



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

WELSH LANGUAGE STANDARDS

Annual Monitoring Report
April 2021 - March 2022

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1. INTRODUCTION

Mid and West Wales Fire and Rescue Authority recognises and values the rich diversity of our communities and the significance of our cultural heritage. As such, we recognise that under the Welsh Language (Wales) Measure 2011, in Wales, the Welsh language has equal legal status with the English language and must not be treated less favourably. We are committed to ensuring that in conducting our public business, the Welsh and English languages are treated on the basis of equality.

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Mid and West Wales Fire and Rescue Authority, among other public bodies in Wales, to comply with a set of Standards relating to the Welsh language.

As an Authority, we continue to respond to the Welsh Language Standards, utilising the Standards 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 own staff, most of whom are residents of mid and west Wales and who themselves reflect the linguistic and cultural make-up of their own 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 really important. We are always open to change and thrive on finding new and better ways of doing things. Through careful planning, we are able to 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 services that are fully inclusive, ensuring our staff and communities have access to our services in their language of need and choice.

Thank you

Elwyn Williams,
Chair, Mid and West Wales Fire and Rescue Authority

2. EXECUTIVE SUMMARY

At Mid and West Wales Fire and Rescue Service, we are clear that in the conduct of public business in Wales, the Welsh and English languages should be treated on the basis of equality. We take great 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.

The last twelve months has been a period of significant change for the Service. Following the retirement of Chris Davies QFSM, I am delighted to contribute to this Welsh Language Standards annual report as the new Chief Fire Officer for Mid and West Wales Fire and Rescue Service. Coinciding with my recent appointment as Chief Fire Officer, the Service has also initiated a new Executive Leadership Team and Directorate Structure. With new people in roles comes a renewed emphasis and it is with this momentum I hope to build an organisation that continues to deliver with drive, passion and desire. My immediate priority, and that of our new Executive Leadership Team is to ensure that Mid and West Wales Fire and Rescue Service continues to build on recent successes.

Our new Deputy Chief Fire Officer, Iwan Cray, will head the Risk Management and Improvement Directorate, which includes leading on compliance with the Welsh language standards. As a Service, we have committed to an ongoing review of our compliance against our Welsh Language Standards, and that review has informed the content of this report which outlines the steps we have taken over the last twelve months to meet and maintain our compliance.

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 need and provide real language choice to both our communities and our staff. We have identified key actions within this report which we will prioritise focus areas 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.

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We want to ensure we have the optimum numbers 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. I would like to take this opportunity to encourage every individual who wishes to do so, to use their Welsh with us whether a Welsh learner, a fluent Welsh speaker or able to say a word or two, everyone is welcome to use their Welsh with us.

Thank you

Roger Thomas.
Chief Fire Officer

3. BACKGROUND AND THE CURRENT SITUATION

Under the Welsh Language (Wales) Measure 2011, in Wales, the Welsh language has equal legal status with the English language and must not be treated less favourably.

The Welsh Language Commissioner issued Mid and West Wales Fire and Rescue Service 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 Mid and West Wales Fire and Rescue Service, along with any exemptions and their implementation dates. Mid and West Wales Fire and Rescue Authority's Compliance Notice is available [here](#) on our website.

As part of the Compliance Notice, the Authority 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. Mid and West Wales Fire and Rescue Service's Implementation Plan is available [here](#) on our website.

Under the legislation, the Authority is also required to publish an annual report on progress made towards meeting and maintaining the Welsh Language Standards. This annual report for 2021/22 is Mid and West Wales Fire and Rescue Service's own evaluation of how we

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

Councillor Mansel Charles was the Fire Authority Champion for the Welsh Language during 2021/22. The new Welsh Language Champion, Gwyn Wigley Evans was appointed at the Authority's Annual General Meeting in July 2022.

Within Mid and West Wales Fire and Rescue Service, the [Executive Board](#), has the highest management function and is led by the Chief Fire Officer, Roger Thomas. Within the Executive Board, executive lead for the Welsh language lies with the Deputy Chief Fire Officer, Iwan Cray, 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, Clare Grist, 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 the Authority's Performance, Audit and Scrutiny Committee and received approval on 25th July 2022.

Complaints

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

4. MATTERS ARISING DURING THE REPORTING PERIOD

Organisational Changes

The Service went through a period of major change during 2021/22 with operational re-structuring from four Command areas to three Divisional areas, together with a reconfigured support structure. A new Chief Fire Officer, Roger Thomas, was appointed to replace outgoing Chief Fire Officer Chris Davies from 6th April 2022.

Roger Thomas' promotion from Deputy Chief Fire Officer, together with the restructuring, led to reconfiguration, new appointments within the [Executive Board](#) and the initiation of a new Executive Leadership Team and Directorate structure. The Executive lead for the Welsh language passed from Roger Thomas to the new Deputy Chief Fire Officer, Iwan Cray.

Staffing

The Coronavirus Pandemic continued to pose challenges throughout 2021/22, affecting both the personal lives of Service employees as well as the way in which the Service operated.

There were unexpected challenges throughout the majority of the reporting period due to the Welsh Language Officer's terminal caring responsibilities and subsequent bereavement. The workplan continued, but progress was slower than anticipated in some areas.

Self-regulation - Welsh Language Standards Compliance Review

As a result of the organisational restructure and staffing changes, the Welsh Language Standards Compliance Review continued throughout 2021/22. The Welsh Language Officer supported new Heads of Department in reviewing compliance to ensure familiarisation with the Standards and an understanding of their legislative duties.

Existing Heads of Department reviewed their previous returns and developed action plans. Given the extent of the organisational and staffing changes, we did not achieve the intended overarching tracked compliance action plan in 2021/22, but will work to achieve this in 2022/23. Specific issues identified in compliance reviews are noted against the relevant standards in the table set out on pages 8-16.

Welsh language standards guidance was reviewed and developed throughout 2021/22 and this will continue in 2022/23. Guidance was developed around groups of standards, for example, Correspondence, Telephone Calls, and Social Media at three different levels:

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- Technical notes – a detailed reference document including information from the draft Code of Practice.
- Full guidance – containing hyper links to related guidance and resources developed by the Welsh Language Officer.
- Summary guidance – a single page guide with hyperlinks to full guidance documents.

Resources were developed to support compliance and Welsh language services, for example, vocabulary lists and guides. Requirements for further resources were identified during compliance reviews and discussions with staff, for example, the need for resources to support firefighters to correctly pronounce place, farm and property names. Guidance and resources are currently located on the Services' Document Management and Communications system but are being prepared for transition to the new intranet in 2022/23. The Corporate Communications and Business Development team worked with the ICT department to ensure the development of a compliant intranet service.

A partial mystery shopper exercise was carried out reviewing compliance in relation to social media and our website. Minor adjustments and corrections were made as a result. A full mystery shopper exercise is planned for 2022/23.

A three-month review of translation services was undertaken to examine efficiency, effectiveness and appropriateness of language pitch and accessibility. This will inform the upcoming translation procurement exercise for translation services over the next five years.

A new Welsh language impact assessment process was developed following attendance at the Welsh Language Commissioner's workshop on the Policy Making Standards in October 2020 and the realisation that our process was not compliant. The Welsh Language Impact Assessment (WLIA) Tool was approved by the Service Leadership Team in April 2021.

It is now a requirement that this assessment tool is included with any papers being submitted for approval and decision-making purposes. The Welsh Language Officer receives a copy of each draft WLIA and advises the author on compliance with the standards and any adjustments or improvements that need to be made. This has facilitated discussion and mainstreaming of Welsh language issues.

The way in which we publicised the Welsh Language Annual Report was revised for 2021/2022. We created a video of Roger Thomas, then Deputy Chief Fire Officer, publicising the report and at the same time encouraging all our service users and associates to 'use your Welsh with us'. This video was used on Facebook and Twitter.

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We created a press release which was also published on our website and publicised the report internally through our 'Weekly Highlights' e-bulletin.

Welsh language learning and skills development opportunities were expanded. Out of the four members of the newly formed Executive Board, three speak Welsh and one is learning to speak Welsh. An external mentor was commissioned in order to provide specific one to one coaching to Executive Board members. It is planned to open this out to the wider Executive Leadership Team in 2022/23 and also provide training on using Welsh in meetings to the same group.

We continued to work in partnership with SaySomethinginWelsh to provide flexible Welsh language learning opportunities, suitable for both operational and support staff. The pilot scheme was launched on 1st April 2021 and during 2021/22, 22 staff signed up for the programme.

The Welsh language skills survey, based on the Association of Language Testers in Europe (Alte) 'Can Do' statements was updated to align with the Common European Framework of Reference for Languages (CEFR) and the data was collected and analysed by individual department as well as whole organisation, in response to the Commissioner's wishes, outlined in his good practice advice document for producing a Welsh language standards annual report, to 'ensure greater consistency in terms of recording employees' Welsh language skills.' However, survey responses were very disappointing. 433 responses were received, a response rate of 33% as we currently employ 1318 staff.

Therefore, a new way of collecting and collating language skills data will be introduced for 2022/23 with the aim of producing a whole service profile of Welsh language skills that can easily be updated year on year.

The Service's Compliments, Comments and Complaints procedure was reviewed during 2021/22 to ensure compliance with the Welsh Language Standards as the compliance review undertaken in 2020/21 identified that we were not fully compliant.

Further detail and information pertaining to compliance reviews, findings, activity and plans is included in the tables below.

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5. Service Delivery, Operational and Policy Standards

The table below records action taken during 2021/22 and our plans for actions to be taken in 2022/23.

Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
Correspondence 1, 4, 5-7	<p>Continued Welsh language standards compliance review.</p> <p>Developed guidance and resources.</p> <p>Identified an issue with Standard 4 regarding understanding and therefore compliance. Sought clarification from Compliance Officer and provided additional guidance to departments and divisions.</p>	<p>Ensure all departmental administration teams are familiar with guidance and resources.</p> <p>Carry out Mystery Shopper exercise.</p>
<p>Telephone calls 8-10, 12-18, 20-22</p> <p>Meetings 24, 25/A/D</p> <p>Interviews to assist with enquiries 26/A, 27/A</p>	<p>Continued Welsh language standards compliance review.</p> <p>Developed guidance and resources.</p>	Carry out Mystery Shopper exercise.
Public meetings 28-32	<p>Fire Authority meetings continued to be held using Microsoft Teams and work was done with our translation service to improve simultaneous translation.</p>	<p>The first face to face meeting since the easing of Covid-19 restrictions was the AGM on the 4th of July 2022.</p> <p>As part of the Local Government and Elections (Wales) Act 2021, we will produce a Multi-locations Procedure for the</p>

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
		Authority, to be included within the Constitution. This will include guidance in respect of the use of simultaneous translation at full Authority and Committee meetings.
Public events 33-34	Public events were suspended due to the Coronavirus Pandemic. Completed Welsh language standards compliance review. Developed guidance.	Carry out Mystery Shopper exercise.
Publicity & advertising 35,36 Public documents 38, 45-47 Forms 48/A/B	Continued Welsh language standards compliance review. Developed guidance and resources. Reviewed language pitch used in both Welsh and English to ensure that language is not too formal and enables effective engagement with the public. Raised awareness across all Departments around the timeframe required for requesting translation and the need to track change previously translated	Continue monitoring and development of translation service and use of these services internally. Continue review and development of more informal, accessible language.

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
	material, as opposed to re-translating full texts time and time again.	
Website 49, 52, 53 Apps 54	Completed Mystery Shopper exercise and made minor amendments to website.	Continue to raise awareness within Departments that whilst the Corporate Communications and Business Development department is responsible for managing the Service's external website, they are responsible for the content appropriate to their roles and remit and need to ensure that the content is current and correct.
Social media 55-56	<p>Continued Welsh language standards compliance review and with engagement analytics and review.</p> <p>Developed guidance and resources.</p> <p>Reviewed language pitch used in both Welsh and English to ensure that language is not too formal and enables effective engagement with the public.</p> <p>Continued reviewing and trialling different options for posting on our corporate social media account – posting bilingually / posting twice and separately in Welsh and English.</p>	Continue to ensure all Departments who have social media accounts understand that Standard 56, in relation to replying to correspondence received in Welsh, does apply to them and that they should consider bilingual correspondence on their social media channels as best practice.

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
Signs 58-60 Reception services 61,64-5 Notices 66,67 Tenders 73,74/A,75,77	Continued Welsh language standards compliance review. Developed guidance. Discovered some non-compliant signs – not able to carry out audit due to Coronavirus Pandemic restrictions. Made changes to 'Proc 5' procurement documentation as a result of departmental compliance review, to collect records of having carried out assessments for Standard 73.	Carry out audit of signage and procure required resources.
Promoting services 78-79 Corporate identity 80	Developed guidance.	Review and develop promotion of Welsh language services as part of review of the Service's Welsh language strategy under our new Chief Fire Officer and Executive Board.
Education courses 81	Continued to support Community Safety in the development of bilingual educational resources in respect of Sbarc.	Support the launch of Staywise Cymru and the ongoing development of bilingual education resources.
Public address messages 82	Continued Welsh language standards compliance review. Developed guidance.	

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Policy making standards		
<p>Policy making standards 85-90, 92-94</p>	<p>The Welsh Language Impact Assessment Tool was approved in April 2021. It is now a requirement that this assessment tool is used for any papers being drafted for decision making purposes for consideration by the Service and Executive Leadership Teams.</p> <p>The Welsh Language Officer receives a copy of each draft Welsh Language Impact Assessment (WLIA) and advises on compliance with the Welsh language standards and whether any adjustments or improvements need to be or could be made.</p> <p>As anticipated, the introduction of the WLIA tool has facilitated more detailed analysis and reporting and increased awareness of and compliance with the Standards.</p> <p>It has also facilitated the development of effective working relationships between the Welsh Language Officer and a wide range of departmental and divisional staff.</p>	<p>Review and amend the content of the Welsh Language Impact Assessment Tool.</p> <p>Develop and introduce new Welsh Language Strategy.</p> <p>Review internal grievance policy.</p>

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
Welsh language policy 95	Completed review of Welsh language policy.	Consult on draft and introduce new policy.
Contracts and employment correspondence 96-101	<p>Continued Welsh language standards compliance review.</p> <p>Developed guidance and published on the internal '@work' document management and communications system.</p> <p>Reminded Managers in compliance review discussions that they have a role in knowing the language preferences of their staff and ensuring staff know what services are available to them.</p> <p>Liaised with People and Organisational Development Department to ensure that awareness of the content and requirements of the Standards is embedded in management development and training.</p>	Continue to liaise with People and Organisational Development Department to embed requirements of the Standards in training delivery.
Publishing policies in Welsh 102-108	Advised on Welsh language requirements through the Welsh language impact assessment process.	Continue to review existing policies to ensure full compliance.
Complaints by and against staff 109/A, 110, 112 Disciplinary process 113/A,	Continued Welsh language compliance review.	Ensure guidance on internal complaints, grievances and disciplinary matters includes reference to Welsh language requirements and

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
115-6		is shared with Department Heads / appropriate Managers.
Providing computer software and interfaces 117 Intranet 119, 121-2	Continued Welsh language compliance review. Supported the ICT department in ensuring compliance with the Welsh language standards in the development of a new intranet. Discussed bilingual interfaces and software solutions with ICT department.	Continue to support the ICT department in ensuring compliance with the Welsh language standards as the revised intranet is developed and implemented. Develop guidance and support for staff in. Ensure bilingual interfaces and software solutions are made available to staff as required.
Welsh language skills 124 Training delivery in Welsh 125-6 Welsh language lessons, training for managers and	Revised content of Welsh language skills survey. Reviewed our duty and ability to provide health and safety training opportunities in Welsh in the context of our role as an emergency service. Provision of Welsh medium training included in new health and safety procurement exercise. Continued to support and actively offer Welsh learning opportunities – through Dysgu Cymraeg, Cymraeg Gwaith and in partnership with SaySomethinginWelsh (SSiW).	Revise method for capturing Welsh language skills data. Develop Welsh language skills strategy. Develop and trial bilingual training sessions to encourage staff to choose Welsh options and to develop their confidence and skill at using their Welsh in a training environment. Expand support sessions and buddy scheme for Welsh learners and improvers. Expand coaching scheme for Welsh speakers.

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Standards Group	Action taken during 2021-2022	Action to be taken in 2022-2023
Service delivery standards		
Welsh language awareness 127-129 Induction 130	Introduced new Welsh language awareness session for firefighter recruits. Reviewed general Welsh language induction content. Developed new induction materials for operational recruits.	Deliver Welsh Language Awareness to Executive Leadership team. Develop blended and distance learning material. Revise general Welsh induction content and materials.
Email signatures and contact details 131-2	Completed Welsh language standards compliance review. Developed guidance and resources.	Carry out Mystery Shopper exercise.
Staff badges 133/A	Developed guidance and resources.	
Recruitment 134/A, 135/A/B, 137-8	Developed guidance and resources. Reviewed efficiency of process for recruitment translation.	Develop new process for translation of recruitment material.
Workplace signs 140/1	Developed guidance and resources.	Audit workplace signs
Workplace announcements 142	Developed guidance and resources.	

6. Record Keeping Standards

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

EMPLOYEES' WELSH LANGUAGE SKILLS

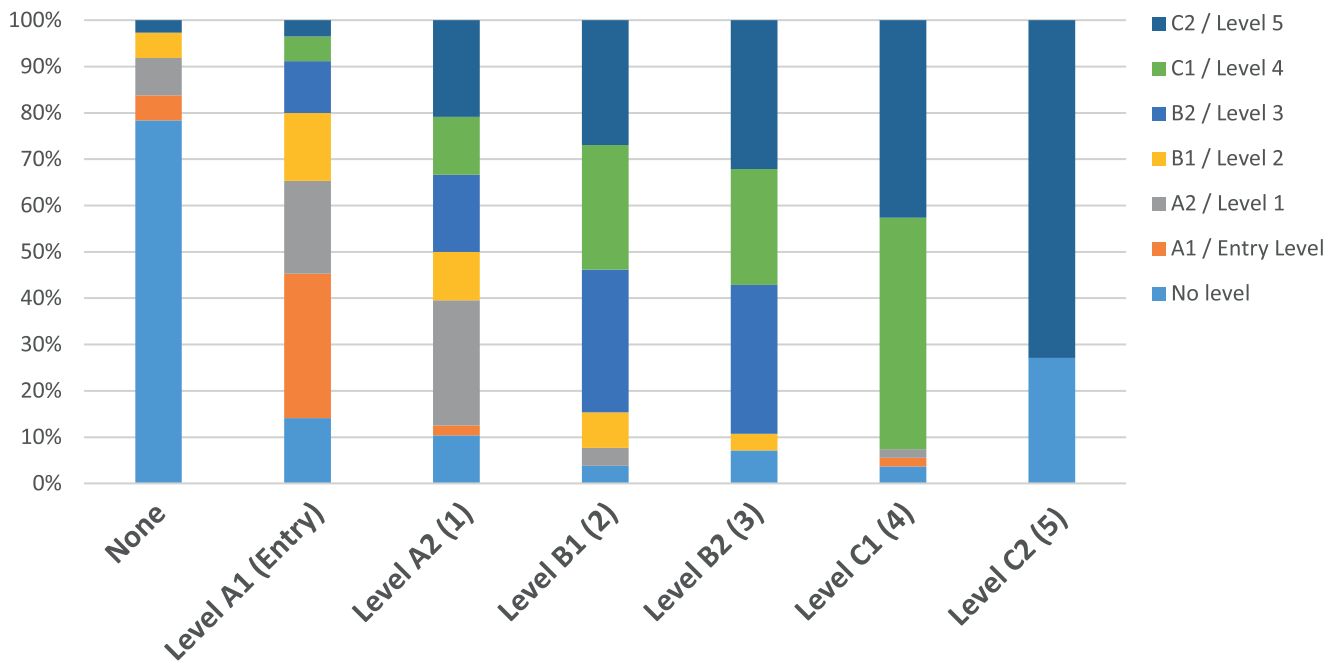
The data for 2021/22 appears in the tables below:

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Current Level of Understanding	Target Level of Understanding							
	No level	A1 / Entry Level	A2 / Level 1	B1 / Level 2	B2 / Level 3	C1 / Level 4	C2 / Level 5	Grand Total
None - You have no understanding at any level.	29	2	3	2			1	37
Level A1 (Entry) - You can recognise some basic everyday greetings for example, bore da, diolch, if the person is talking very slowly.	24	53	34	25	19	9	6	170
Level A2 (1) - You can understand simple enquiries, personal information or instructions.	5	1	13	5	8	6	10	48
Level B1 (2) - You can understand people talking slowly about everyday situations and someone giving instructions or asking you or others to do something.	1		1	2	8	7	7	26
Level B2 (3) - You can understand information about common or everyday topics and people speaking clearly when making announcements or when on spoken media.	2			1	9	7	9	28
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.	2	1	1			27	23	54
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.	19						51	70
Grand Total	82	57	52	35	44	56	107	433

Current Level of Understanding

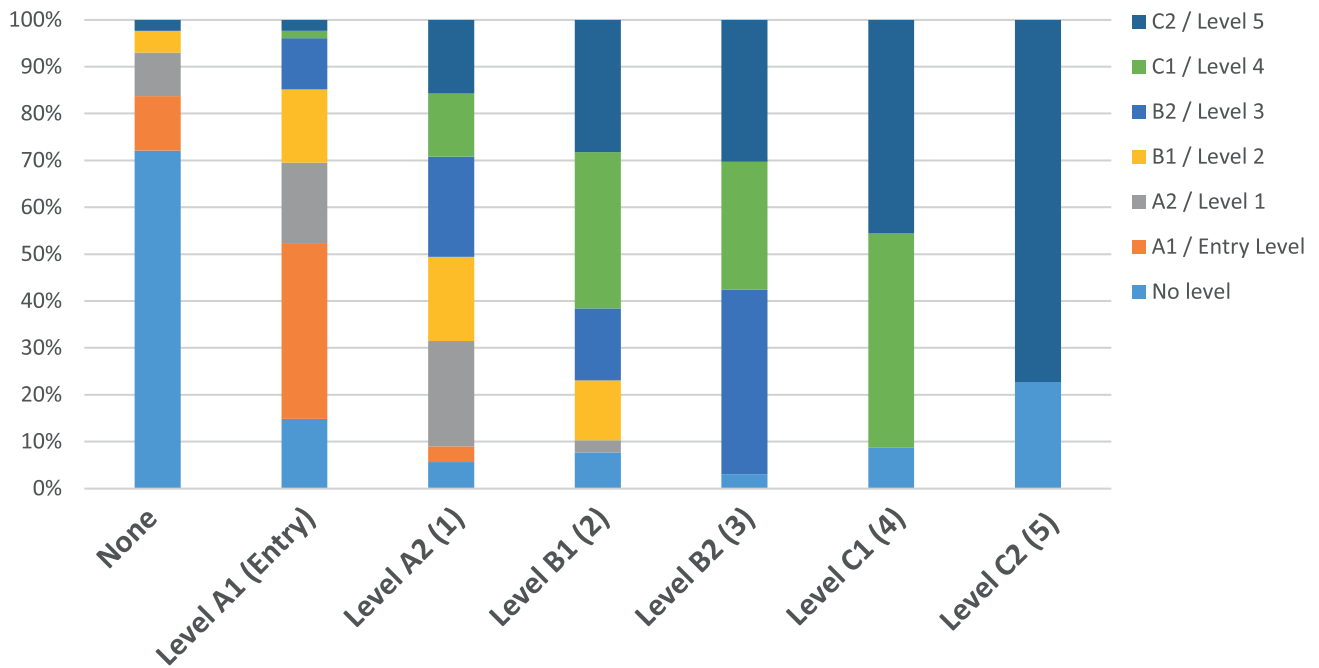


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Current Level of Speaking	Target Level of Speaking							
	No level	A1 / Entry Level	A2 / Level 1	B1 / Level 2	B2 / Level 3	C1 / Level 4	C2 / Level 5	Grand Total
None - You have no speaking ability at any level.	31	5	4	2			1	43
Level A1 (Entry) - You can repeat some basic, simple words upon hearing them often.	19	48	22	20	14	2	3	128
Level A2 (1) - You can say place names, personal names and signs correctly or greet and introduce others or give and receive personal details.	5	3	20	16	19	12	14	89
Level B1 (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.	3		1	5	6	13	11	39
Level B2 (3) - You can take part in most conversations or meetings turning to English for discussion or when giving detailed information.	1				13	9	10	33
Level C1 (4) - You can contribute effectively to most work meetings, hold a conversation comfortably and exchange information turning to English for technical terminology.	5					26	26	57
Level C2 (5) - You can express yourself fully and precisely, even when discussing complex issues and adapt your language style to the audience or context.	10						34	44
Grand Total	74	56	47	43	52	62	99	433

Current Level of Speaking



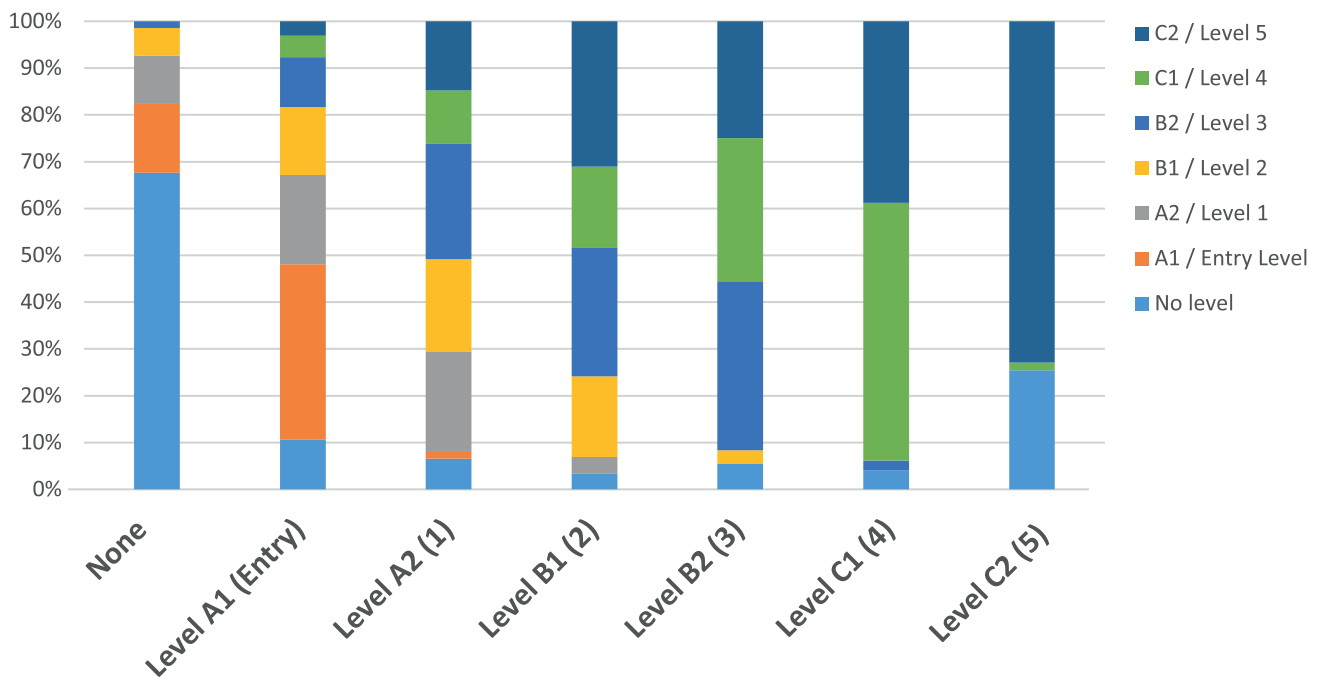
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Current Level of Reading	Target Level of Reading							Grand Total
	No level	A1 / Entry Level	A2 / Level 1	B1 / Level 2	B2 / Level 3	C1 / Level 4	C2 / Level 5	
None - You have no reading skills at any level.	46	10	7	4	1			68
Level A1 (Entry) - You can recognise some basic, short Welsh words. You can also guess the meaning of some words when they are in an explanatory context.	14	49	25	19	14	6	4	131
Level A2 (1) - You can read short sentences, basic signs, simple instructions or simple information.	4	1	13	12	15	7	9	61
Level B1 (2) - You can read short messages and understand some basic emails.	1		1	5	8	5	9	29
Level B2 (3) - You can understand most messages concerning day to day work and guess the meaning of a word if the subject is familiar.	2			1	13	11	9	36
Level C1 (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.	2				1	27	19	49
Level C2 (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.	15					1	43	59
Grand Total	84	60	46	41	52	57	93	433

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Current Level of Reading

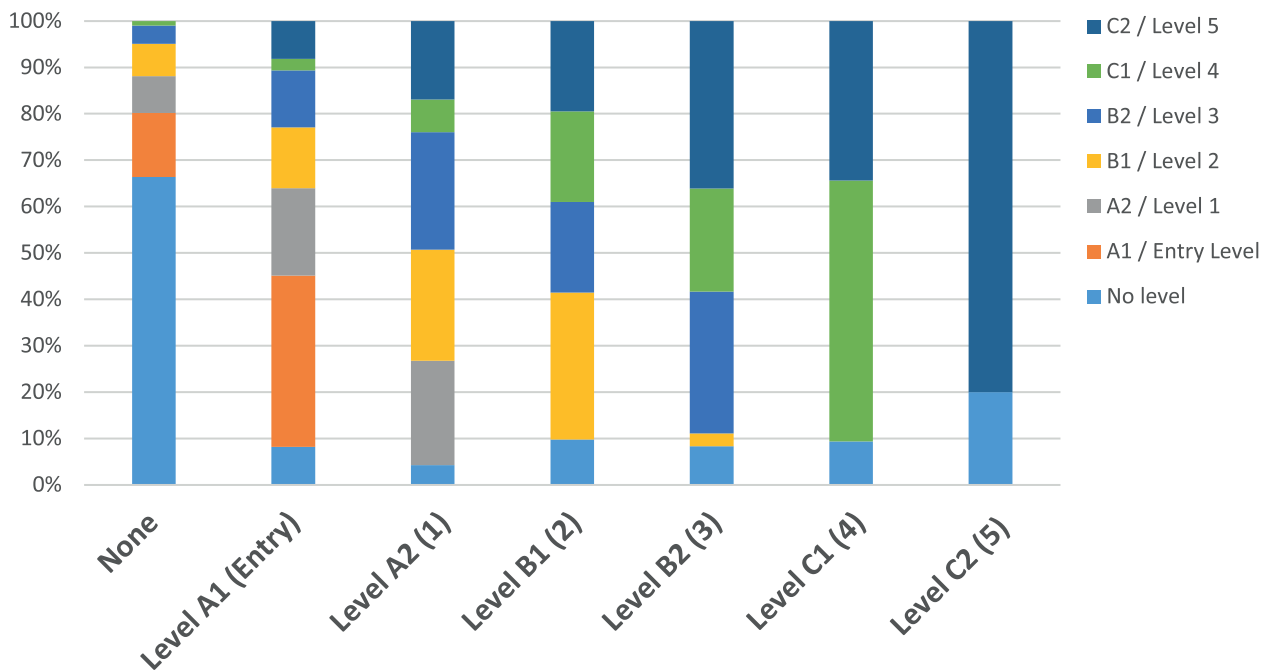


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Current Level of Writing	Target Level of Writing							Grand Total
	No level	A1 / Entry Level	A2 / Level 1	B1 / Level 2	B2 / Level 3	C1 / Level 4	C2 / Level 5	
None - You have no writing skill at any level.	67	14	8	7	4	1		101
Level A1 (Entry) - You can write a short Welsh word with minimal assistance.	10	45	23	16	15	3	10	122
Level A2 (1) - You can open and close an e-mail and write personal names, place names and job titles.	3		16	17	18	5	12	71
Level B1 (2) - You can write a short message to a colleague and write a short message to arrange an appointment.	4			13	8	8	8	41
Level B2 (3) - You can write a message on most topics and write relatively accurately on most familiar topics.	3			1	11	8	13	36
Level C1 (4) - You can produce correspondence of all types.	3					18	11	32
Level C2 (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.	6						24	30
Grand Total	96	59	47	54	56	43	78	433

Current Level of Writing



PROVIDING TRAINING IN WELSH

Type of training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Recruitment and interviewing	9	112	8%
Performance management	0	985	0%
Complaints and disciplinary procedures	0	0	0
Induction	4	51	7%
Dealing with the public	0	0	0
Health and safety HR / Corporate Risk	0	680	0%
People and Organisational Development	0	874	0%

New and vacant posts

Category	Number of posts categorised	Percentage of posts categorised
Essential	4	7%
Desirable	51	93%
Need to learn Welsh	0	0%
No Welsh skills required	0	0%

7. 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 2022/23. An overarching Welsh Language Action Plan will be developed for 2022/23 to ensure that these improvement actions are achieved.

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 Clare Grist, Welsh Language Officer by emailing c.grist@tancgc.gov.uk

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**Cyfathrebu Corfforaethol
a Datblygu Busnes**
Corporate Communications and
Business Development