<p>I can:</p> <ul style="list-style-type: none"> ● 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 	<p>I can:</p> <ul style="list-style-type: none"> ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or 	<p>I can:</p> <ul style="list-style-type: none"> ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation

	<ul style="list-style-type: none"> ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	technical information is involved	<ul style="list-style-type: none"> ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5 PROFICIENCY	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● 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 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc. 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● 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