



Powys County Council

**Welsh Language Standards
Annual Report 2023**

Compiled in accordance with the requirements of the
Welsh Language Commissioner

Mae'r ddogfen hon hefyd ar gael yn Gymraeg
This document is also available in Welsh

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1. Introduction by the Portfolio Holder

We are in the centre of Wales here in Powys and the Welsh language should be at the centre of how we operate, deliver services and make policy. Welsh belongs to all parts of the county – both in areas where there are a high and a low number of speakers. The Welsh language has a history and a future here.

We are publishing this document in line with Standards 158, 164 and 170 of the Welsh Language Standards. These require us to produce an annual report detailing how we have complied with the service delivery, policy making and operational standards with which we are under a duty to comply.

One of our main achievements was drafting our 5-year Welsh Language Promotion Strategy for 2023-2027. I enjoyed being part of the discussions on how we can help Welsh speakers of all abilities, ages and backgrounds use the language when contacting us and in their communities.

The questionnaire from the Welsh Language Commissioner last autumn helped us examine how we can promote our Welsh services proactively. We want Welsh to be the natural, first choice for those who wish to contact us in the language.

The Census results released in December 2022 were disappointing, showing a 3% decline in speakers in Powys from 19% in 2011 to 16% in 2021. However, we are determined to find practical and innovative ways to halt this decline and promote the use of Welsh. This will be the focus of our 5-year Promotion Strategy.

We need the support of our residents to achieve this. Whether you are a confident Welsh speaker or know only a few words, I encourage you to use the language with us an authority and when you're out and about in the community. Let's make every day a Shwmae / S'mae day.

Councillor Sandra Davies

Cabinet Member for Future Generations with responsibility for the Welsh Language

2. Our compliance with the Welsh Language Standards

Our arrangements for compliance

We have a full-time Welsh Language Officer who is responsible for complying with and implementing the Welsh Language Standards (the Standards hereafter) and reports to the Welsh Language and Communications Manager.

The Welsh Language Officer (WLO) advises staff and elected members, and monitors compliance across all service areas. The WLO also provides regular updates and guidance to staff by joining team meetings and through internal Corporate Communications.

We are in regular contact with our Liaison Officer from the Welsh Language Commissioner on whom we can call for advice if needed.

The WLO attends regular online meetings of Welsh Language Officers from other authorities which provide opportunities to share best practice and attend presentations on compliance by the Welsh Language Commissioner.

Progress against our 2022-2023 Work Plan

Action	Conduct a full review of our processes for receiving and handling telephone calls in Welsh to ensure full compliance with Standards 8-22.
Relevant sections of Welsh Language Standards	Service Provision
What we did during 2022-2023	<p>A corporate customer service review was still underway at the time of writing this report. The review will address how we handle phone calls in Welsh and is being conducted by BetterGov on our behalf.</p> <p>The Chair of the Welsh Language Governance Panel and the Welsh Language Officer met representatives from BetterGov on 29 March 2023 to discuss our Welsh phone service and areas for improvement.</p> <p>BetterGov is conducting a customer survey that will last until the end of May 2023. The survey asks customers which department they contacted, how, and in which language. It asks customers how they would consider contacting us in future, and whether they have concerns we are treating the Welsh language less favourably than English.</p> <p>The results of the consultation will influence how we deal with Welsh language phone calls from the public. We expect Cabinet to discuss and respond to the survey in autumn 2023.</p>

	The Welsh Language Officer is part of the Working Group set up to look at the customer service review.
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Action	Strengthen our processes for receiving and responding to correspondence in Welsh and reminding staff of the requirements of those Standards.
Relevant sections of Welsh Language Standards	Service provision
What we did during 2022-2023	<p>The Welsh Language Officer gave a presentation to the Senior Leadership Team on the specific requirements of these Standards in January 2023 and has joined service area team meetings to clarify the standards regarding correspondence.</p> <p>The 'customer@powys.gov.uk' email address has been removed so we now have only one customer service email which is: customerservices@powys.gov.uk The customer@powys.gov.uk address was leading to delays in response.</p> <p>We sent guidance to staff through Corporate Communications emails in April 2022 on handling and responding to Welsh emails in accordance with the Standards.</p> <p>The guidance reminded staff to use our revised email signature which states how we will handle correspondence in accordance with Standard 7. It also provided guidance on how to respond to a Welsh email using the correct abbreviations, 'Atb:' when replying to an email or 'Yml:' when forwarding an email¹. It also explained to staff when to send emails to the public bilingually in accordance with Standard 4.²</p> <p>The guidance is readily available to staff in the Communications Toolkit on our staff intranet.</p>

¹ The Code of Practice on **Standard 7** says that the statement must state we welcome having correspondence in Welsh, that we will reply to correspondence in Welsh, and that correspondence in Welsh will not result in delays. Welsh Language Commissioner, Code of Practice to the Welsh Language Standards (No. 1) Regulations 2015, pp. 22.

² **Standard 4:** When you send the same correspondence to several persons, you must send a Welsh version of the correspondence at the same time as you send an English version of it.

Action	Ensure English versions of documents on our public website clearly state they are also available in Welsh in accordance with Standard 49³.
Relevant sections of Welsh Language Standards	Service provision
What we did during 2022-2023	<p>We have amended documents on our public website which did not state this.</p> <p>Documents on our public website can only be published by our internal web team. They will not publish a document unless it is available in Welsh with the following wording on the front cover:</p> <p>Mae'r ddogfen hon hefyd ar gael yn Gymraeg This document is also available in Welsh</p> <p>The web team are in regular contact with the Welsh Language Officer who provides them with advice. The Welsh Language Officer meets with their team manager, the Digital Access Manager every six months to monitor arrangements to oversee compliance.</p> <p>The graphic design department ensure the above wording is on the English version of materials they produce.</p>

Action	Conduct a review of our public website to correct minor errors and ensure all pages in Welsh are fully operational.
Relevant sections of Welsh Language Standards	Service Provision
What we did during 2022-2023	<p>We have corrected and amended parts of the website where the Commissioner found breaches of the Standards.</p> <p>The Welsh Language Officer regularly monitors all sections of the public website and informs relevant managers of errors and non-compliance issues. In January 2023 the WLO gave a presentation to the heads of all services on the requirements of the Standards in relation to our public website.</p>

³ **Standard 49:** If you produce a Welsh version and an English version of a separate document, you must ensure that the English version clearly states the document is also available in Welsh.

Action	<p>Undertake a full review of our recruitment processes to ensure compliance with the Standards when advertising new and vacant positions.</p> <p>Review how we categorize the language requirements of new and vacant posts.</p>
Relevant sections of Welsh Language Standards	Operational
What we did during 2022-2023	<p>This has been part of a corporate recruitment review and we will adopt the categories in Standard 136 in June 2023. This standard states that when we assess the needs for a new or vacant role, we must assess the need for skills in Welsh, and categorise it as a position when one or more of the following apply:</p> <ol style="list-style-type: none"> Welsh language skills are essential; Welsh language skills need to be learnt when appointed to the post; Welsh language skills are desirable; or Welsh language skills are not necessary.

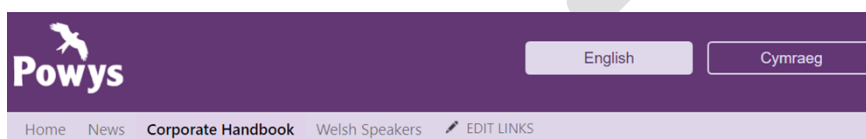
Action	Explain on our job application forms that we will provide a translation service from Welsh to English if desired.
Relevant sections of Welsh Language Standards	Operational
What we did during 2022-2023	Our online application form asks applicants in what language they would like to be interviewed. We are in the process of updating the form to say we will offer a translation service if required.

Action	Publish an interim Oversight Document on our public website. Produce and publish a more detailed Oversight Document following the Commissioner's Good Practice Advice Document.
Relevant sections of Welsh Language Standards	Operational
What we did during 2022-2023	We published an interim document on 26 May 2022 and a full oversight document on 31 October 2022 which was approved by the Welsh Language Commissioner. It is available on our public website to view here .

Action	Contact all third-party providers to remind them of the requirements of the Service Delivery Standards to which they are under a duty to comply.
Relevant sections of Welsh Language Standards	Service Provision
What we did during 2022-2023	<p>Third party providers do not have to comply with all the Standards imposed on us. But we must ensure a provider complies with the standards that apply to the services they provide on our behalf.</p> <p>The Welsh Language Officer has joined contract monitoring officer team meetings to provide guidance on compliance and discussed what standards apply to the services our providers offer.</p> <p>In November 2022 we gave a presentation to care home managers who provide services to us. We did this in conjunction with PAVO (Powys Association of Voluntary Organisations). We clarified our expectations regarding the Welsh Language Standards.</p> <p>We are also in the process of amending the wording of our standard contracts (spot contracts) for providers so they explain the requirements of specific Standards.</p>

Action	Promote Welsh courses to staff through Learn Welsh Ceredigion-Powys-Carmarthenshire and Nant Gwrtheyrn to ensure more staff can communicate in Welsh and give the Active Offer. Ensure 60 or more staff enrol in Welsh language learning courses.
Relevant sections of Welsh Language Standards	Operational
What we did in 2022-2023	<p>58 members of staff enrolled on courses with the National Centre for Learning Welsh between 1 April 2022 and 31 March 2023. Therefore, we missed our target by 2. Learn Welsh Ceredigion-Powys- Carmarthenshire is our main provider and we are in regular contact with their regional coordinator. Due to online learning, staff may choose alternative providers who run courses that are convenient for them. This year a few staff chose courses with the following providers, all of whom are regional branches of the National Centre for Learning Welsh:</p> <ol style="list-style-type: none"> a. Learn Welsh North East Wales b. Learn Welsh North West Wales c. Learn Welsh Gwent (Coleg Gwent) <p>We promoted weekly, weekend and intensive courses through our Corporate Communications channel.</p>

Action	Amend our internet pages so there is a direct link to the corresponding Welsh page on the English page.
Relevant sections of Welsh Language Standards	Operational
What we did in 2022-2023	<p>We have provided a Welsh button at the top of every page of our intranet as seen in the web capture below. However, we are aware of a problem where the Welsh link on the English pages does not go directly to the corresponding Welsh page but takes the user to the homepage. We are working to resolve this through our Internet Governance Group, on which the Welsh Language Officer sits.</p> <p>We are working with our Information Technology Department to correct this as quickly as possible.</p>



INTRANET / ENGLISH (UNITED KINGDOM) / CORPORATE HANDBOOK

Corporate Handbook

Stronger, Fairer, Greener

The Cabinet has introduced their vision to build a stronger, fairer, greener Powys. This document outlines this alongside their pledge: members.

Cllr James Gibson-Watt, Leader of Powys County Council, said: "Following the local government elections in May 2022, a progressive Powys County Council.

Action	Review our Current 5 Year Strategy using the Welsh Language Commissioner's guidance
Relevant sections of Welsh Language Standards	Promotion
What we did during 2022-2023	<p>We reviewed our 5 Year Strategy for 2017-2022 following the Commissioner's guidance and discussed through the Welsh Language Governance Panel.</p> <p>The review provided us with a solid basis on which to draft our new Strategy for 2023-2027.</p>

Action	Establish the Welsh Language Governance Panel and hold quarterly meetings
Relevant sections of Welsh Language Standards	Service provision Operational
What we did during 2022-2023	<p>The first meeting of the Welsh Language Governance Panel was held on 22 September 2022 where we agreed the Panel's terms of reference. The main objectives of the Panel are:</p> <ol style="list-style-type: none"> 1. To increase the internal use of Welsh within Powys County Council 2. Scrutinise the progress of the Welsh Language Promotion Strategy 2023-2027 3. Ensure we do not treat the Welsh language less favourably when offering services to the public <p>The Panel has met every three months since, in December 2022 and February 2023. An additional meeting of the Panel was held in March 2023 to discuss the new Welsh Language Promotion Strategy.</p>

Action	Hold quarterly meetings of the Welsh Language Promotion, Challenge and Support Group Powys following the review of the Group held in June 2022.
Relevant sections of Welsh Language Standards	Service provision Operational
What we did during 2022-2023	<p>We held a workshop to review the Group at the end of June 2022 and invited the consultancy Menter a Busnes to lead the session.</p> <p>We revised the purpose of the Group and as a result a new name was chosen, and the terms of reference revised. The Group's new name is Gofal: Welsh Language in Care Promotion Group.</p> <p>There was no meeting of the Group in September 2022 or December 2022, but we held a meeting in March 2023. This was an opportunity to refine the terms of reference as there was a new chairman.</p>

Service Delivery Standards

Below is an outline of further work we did during the 2022-2023 financial year to comply with the Service Delivery Standards.

Welsh Language Commissioner's Recommendations

An evidence gathering meeting was held with the Welsh Language Commissioner's Liaison Officer on 9 December 2022. The Commissioner reviewed our compliance in autumn and winter 2022 and informed us of areas for improvement. They sent a letter on 25 January 2023 outlining further actions we must take to ensure full compliance with specific standards. We accept the Commissioner's recommendations and have been working to strengthen our processes as a result.

Below we list the issues the Commissioner found and our response.

Phone calls we receive

The Commissioner's Liaison Officer (hereafter 'the Commissioner') made three telephone calls in Welsh to our main public switchboard in autumn 2022. Two out of three calls received a full Welsh service. The Commissioner waited for 8 minutes with the third call but did not receive a response before ending the call. The Welsh Language Officer noted that two minutes was our expected standard to answer phone calls regardless of language preference.

Our response

Having spoken to the customer service manager, intermittent Wi-Fi signal was found to affect our ability to answer phone calls in accordance with our customer charter (2 minutes). This is more likely to happen when staff are working from home. We've solved the problem and it is no longer causing issues. The Welsh Language Officer conducts mystery shopper calls to our main customer services line regularly and can confirm answer times are quicker, however, when placed on hold, we do not always answer calls within two minutes. We will continue to work to improve our response to Welsh speaking customers and our customer service review will inform this process.

Publishing documents on our public website

The Commissioner found 3 out of 3 documents did not contain a statement on the English versions that they were also available in Welsh⁴ in accordance with Standard 49.

Our response

The Welsh Language Officer has notified the relevant service areas and asked them to amend the documents to include the required wording.

Our public website

The Commissioner found that 3 out of 15 pages on our public website were not fully compliant.

Our response

We have notified the relevant service areas of this and asked them to amend the relevant pages and documents.

Signs we display

⁴ Standard 49, Welsh Language Standards: If you produce a Welsh version and an English version of a separate document, you must ensure that the English version clearly states that the document is also available in Welsh.

In response to the Commissioner's self-assessment questionnaire, we noted medium compliance due to STOP/GO signs on roadworks not being bilingual. The Commissioner agreed that the word STOP is acceptable and is used on the continent.

[Our response](#)

We asked our highways department to amend the signs and translate GO to EWCH (Welsh for Go). The Senior Highways Operational Manager has confirmed all new signs now display EWCH/GO.

Reception areas

Covering staff when a receptionist is unwell or on holiday is a problem in ensuring we can offer a Welsh language service.

[Our response](#)

The Welsh Language Officer has discussed this with the Customer Service Liaison Manager. We still do not have staff to cover should the need arise. Our intention is to resolve this in the coming year.

[Translating and Providing Bilingual Information](#)

[The Translation Unit will provide an update \(this is not a statutory part of the report\).](#)

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Policy Making Standards

1. In our 5 Year Strategy for 2023-2027, we noted that our new Local Development Plan will recognise language sensitivity and sustainability as a factor in planning. The Strategy will be approved by Cabinet in July 2023.
2. We updated the Impact Assessment template in March 2023 to quote the requirements of the relevant Standards and include links to the Commissioner's Code of Practice and guidance documents.
3. The Welsh Language Officer joined impact assessment training for staff which is held every three months and provided guidance on relevant Standards.

Operating Standards

1. We established the Welsh Language Governance Panel which has been meeting every three months since the first meeting in September 2022.
2. We liaised with Recruitment and Human Resources to prepare to adopt mandatory Welsh Language categorisations we must use when advertising new and vacant posts. Standard 136 of the Welsh Language Standards states that when we assess the needs for a new or vacant role, we must assess the need for skills in Welsh, and categorise it as a position when one or more of the following apply:
 - a. Welsh language skills are essential;
 - b. Welsh language skills need to be learnt when appointed to the post;
 - c. Welsh language skills are desirable; or
 - d. Welsh language skills are not necessary.

We will be adopting these categorisations in June 2023 as requested by the Welsh Language Commissioner.

3. We combined relevant elements from our Welsh Language and Recruitment Policy into our main Recruitment Policy. Having two policies had the potential to cause confusion.

Promotion Standards

We wrote our 5 Year Strategy for 2023-2027 to promote the Welsh language in communities, through our internal operations and through the services we offer. The Strategy was drafted through discussions of the Welsh Language Governance Panel. We will be ready to publish the Strategy by July 2023.

3. Our work plan for 2023-2024

	Action	Relevant Section of the Welsh Language Standards	Target Date
1	Publish Welsh Language Promotion Strategy for 2023-2027	Promotion	Summer 2023
2	Following the publication of the above Strategy, develop targets from the action plan for each year of the Strategy. We will set priorities and timescales through the Welsh Language Governance Panel.	Promotion	Autumn 2023
3	Create a specific Welsh language section on the staff intranet with guidance on the Welsh Language Standards and audio clips of key phrases such as answering the phone and starting meetings in Welsh.	Operational	Winter 2023
4	Start a virtual Welsh conversation group to support staff in their learning.	Operational Service delivery	Winter 2023
5	Ensure 60 members of staff register on and complete Welsh courses with the National Centre for Learning Welsh.	Operational Service delivery	31 March 2023
6	Organise and conduct language awareness training for councillors and Heads of Service in conjunction with the language planning consultancy IAITH Ltd.	Service delivery Operational	Winter 2023 – 2024
7	Include an e-learning module about the Welsh Language Standards and language awareness in our mandatory training for all staff. Include language awareness training in our induction programme for new staff.	Service delivery Operational Policy making	Winter 2024
8	Include Welsh language on the council's risk register to help scrutinise compliance.	Operational	Autumn 2023

9	Remind managers that English versions of documents must clearly state the document is also available in Welsh in accordance with Standard 49.	Operational	September 2023
10	Look at other ways of collecting data on our staff's Welsh language skills with the aim of obtaining 100% information in line with Standard 127 and the Welsh Language Commissioner's request ⁵ from December 2022. The Commissioner has suggested conducting a Net Consent survey on each staff member's computer as they sign in and that it will not be possible to fully log in until the staff member has completed the survey.	Operational	Winter 2023
11	Review and strengthen our Welsh language customer services arrangements in reception areas.	Service delivery	Winter-spring 2024
12	Ensure councillor profile information on the public website complies with Welsh Language Standards in line with action plan approved by Welsh Language Commissioner following Complaint CS1016 (see section 4, Complaints below).	Service delivery	30 November 2023

⁵ Standard 127, Welsh Language Standards: You must assess the Welsh language skills of your employees.

4. Complaints

Below we outline the complaints we received relating to the Welsh Language Standards during the 2022-2023 financial year.

Welsh Language Commissioner's Investigation: Complaint CS1016

The Welsh Language Commissioner received a complaint from a member of the public on 13 May 2022 about a county councillor's profile on our public website. The complainant mentioned the profile was not available in Welsh. The Commissioner determined that the complaint was valid and began an investigation.

We acknowledged that the complaint was correct on 23 June 2022 and confirmed responsibility. Following an investigation, the Commissioner ruled the following on 19 January 2023:

1. Parts of our public website relating to Councillors' profiles were not available in Welsh, and therefore in breach of Standard 52.
2. There was no direct link to a Welsh page on the English pages of the Councillor's profile. This was a breach of Standard 55.
3. Menus on the information pages relating to Councillor profiles were not available in Welsh. This was a breach of Standard 56.

We gave written evidence to the Commissioner that we had completed the required enforcement actions. This included preparing an action plan setting out how we would address our failures to comply with Standard 52, 55, 56.

The Welsh Language Commissioner approved our action plan on 30 May 2023. This means the action plan comes into force from that day and we have six months to complete it, i.e., by 30 November 2023.

Street name sign: Heol y Defaid, Brecon: Complaint CS108

The Welsh Language Commissioner received a complaint on 28 September 2022 relating to the English translation of the name of Heol y Defaid (Ship Street) in the county. The Commissioner decided this was not a matter covered by the Standards. The Commissioner did not conduct an investigation into the complaint as a result.

The Commissioner noted that although Heol y Defaid is the original, correct Welsh name for the street (which means Sheep Street), Ship Street has been a historical adaptation of the name for over two hundred years. This is an example of the word 'sheep' changing to 'ship' in the old English dialect of Brecknockshire.

English-only sign in Llansanffraid-ym-Mechain

We received a complaint from a member of the public regarding a temporary English-only sign on the outskirts of Llansanffraid-ym-Mechain. The sign gives instructions about the weight and width of a bridge which is in Llanyblodwel, Shropshire. Shropshire Council placed the sign there in relation to roadworks they are carrying out in Shropshire.

In November 2022 and February 2023 we asked Shropshire Council to place a bilingual sign but this has still not happened at the time of writing. We have asked Shropshire Council's street works department again, providing them with a translation of the necessary text.

Temporary road signs, Montgomery

We received a complaint from a member of the public on 22 April 2022 regarding English-only temporary signage on Chirbury Road, Montgomery. The signs were put there by contractors.

The complainant also drew our attention to speed limit signs on either side of a railway bridge on the A458 between Buttington and Trewern containing errors in the Welsh. As the A458 is a trunk road, this is the responsibility of the Welsh Government, not Powys County Council. We informed the Welsh Government's highways department on behalf of the complainant.

We received no complaints relating to policy making or operational standards.

5. Welsh language skills of our employees

The language skills figures for Council staff as of 1 May 2023 are as follows:

Service Area	No data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Adult Services	9.90%	22.24%	46.17%	17.11%	5.99%	3.12%	5.38%
Children's Services	12.94%	14.93%	53.15%	18.33%	6.15%	3.94%	3.50%
Commissioning and Partnerships (Social Services)	4.00%	15.62%	52.19%	19.62%	5.90%	1.14%	5.52%
Highways, Transport and Recycling	20.32%	29.94%	49.74%	8.22%	4.43%	2.30%	5.36%
Housing and Community Development	44.70%	26.69%	49.08%	12.01%	6.19%	2.77%	3.27
Property, Planning and Public Protection	57.57%	14.36%	56.40%	15.67%	4.70%	1.31%	7.57%
School Services	8.89%	6.37%	40.85%	24.40%	8.22%	5.97%	14.19%
Legal and Democratic	27.70%	14.39%	44.96%	17.27%	8.63%	3.24%	11.51%
Digital Services and Economy	7.25%	22.05%	55.29%	16.01%	2.72%	1.51%	2.42%
Finance	2.06%	20.74%	54.07%	15.42%	2.61%	1.95%	5.21%
Transformation and Communication	3.29%	9.88%	40.33%	17.28%	4.94%	4.94%	22.63%
Workforce Development and Organisation	5.82%	13.87%	55.93%	12.75%	6.71%	5.37%	5.37%
Powys County Council Total 2022-2023	20.82%	21.69%	49.68%	14.68%	5.52%	2.93%	5.50%

Key to Welsh Language ability levels

Level	Ability
0	Little or no knowledge of Welsh.
1	Basic information, personal names and place names, simple greetings.
2	Can talk about routine tasks, speak simply on familiar topics. Can hold a short social conversation.
3	Can join a conversation on familiar topics, such as family, hobbies and work.
4	Can speak and respond with some fluency with native speakers. Able to engage in discussions in familiar situations.
5	Can participate in any conversation or discussion effortlessly

6. Welsh language training for employees

Here we report the number of staff who attended training courses we offered in Welsh during the year, and the percentage of staff who attended the courses in Welsh.

This applies to specific courses named in the standards (i.e. recruitment and interviewing; performance management; complaints and disciplinary procedures; induction; dealing with the public; health and safety). It does not refer to training to learn Welsh as a second language.

E-learning courses

	Number of Staff who accessed Welsh Training	Number of Staff who accessed English Training	% of Staff who accessed Welsh Training
Adult Safeguarding Basic Awareness	0	101	0%
Child Protection and Safeguarding	24	969	2.47%
Cyber Security and GDPR	26	284	9.15%
Effective Performance Management	0	20	0%
Equality Act (2010)	10	1946	0.51%
Fraud Awareness	0	10	0%
HAVS Awareness	0	16	0%
Legionella Control	1	36	2.77%
Corporate Manual Handling Training	6	856	0.70%
Universal Credit Level 1	0	6	0%

We provide the following training courses bilingually: Child Protection and Safeguarding; Violence against Women; Cyber Security and GDPR; Domestic Abuse and Sexual Violence; Dementia Awareness training; Manual Handling (people); the Prevent course; and Social Care Wales and NHS Carers Awareness training. These courses are provided by external providers through the NHS and Home Office e-learning portals. Reporting on these courses, including the language in which they were accessed, is not currently available from the provider.

We provide further training digitally through Netconsent, software that requires employees to read policies, complete surveys and complete training before logging on to their PCs. This is provided in Welsh or English automatically, depending on the language selected by each user when they first access Netconsent. User language choice data isn't stored within Netconsent software, and it is therefore not possible to report on the number and percentage of users accessing this training in Welsh.

7. Recruitment

We are awaiting this data from Recruitment.

Below is a list of the number of new posts and vacancies we advertised in the year that were categorised with different Welsh language skills requirements.

Between 1 April 2022 and 31 March 2023 we advertised ___ jobs. This included posts within the authority and posts in schools. The level of Welsh language skills required for each post were as follows:

Welsh language skill level	Number of posts
1	
2	
3	
4	
5	

The Welsh language skill levels Powys uses to categorize jobs are shown below. We will be updating these in summer 2023 so they are more specific about the skills required. We will be working with Welsh Government and Welsh Language Officers from Ceredigion and South Wales to do this to ensure consistency.

Level 0

Very little or no knowledge of Welsh

Level 1

I can pronounce Welsh personal and place names correctly, and I can give and respond to basic greetings on the telephone or in person.

Level 2

I can communicate routine tasks requiring a simple exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.

Level 3

I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar or relevant to everyday life (e.g. family, hobbies, work).

Level 4

I can interact with a degree of fluency and spontaneity that makes interaction with native speakers possible. I can take an active part in discussion in familiar contexts.

Level 5

I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

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