



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

WELSH LANGUAGE STANDARDS

Annual Monitoring Report
April 2024 - March 2025





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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,

Gwynfor Thomas.

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,

Roger Thomas.

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 2024/25 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 Board 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 2025.

Complaints

Compliments, comments and complaints about the Welsh language can be made [here](#).



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 2024/25
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 2024/25, issues were identified as part of a mystery shopper process, regarding the use of a consistent and bilingual approach to answering telephone calls. In response to this there will be an updated information video message sent out for all staff to watch. It will be placed on Insight for all to view and 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 bilingual.
Standards 49, 52, 53 and 54	The Service developed a new website that went live in quarter 1 of 2024/25. As part of this process, a full review of requirements was



	undertaken to ensure it is fully compliant with applicable Welsh Language Standards, as well as seeking opportunities to go beyond compliance and extend content that is currently being offered through the medium of Welsh.
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Operational Standards	Action taken during 2024/25
Standard 125 - 130	During 2022/23, the Service's Welsh Language Officer embedded themselves as part of the induction process for new Firefighter recruits. As a result of sickness, this support ceased during 2023/24. However, the new Welsh Language Officer, since the fourth quarter of 2024, has been planning and scripting a new 'Welsh Language Awareness' information presentation that will be included in every new Firefighter induction session. The new information session will be utilised from the second quarter of 2025.
Standard 117 - 122	During 2024/25 we continued to support the ICT department in ensuring compliance with the Welsh Language Standards as part of their project to develop a new Service intranet. During 2024/25 we undertook a wholesale review of the Cornel Cymraeg site, 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.
Standard 124	This year we have continued to ensure we assessed the Welsh language skills of our employees, recognising its importance in formulating a new Welsh Language Strategy and Policy during 2025. It is positive to note that the number of returns we have to this assessment questionnaire has continued to rise year on year (2025 – 497, 2024 – 444, 2023 – 337). The outcomes of this exercise have been published within this document along with the figures of 2023/24 for comparison. 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 base-line figures, changes and requests regarding Welsh language skills. There will also be work done to better capture the Welsh language skills of new employees. This work will continue to grow during 2025.



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 timewise through the Service to encourage staff to participate. During 2024/25 9 individuals embarked on the ‘<i>Say Something in Welsh</i>’ bitesize course, and 1 individual undertook an online classroom-based course. All individuals are undertaking these courses with the support of the Service. Monitoring and promoting the Welsh language amongst our staff have 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.
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Policy Making Standards	Action taken during 2024/25
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 during 2024/25 and has been further strengthened by working in partnership with the Welsh Language Commissioner. Versions will be submitted through the Service’s governance process for final decisions and approval in 2025.

Progress against the commitments we made in our 2024/25 Welsh Language Annual Monitoring Report

We said we would work with the Welsh Language Commissioner’s team to support the design and promoting Welsh language services project, improving how we design and promote our Welsh language services to increase their use.



Throughout 2024/25 we chose two existing projects within the Service to work with and to look at ways of increasing the uptake of a Welsh Language version of both services. We chose the two following projects –

1. Safe & Well Visit – where the aim to increase members of the public’s awareness of being able to ask for and receive a ‘Safe & Well Visit’ through the medium of the Welsh Language.
2. Have Your Say Public Consultation – where we hoped to raise awareness of the fact that the consultation can be completed using the Welsh language, and increase the numbers being returned to us completed in Welsh.

Undertaking the above gave the Welsh Language Officer an opportunity to liaise with other departments within the service, to engage with staff and members of the public, and to raise the profile of the Welsh Language. The project also gave an insight into the wider issues with regards to staff confidence when using the Welsh language and notably, the importance of ensuring Welsh Language speakers, where possible in public-facing roles.

There are no figures to report on the ‘Safe and Well Visits’ at the time of writing this report however the return numbers for the ‘Have Your Say’ Public Consultation during the running time of the project were as follows –

Total Surveys Filled Out	Welsh Version Filled Out	English Version Filled Out
1052	26	1026

We said we will launch a new Welsh Language Strategy, recognising what we have learned since the introduction of the Welsh Language Standards and what our organisational aspirations are in supporting the uses and promotion of the language over the next 5 years.

We have decided to wait until the work being undertaken to create a new policy on the internal use of the Welsh Language has been completed before we move forward with the new Welsh Language Strategy, as the former will influence and guide the latter. This ensures a stronger Welsh Language Strategy going forward.

We said we would introduce Welsh 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 Welsh more often.

Work has already begun to create an online space where those wishing to learn and develop their Welsh Language skills will be able to do so in an informal and supportive environment. This online space will be launched by the summer of '25 and will hopefully become the seed that allows us to grow a network of internal Welsh Language Champions.

We said we would 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 2024/25 9 individuals embarked on the ‘Say Something in Welsh’ bitesize course, and 1 individual undertook an online classroom-based course. All individuals are undertaking these courses with the support of the Service.



We said we would undertake a wholesale review of Cornel Cymraeg site on our Service intranet, modifying advice, guidance and information as required.

During 2024/25 we undertook a wholesale review of the Cornel Cymraeg site, 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.

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 is underway to work closer with HR and the Core HR software to ensure that employees' Welsh Language Skills are recorded in a more dynamic way to better track base-line figures, changes and requests re. Welsh language skills. There will also be work done to better capture the Welsh language skills of new employees. This work will continue during 2025.



Complaints

The table below shows that no complaints were received during the reporting period:

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

Actions to be taken during 2025/26 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.



Employee Welsh Language Skills

The data for the 2024/25 financial year appears in the tables below.

A mandatory Welsh language skills survey was designed and conducted in the first quarter of 2025.

497 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. This is also the second year in a row that there has been an increase in the number of individuals returning a completed survey.

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.	199	63
Level A2 (1) - You can understand simple enquiries, personal information or instructions.	49	46
Level B1 (2) - You can understand people talking slowly about everyday situations and someone giving instructions or asking you or others to do something.	35	48
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	52
Level C1 (4) - You can understand most conversations and discussions even if the subject is unfamiliar and there are differences in formal / informal Welsh and dialects.	65	78
Level C2 (5) - You can understand all	87	128



conversations and discussions between others, on all sorts of topics and all kinds of spoken Welsh, including lectures or complex discussions.		
None - You have no understanding at any level or are happy with the level you are at.	33	81

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.	151	64
A2 (Level 1) - You can say place names, personal names and signs correctly or greet and introduce others or give and receive personal details.	97	42
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.	50	51
B2 (Level 3) - You can take part in most conversations or meetings turning to English for discussion or when giving detailed information.	26	65
C1 (Level 4) - You can contribute effectively to most work meetings, hold a conversation comfortably and exchange information turning to English for technical terminology.	68	72



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.	65	122
None - You have no speaking ability at any level or are happy with the level you are at.	39	80

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.	160	64
A2(Level 1) - You can read short sentences, basic signs, simple instructions or simple information.	75	45
B1(Level 2) - You can read short messages and understand some basic emails.	40	54
B2(Level 3) - You can understand most messages concerning day to day work and guess the meaning of a word if the subject is familiar.	38	62
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.	55	65
C2(Level 5) - You can read and understand nearly all written texts with ease, only occasionally using a dictionary, read long texts,	68	120



reports and articles to find relevant details and understand formal and informal writing.		
None - You have no reading skills at any level or are happy with the level you are at.	60	86

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.	159	69
A2(Level 1) - You can open and close an e-mail and write personal names, place names and job titles.	64	47
B1(Level 2) - You can write a short message to a colleague and write a short message to arrange an appointment.	36	69
B2(Level 3) - You can write a message on most topics and write relatively accurately on most familiar topics.	52	55
C1(Level 4) - You can produce correspondence of all types.	44	57
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.	39	97
None - You have no writing skills at any level or are happy with the level you are at.	102	102



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 2025/26.

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

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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 2024 - March 2025

HOFFI DILYN RHANNU



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Ein Negeseuon
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Our Safety
Messages

