



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

WELSH LANGUAGE STANDARDS

Annual Monitoring Report
April 2025 - March 2026



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Mae'r ddogfen hon ar gael yn Gymraeg



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Introduction

Mid and West Wales Fire and Rescue Authority (MAWWFRA) recognises and values the rich diversity of our communities and the significance of our cultural heritage. We recognise that under the Welsh Language (Wales) Measure 2011, the Welsh language has equal legal status with the English language, and we are committed to ensuring that in conducting our business, the Welsh and English languages are treated equally.

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on MAWWFRA to comply with a set of Standards relating to the Welsh language.

As an Authority, we continue to work within the Welsh Language Standards, using them to further progress our commitment and aspiration to provide services equitably to all areas of mid and west Wales.

We also acknowledge our duty towards our staff, most of whom are residents of mid and west Wales and who themselves reflect the linguistic and cultural make-up of their communities.

Despite the significant challenges we face, we recognise that to ensure we continue to provide an efficient and effective service to our communities, challenging and improving the way we work is important. We are always open to change and thrive on finding new and better ways of doing things. Through careful planning, we can consider what we want to do for the short, medium and long term to ensure we continually review our activities and build a representative workforce to help us deliver fully inclusive services, ensuring our staff and communities have access to our services in their language of need and choice.

Thank you,

John Davies.

Chair, Mid and West Wales Fire and Rescue Authority



Executive Summary

At Mid and West Wales Fire and Rescue Service (MAWWFRS), we are clear that in the conduct of public business in Wales, the Welsh and English languages should be treated equally. We take immense pride in our ongoing commitment to the Welsh language and to increasing bilingual services and language choice for both our staff and our communities year on year.

Our vision is for an ambitious Welsh language service where all staff working for MAWWFRS will be able to understand and use a level of Welsh appropriate for their role.

Our mission is to provide a Welsh language service which goes beyond legislative compliance and reflects the communities we serve and the staff we employ, recognising their rights, meeting their needs, and contributing to their development. Our organisational values underpin this approach.

Taking our lead from the Welsh Government, we believe that Welsh belongs to us all, whatever our linguistic background and that it is a vocational skill that all our staff should possess, at an appropriate level, according to their role and location, to enable us to develop, provide and promote appropriate Welsh language services.

This report provides details on the progress made in key service areas and notable achievements which will improve our capacity to deliver our services bilingually. However, it also recognises that while good progress has been made, there is ongoing work to be done to ensure we recognise language needs and provide real language choices to both our communities and our staff. We have identified key actions within this report which we will prioritise for improvement over the next twelve months. These key areas will continue to build on the work we have undertaken this year to enhance the bilingual capacity of our Service.

We want to ensure we have the optimum number of bilingual staff in key areas that reflect the language profile of our communities. We therefore remain committed to promoting bilingual workplaces and creating a positive environment for our staff and our communities to engage with us both formally and informally through the medium of Welsh.

Thank you,

Craig Flannery.

Chief Fire Officer.



Background and current situation

The Welsh Language Commissioner issued MAWWFRA with its Compliance Notice, under Section 44 of the Welsh Language (Wales) Measure 2011 on 30 September 2016. This notice sets out which Standards are imposed on us, along with any exemptions and their implementation dates. MAWWFRA's Compliance Notice is available [here](#) on our website.

As part of the Compliance Notice, MAWWFRA was required, by 30 March 2017, to publish a document noting how it intended to comply at a corporate level with the Standards, and what its internal processes were for oversight and monitoring implementation. MAWWFRA's Implementation Plan is available [here](#) on our website.

Under the legislation, MAWWFRA is also required to publish an annual progress report made towards meeting and maintaining the Welsh Language Standards.

This annual report for 2025/26 is MAWWFRA's evaluation of how we have complied with the Standards and how we have promoted and facilitated opportunities to use the Welsh language, ensuring that the Welsh language is treated no less favourably than the English language. This report is available, together with previous reports, [here](#) on our website.

Accountability and responsibility for the Welsh language

At a MAWWFRA level, accountability for the Welsh language lies with the Mid and West Wales Fire and Rescue Authority's Performance, Audit and Scrutiny Committee.

Within MAWWFRS, the Executive Leadership Team has the highest management function and is led by the Chief Fire Officer. Within the Executive Board, the executive lead for the Welsh language lies with the Deputy Chief Fire Officer, who has line management responsibility for the Corporate Communications and Business Development department.

The Head of Corporate Communications and Business Development has strategic and operational responsibility for the Welsh language.

The Welsh Language Officer has responsibility for implementing the Standards and for promoting and supporting the Welsh language from day to day.

Arrangements for approving this report.

This report was submitted to and approved by the MAWWFRA's Performance, Audit and Scrutiny Committee in July 2026.



Matters arising during the reporting period.

Compliance with the Welsh Language Standards

The table below records actions taken and matters arising during 2024/25, concerning the delivery of Standards applicable to MAWWFRA as outlined in Section 44 Welsh Language (Wales) Measure 2011

Service Delivery Standards	Action taken during 2025/26
Standards 1, 4, 5-7	We continued to ensure that all departmental administration teams are familiar with guidance and resources available concerning these specific Standards relating to corresponding with individuals inside and outside the organisation.
Standards 8-22	During 2025/26, a mystery shopper process was undertaken by officers of the Welsh Language Commissioner's organisation, regarding the use of a consistent and bilingual approach to answering telephone calls. It was reported back that all calls were handled correctly within the bilingual parameters set for us as an organisation. This shows an uptake on the information distributed to our staff with regard to the unsatisfactory results of similar mystery shopper processes of the past few years. The updated information video message sent out for all staff to watch (following last year's process) is permanently available on the Service's intranet pages as we continue to ensure staff are aware of their responsibilities and the requirement to consider the importance of language choice when dealing with telephone calls to and from members of the public.
Standards 28-32	All public meetings of the Mid and West Wales Fire and Rescue Authority have been supported with a simultaneous translator. Further to an agreement with the Service's Executive Leadership Team, more reports have been presented in the medium of Welsh, increasing its use in this public forum. As part of the Local Government and Elections (Wales) Act 2021, we produced a Multi-locations Procedure for the Authority, which is now included within the Constitution. This includes guidance concerning the use of simultaneous translation at full Authority and Committee meetings.
Standards 32, 36, 58-60	All publicly available materials and platforms have been produced and displayed bilingually, including the Service website and corporate social media accounts. As a



	service we continue to ensure that we place the Welsh Language at the forefront of all our public interactions. Any posters, leaflets, videos or other promotional materials have also been produced bilingually. Except for operational signs, all signs have been produced bilingually.
Standards 49, 52, 53 and 54	The Service developed a new website that went live in quarter 1 of 2024/25. Following a full review of requirements to ensure it is fully compliant with applicable Welsh Language Standards, we have been seeking opportunities to go beyond compliance and extend content that is currently being offered through the medium of Welsh.

Operational Standards	Action taken during 2025/26
Standard 125 - 130	The Welsh Language Officer undertook a Welsh Language Awareness Session 'Train the Trainer' course in the last quarter of 2025 to better be able to deliver awareness sessions to staff. The new information session will be utilised and delivered to all departments across the service. These sessions will include elements of Welsh language history, Welsh language oppression, information on general Welsh language laws and regulations, and then a targeted section on which of the Welsh Language Standards apply to each department. The first of these sessions is scheduled to take place in quarter 2 2026/27 and will be rolled out to each department in turn. A 30 minute 'Welsh Language Awareness' information presentation will also be included in every new support staff and Firefighter induction session as a video, so that every new member of staff will have a greater understanding of the Service's desire to be a naturally bilingual service and to also inform each new individual of the expectations of the Welsh Language Standards.
Standard 117 - 122	Building on last year's work of undertaking a wholesale review of the Cornel Cymraeg site and modifying advice guidance and information as required, The Cornel Cymraeg has now become a 'one-stop-shop' that allows employees to have a central place to go to for formal guidance and informal aids. All information-drop videos and useful



	knowledge with regards to the Welsh language is kept there after it has been circulated via email or Insight post. We have now started to encourage other departments to now look at ways to incorporate the Welsh language into their own intranet pages, ensuring that we go beyond compliance.
Standard 124	This year we have continued to ensure we assessed the Welsh language skills of our employees. It is positive to note that the number of returns we have to this assessment questionnaire has continued to remain high (2026 - 404, 2025 – 497, 2024 – 444, 2023 – 337). The outcomes of this exercise have been published within this document (see page 13). Work is underway to enhance collaboration with HR and the Core HR software to ensure that employees' Welsh Language Skills are recorded in a more dynamic way. This will allow us to better track baseline figures, changes and requests regarding Welsh language skills. There will also be work done to better capture the Welsh language skills of new employees. We are also awaiting direction from the Welsh Government and Welsh Language Commissioner's office as to the adoption of a new Common European Framework of Reference for Languages (CEFR) framework, which is an international standard for describing language proficiency, ranging from A1 (beginner) to C2 (mastery). It provides a transparent, comprehensive framework for learning, teaching, and assessment across all European languages and following this framework would make sure we are aligned with other organisations going forward. This work will continue to grow during 2026.
Standard 129	Recognising the importance of providing Welsh language training to all staff, considerable time and support have been provided to ensure they can access appropriate courses based on their skill set and learning needs. We continued to explore course options, offering both digital and traditional learning methods. All this provision is fully supported financially and time-wise through the Service to encourage staff to participate.



	During 2025/26, 6 individuals embarked on the 'Say <i>Something in Welsh</i>' bitesize course, and 2 individuals are undertaking an online classroom-based course. It is important to note that one of the individuals undertaking both the mentioned courses is our new Chief Fire Officer and all individuals are undertaking these courses with the support of the Service. Monitoring and promoting the Welsh language amongst our staff has been hugely successful this year. We have continued to support Welsh language and culture-related campaigns and have created and circulated a series of videos outlining awareness of the Welsh language and everyone's duty to operate in accordance with the Welsh Language Standards. Corporate Head of Resources Ceri Jackson attended a series of Welsh Government led 'Leading in a Bilingual Country' seminars which incorporated discussions around technological and software advances in Welsh language translation and how to successfully lead on linguistic planning changes within an organisation. Learning aspects gathered on the course were disseminated among the Service's senior leadership teams and will be utilized in the decision making processes going forward.
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Policy Making Standards	Action taken during 2025/26
Standards 85-90, 92-94	Following a wholesale review of the Service's governance process, we have taken the opportunity to consider our Welsh Language Impact Assessment tool to ensure that all strategic decisions being made by the organisation consider the Welsh language. As such, the tool has now been edited and updated to allow for the capturing of further background information on each proposal. This has been shared with the organisation. A new Welsh Language Internal Use Policy has been drafted and published during 2025/26 and has been further strengthened by working in partnership with the Welsh Language Commissioner.



Progress against the commitments we made in our 2025/26 Welsh Language Annual Monitoring Report

We will continue to work closely with the Welsh Language Commissioner's team to develop the mindset of co-regulation to develop monitoring methods that will give us more certainty about the compliance across the full range of standards.

We continued to develop our relationship with the Welsh Language Commissioner's team and attended several online information-sharing sessions, attended one in-person pan-Wales event and continued to feed into the Commissioner's self-regulation processes. This allows us to be assured that we are allowing an open and honest regulatory practice, with any areas of concern to be quickly identified and addressed.

Building on last year's Welsh Language Service Promotional project, we were chosen by the Welsh Language Commissioner as one of three partners (Natural Resources Wales and HM Customs & Excise being the other two) to present and showcase the availability of requesting a 'Safe & Well' home visit through the medium of Welsh in a pan-Wales online forum. Following on from this, the Commissioner's office has also commissioned a promotional short video to highlight our 'Safe and Well' service, which will then be shared by the Commissioner's office as a 'best-practice' example of a fully bilingual service.

We will introduce Welsh Language Skills Development Groups for staff across our Service, creating a network of support to facilitate the informal use of Welsh, enabling Welsh-speaking staff to use their skills more often.

We spent time during the year to develop contacts within various departments and working groups to build up the profile of the Welsh Language Officer within the Service and to ensure that the language was considered and represented beyond the usual linguistic forums, such as the Health & Safety Wellbeing Committee.

We have also started to work more closely with the POD (People and Organisational Development) and Training Departments and they will be the first to receive the newly developed.

We have incorporated a section within our Welsh Language Skills Staff Survey that allows us to gather information from individuals who have answered positively to requiring help to grow confidence in their Welsh language skills. We will use this information to go on to create a 'Ffrind Iaith/ Language Buddy'* system that will be launched during the national Welsh Language Commissioner's 'Defnyddia Dy Gymraeg' campaign that is run annually during November/December. This will hopefully become the seed that allows us to grow a network of internal Welsh Language Champions.



We will work to help raise the Welsh skill level of staff who have a recorded level less than level 2 by offering support with development and assessments.

During 2025/26 6 individuals embarked on the 'Say Something in Welsh' bitesize course, and 2 individuals undertook an online classroom-based course. All individuals are undertaking these courses with the support of the Service.

The ongoing work into 2026 of developing the way we capture and set Welsh language skill levels will allow us to pinpoint individuals who have responded positively to the offer of chances to develop their skills.

We said we would revise our method for capturing Welsh language skills data to ensure we have a data set that accurately reflects our organisation and drives our future aims, objectives and ambitions.

Work began in the last quarter of '25 to liaise with the HR department to better integrate Welsh language skills data capturing into the current PeopleXD software that is used. By utilising this software system, we will be able to capture and use more dynamic data going forward, and to better track baseline figures, changes and requests re. Welsh language skills. This work will continue into 26/27 as we evolve our data capturing methods whilst working closer with our colleagues in HR.

We said that we would create and distribute a new Welsh Language Awareness Information session that will be used across the board to help all staff to realise their duty to operate in accordance with the Welsh Language Standards. This new Information session will also be utilised in the induction process of all new staff members.

Our Welsh Language Officer undertook a 'Welsh Language Awareness Train the Trainer' course in the last quarter of '25 to be better equipped with the necessary 'tools' to engage with all departments with regard to their Welsh language duties. A new session has been created and will be given to each department in turn to ensure that all individuals and departments are aware of their responsibilities in terms of the Welsh Language Standards. The first department will receive their session during Quarter 2 2026/27 and we foresee that these sessions will be undertaken throughout the coming year to facilitate and meet with each department in turn.

This session will also be turned into a video format session so that each new starter within our Service can utilise this tool as part of their induction process. This is new tool will be created during Quarter 2 2026/27 and will then become part of the resources available on the Cornel Cymraeg section of our intranet site.



Complaints

The table below shows 1 complaint was received during the reporting period:

Standards Group	Complaints received directly
Service delivery standards	1
Policy making standards	0
Operational standards	0

The complaint relates to the answering of a bilingual email with an English only reply. This was assured to be an 'error' on the answering individual's part, and they have been spoken with to ensure that they understand the importance of avoiding this mistake again in the future.

Actions to be taken during 2026/27 and beyond.

- We will continue to work closely with the Welsh Language Commissioner's team to develop the mindset of co-regulation to develop monitoring methods that will give us more certainty about the compliance across the full range of standards. We will launch a new Welsh Language Policy, recognising what we have learned since the introduction of the Welsh Language Standards and what our organisational aspirations are in supporting the use and promotion of the language over the next 5 years.
- We will introduce Welsh Language Skills Development Groups for staff across our Service, creating a network of support to facilitate the informal use of Welsh, enabling Welsh-speaking staff to use their skills more often.
- We will work to help raise the Welsh skill level of staff who have a recorded level less than level 2 by offering support with development and assessments.
- We will revise our method for capturing Welsh language skills data to ensure we have a data set that accurately reflects our organisation and drives our future aims, objectives and ambitions.
- We will create and distribute a new Welsh Language Awareness Information session that will be used across the board to help all staff to realise their duty to operate in accordance with the Welsh Language Standards. This new Information session will also be utilised in the induction process of all new staff members.



- As part of our cultural journey and our new strategic outlook we will look to align ourselves and work towards the Welsh Government Cymru 2050 strategy which is their long-term approach to achieving the target of a million Welsh speakers by 2050. By ensuring that the Welsh language fundamentals of the above strategy are incorporated as early as possible into our decision-making processes, we will then be able to move confidently forward with the understanding that we are fully operating as a bilingual Service.



Employee Welsh Language Skills

The data for the 2025/26 financial year appears in the tables below.

A mandatory Welsh language skills survey was designed and conducted in the second quarter of 2026.

404 responses were received. This was a very good response for an organisation with many retained firefighters who work a variety of part-time hours and when in work have operational competencies which must be prioritised. Although the number of respondents to the survey was slightly less than the previous year, it's still positive to note that the numbers for the last 3 years have indicated a higher degree of engagement with Welsh language Skills Survey than in previous years.

Personnel were asked to record their level of Welsh language understanding, along with the level of understanding they would like to reach. The results are included in the table below.

Level	Current Status	Desired Status
Level A1 (Entry) - You can recognise some basic everyday greetings for example, bore da, diolch, if the person is talking very slowly.	165	39
Level A2 (1) - You can understand simple enquiries, personal information or instructions.	36	29
Level B1 (2) - You can understand people talking slowly about everyday situations and someone giving instructions or asking you or others to do something.	25	27
Level B2 (3) - You can understand information about common or everyday topics and people speaking clearly when making announcements or when on spoken media.	28	55
Level C1 (4) - You can understand most conversations and discussions even if the subject is unfamiliar and	43	29



there are differences in formal / informal Welsh and dialects.		
Level C2 (5) - You can understand all conversations and discussions between others, on all sorts of topics and all kinds of spoken Welsh, including lectures or complex discussions.	74	75
None - You have no understanding at any level	33	19
You are happy with the level you are at.	N/A	131

Personnel were also asked to record their level of Welsh language speaking ability, along with the level of Welsh speaking ability they would like to reach. The results are included in the table below.

Level	Current Status	Desired Status
A1 (Entry) – You can repeat some basic, simple words upon hearing them often.	126	36
A2 (Level 1) - You can say place names, personal names and signs correctly or greet and introduce others or give and receive personal details.	85	29
B1(Level 2) - You can make or respond to simple enquiries, give or respond to simple information and instructions and hold a short conversation exchanging straightforward information.	36	36
B2 (Level 3) - You can take part in most conversations or meetings turning to English for discussion or when giving detailed	24	59



information.		
C1 (Level 4) - You can contribute effectively to most work meetings, hold a conversation comfortably and exchange information turning to English for technical terminology.	47	36
C2 (Level 5) - You can express yourself fully and precisely, even when discussing complex issues and adapt your language style to the audience or context.	54	68
None - You have no speaking ability at any level	32	16
You are happy with the level you are at.	N/A	124

Personnel were asked to record their level of Welsh language reading ability, along with the level of Welsh language reading ability they would like to reach. The results are included in the table below.

Level	Current Status	Desired Status
A1(Entry Level) - You can recognise some basic, short Welsh words. You can also guess the meaning of some words when they are in an explanatory context.	133	41
A2(Level 1) - You can read short sentences, basic signs, simple instructions or simple information.	56	29
B1(Level 2) - You can read short messages and understand some basic emails.	33	28
B2(Level 3) - You can understand most messages concerning day to day work and guess the	24	56



meaning of a word if the subject is familiar.		
C1(Level 4) - You can read most correspondence and scan long texts to find details and understand most articles and reports with the aid of a dictionary.	48	33
C2(Level 5) - You can read and understand nearly all written texts with ease, only occasionally using a dictionary, read long texts, reports and articles to find relevant details and understand formal and informal writing.	60	65
None - You have no reading skills at any level	50	19
You are happy with the level you are at.	N/A	133

Personnel were asked to record their level of Welsh language writing ability, along with the level of Welsh language writing ability they would like to reach. The results are included in the table below.

Level	Current Status	Desired Status
A1(Entry) - You can write a short Welsh word with minimal assistance.	139	50
A2(Level 1) - You can open and close an e-mail and write personal names, place names and job titles.	52	33
B1(Level 2) - You can write a short message to a colleague and write a short message to arrange an appointment.	34	39
B2(Level 3) - You can write a message on most topics and write relatively accurately on most familiar topics.	38	48
C1(Level 4) - You can	38	29



produce correspondence of all types.		
C2(Level 5) - You can write extended messages, reports or other types of writing in a style appropriate to the reader, write in formal or informal Welsh as necessary and write with a high degree of accuracy on a wide range of topics.	29	62
None - You have no writing skills at any level	74	22
You are happy with the level you are at.	N/A	121

A new facet that was added to this year's Skills Questionnaire was the gathering of information on what help, if any, individuals would like to receive to improve their Welsh skills and it is important to note that 73 people replied positively to being open to /wanting to partake in Welsh language lessons and informal opportunities to practice and gain confidence. Through this method, we can now pinpoint and offer various ways the Service can support and develop those individuals.

This in turn will prepare the way for the 'Ffrind Iaith/Language Buddy' project mentioned above*, creating a network of internal Welsh Language Champions.



Conclusion

As outlined within the body of this report, Mid and West Wales Fire and Rescue Service, supported by its governing body, Mid and West Wales Fire and Rescue Authority, is committed to increasing compliance levels with its Welsh Language Standards.

As a Service, we are proud of the significant steps we have already taken to improve our bilingual service provision for our service users, staff, stakeholders and members of the public. However, we recognise that there continues to be room for improvement, which we will address during 2026/27.

The Service remains committed to ensuring equality for the Welsh language and Welsh speakers and will continue to promote, support and encourage the use of Welsh within the Service and our communities at every opportunity.

For further information on the details of this report, or for further information on Mid and West Wales Fire and Rescue Service's implementation of the Welsh Language Standards, please contact Llew Davies, Welsh Language Officer by emailing llew.davies@tancgc.gov.uk



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

EIN GWELEDIGAETH

I ddarparu'r gwasanaeth gorau posibl i
gymunedau Canolbarth a Gorllewin Cymru.

OUR VISION

To deliver the best possible service for
the communities of Mid and West Wales.

#EichGTACGC

#YourMAWWFRS



WELSH LANGUAGE STANDARDS

Annual Monitoring Report
April 2025 - March 2026

Social Media

We encourage you to keep an eye on our
social media channels for updates

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