

Report to	North Wales Fire and Rescue Authority	
Date	20 July 2026	
Lead Officer	Dawn Docx – Chief Fire Officer	
Contact Officer	Natalie Jones – Welsh Language Officer	
Subject	Annual Welsh Language Monitoring Report 2025-26	

Purpose of Report

1. To present for Members' approval the Welsh Language Standards Annual Monitoring Report for 2025/26 in relation to;
 - Compliance with Welsh Language Standards 155,161,167, that details that the Authority must produce a monitoring report each financial year.

Executive Summary

2. The Report attached outlines the Service's compliance with the Welsh Language Standards.
3. The Monitoring Report highlights how we have monitored, promoted, and developed the Welsh language within the Service throughout the year. The Report also gives information on Welsh Language Development within the Service as well as the future opportunities that have been identified for improvement.

Recommendation

4. It is recommended that Members:
 - i. **approve the Welsh Language Standards Annual Monitoring Report for 2025/26 for publication on the Authority's website; and**
 - ii. **note the Service's intention to publicise the document as noted in Standards 155,161,167. Publication will be on the Service website and corporate social media accounts (namely Facebook and Instagram)**

Background

5. Since 30 March 2017, North Wales Fire and Rescue Service is required to comply with the Welsh Language Standards which are regulated by the Welsh Language Commissioner and replace the previous system of Welsh language schemes. The Service must produce an annual report which deals with the way it has complied with the standards.

North Wales Fire and Rescue Service (NWFRS) is subject to the Welsh Language Standards Regulations (No.5) which include:

- **Service delivery standards** – how we deliver Services in order to promote or facilitate the use of Welsh, or to ensure that Welsh is treated no less favourably than English;
- **Policy-making standards** – that require us to consider what effect our policy decisions will have on the use of Welsh and on the principle of treating Welsh no less favourably than English;
- **Operational standards** - that deal with our use of Welsh internally;
- **Record-keeping standards** – that make it necessary to keep records about some of the other standards, and about any Welsh language-related complaints that we receive. These records support the Commissioner's regulatory role; and additional standards that deal with Supplementary matters generally how we publicise and report on our compliance, complaints procedure, oversight arrangements, promotion, etc. and how we report to the Commissioner.

The Standards explain how bodies should treat/use Welsh in different scenarios, e.g. sending correspondence, dealing with telephone calls, providing face-to-face Services, formulating policies, and providing Services internally to staff. They also set out what must and what may be done in relation to ensuring and monitoring the Welsh language skills of the workforce.

Information

6. The Monitoring Report attached outlines how the Service has complied with the standards mentioned above, mainly the Service Delivery Standards and the Operational Standards.

7. It also highlights how we have monitored, promoted and developed the Welsh language within the service throughout the year. The Report also gives information on Welsh Language Development within the Service as well as the future opportunities that have been identified for improvement.

8. Welsh Language Monitoring Report 2025-2026 Summary

- Demand for Welsh-language services has grown, especially when looking at calls handled in Welsh during 2025/26 as the Service handled 1,364 calls in Welsh, including emergency calls and controlled burning reports. ~The report shows this has increased by 150% over the past five years, reflecting the success of actively promoting Welsh-language services and encouraging members of the public to engage with the Service in Welsh.
- Use of Welsh within Prevention remains strong and has increased with a total of 1,927 Safe and Well Checks completed in households where Welsh was recorded as the preferred language. This is an increase from 1,817 in the previous year. Improvements have also been made to recording systems to strengthen data quality and better understand the language used during visits, with the addition of an extra question to note not only if the preferred language is Welsh but if the check was carried out in Welsh too.
- On 31 March 2026, 810 staff (90.9%) reported Welsh language skills at Level 1 or above, with 362 staff (40.4%) classed as fluent Welsh speakers. This represents an increase on the previous year.
- There were no formal complaints regarding Welsh language provision during the year.
- A range of initiatives including Welsh language refresher training for fluent speakers, monthly Paned a Sgwrs sessions and Tanio Sgwrs were held. The workshops were attended by 40 staff in total across both sessions and received positive feedback.

9. Future Opportunities

- Welsh language learning opportunities for Wholetime and On-Call staff, ensuring equal access to training and development opportunities across the workforce.
- Continue to expand internal initiatives that increase confidence and encourage the day-to-day use of Welsh in the workplace.
- Develop further external Welsh language promotion activities, including engagement events at fire stations, to encourage greater public use of Welsh when interacting with the Service.

IMPLICATIONS

Well-being Objectives	
Budget	Non identified
Legal	The document discharges the Authority's duties under the Welsh Language (Wales) Measure 2011.
Staffing	None identified
Equalities/Human Rights/ Welsh Language	Implications for the Welsh language are contained within this document.
Risks	None identified