

# **Annual Monitoring Report the Food Standards Agency to the Welsh Language Commissioner**

2024 - 2025

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## **1. Introduction**

The purpose of this monitoring report is to provide a summary of the Food Standards Agency's bilingual activities and services, which support of its compliance with its Welsh Language Scheme. The report covers the period between 1 April 2024 and 31 March 2025.

The report highlights our efforts at the FSA to offer effective and meaningful services to our bilingual users in Wales, offering provision that treats Welsh and English on the basis that they are equal. The Agency's Welsh Language Unit is responsible for coordinating this provision, and the Unit works hard to ensure that the provision is continually reviewed and improved so that our audience is bilingual in Wales have the best possible experience when engaging with the Agency. But this work would not be possible without the support and willing cooperation of the Agency's entire staff, who all have a part to play in the FSA's bilingual culture and corporate identity in Wales.

## **2. The objectives of the Welsh Language Unit**

The main objectives of the Welsh Language Unit (WLU) are as follows:

- Providing and coordinating bilingual services in accordance with the FSA's Welsh Language Scheme
- Providing advice and guidance to FSA staff on the Welsh language policy and translation requirements
- Delivering an effective and high-quality translation service and managing all the FSA's Welsh-language digital content, including the website and Welsh-medium social media accounts
- Promoting and facilitating the use of the Welsh language in the workplace and beyond, and supporting staff to undertake relevant Welsh training/lessons
- Monitoring and reporting on compliance with the Welsh Language Scheme

## **3. Main projects 2024-25**

It has been another busy year for the Language Unit, reflecting the activity and productivity of the Agency as a whole. Due to the significant and increasing workload of the Welsh Language Unit, the Unit had to expand its translation software to include more words in order to ensure that the work is completed promptly and efficiently. The Unit collaborated on a variety of high-profile projects and workflows to ensure that bilingual information was being shared with

the public and our partners in local authorities. Here are some of the main projects this year:

- Create and launch a bilingual website 'FSA LINK' for communication with local authorities.
- An extended food safety incident involving mustard and peanuts.
- The 'Food and You 2' Survey, an official statistic that measures key food safety metrics
- Develop and collaborate with internal teams and external designers to produce a brochure that promotes the work of the FSA.

All correspondence and publications for users in Wales are created bilingually and promoted through the relevant media to the public in Wales. We also provide a comprehensive range of bilingual online content on our website, [food.gov](https://www.food.gov). We translate day-to-day correspondence, news stories, user information, guidance and advice, communication campaigns and content for social media, as well as various reports, surveys and bulletins.

### **3.1 FSA Local Authority Information Network (FSA LINK)**

A large part of our weekly work as a Unit relates to communicating with local authorities. In accordance with our priorities and our Language Scheme, all correspondence with local authorities in Wales is presented bilingually (with the exception of food alerts due to their urgent nature). On 17 September 2024, a new system called the FSA Local Authority Information Network (FSA LINK) was launched. This is now the FSA's main method of communicating directly with local authorities and district councils in Wales, England and Northern Ireland. It was developed to replace the Smarter Communication platform, which is the digital communication system that we previously used to collaborate with local authorities and district councils, when the contract expired in September 2024 and it was decided that the old system was no longer fit for purpose or cost effective.

FSA LINK is a dedicated password protected website, similar to [food.gov.uk](https://www.food.gov.uk) (and hosted on the same content management system), accessible to all food, feed and port health officers across Wales, England and Northern Ireland who have a secure gov.uk email address or equivalent. It contains all official sensitive and official information that the FSA provides to local authorities so that they can carry out their functions.

FSA LINK is a fully bilingual website where officers can access information in Welsh and English. The website's interface is also bilingual where individuals can easily and accessibly switch between the two languages. This is thanks to the hard work of the Welsh Language Unit and its relationships with different teams across the FSA.

This was the main project of the Welsh Language Unit during this period, and it required significant contribution from our resources as a team. The Unit was part of the project board from the outset, playing a key role in ensuring bilingualism at every stage of the process. As well as testing the website with the developers, we suggested practical and linguistic changes to improve the user experience. We were also responsible for migrating almost 2,000 resources and historical correspondence to the new system in HTML format, as well as uploading all the new content. This work has ensured that all information for local authorities in Wales complies with the Welsh Language Policy and meets accessibility requirements, providing an inclusive and effective service.

In addition to this project work, we have produced and promoted a number of bilingual corporate reports this year, including:

### **3.2 The Annual Report on Food Standards**

On 8 October 2024, the FSA and Food Standards Scotland published [Our Food: an annual review of food standards across the UK](#). This was the third of a series of reports that will be published annually, as part of our ongoing commitment to transparency, and to ensure that parliamentarians, trading partners and consumers, both domestic and abroad, are aware of the changes to our food system and the challenges it faces. It was vital to ensure that such a high-profile report with such a wide audience was available in Welsh, and the Language Unit was part of this significant project from the outset.

### **3.3 Food and You 2 Report, Waves 8 and 9**

[Food and You 2](#) is our flagship survey that measures reported consumer knowledge, attitudes and behaviours related to food safety and other food issues. We use an external contractor, [Ipsos](#), to carry out bilingual surveys twice a year amongst adults in Wales, England and Northern Ireland, as reported by the users themselves. The Agency prepares a bilingual report on the findings of the individual waves, and this year, we published the [Wave 8](#) and [Wave 9](#) reports. It was a busy year in terms of Food You 2 and we also published [the Food Hygiene Ratings System \(FHRS\), Wave 8](#) report. This report presents the main findings of the Food and You 2: Wave 8 survey in relation to the FHRS, including respondents' awareness, recognition and use of the Scheme, understanding of the Scheme and its impact on behaviours, and attitudes towards the Scheme. As well as translating the main reports, the Language Unit once again this year worked with Ipsos to create bilingual postal and online surveys, as well as all related correspondence.

The whole process is completely bilingual, and any responses received in Welsh are translated into English and included in the data. The survey is sent to more than 4,000 households throughout the UK, and every household in Wales receives all the related documentation bilingually, which is a good opportunity to share the FSA's bilingual corporate identity.

### 3.4 Food Standards Agency Brochure

During the period in question, the Unit played a central role in translating and updating the [Food Standards Agency's brochure](#). This brochure sets out who we are, our role, and how we carry out our work at the FSA. It includes knowledge about our history, important milestones, our responsibilities and the context in which we operate. It is a useful document to share with the public and other organisations, especially at various events, as it gives an overview of the FSA's work. We printed copies to distribute at events such as the Eisteddfod, highlighting our commitment to the Welsh language and ensuring that the Welsh language is visible.

### 3.5 Gender Pay Gap Report 2024

In 2017, the government introduced new legislation that made it a statutory requirement for all organizations with 250 or more employees to report annually on the gender pay gap within their organisation. The FSA publishes its [Gender Pay Gap report](#) bilingually on the GOV.UK website.

### 3.6 Authorisation of regulated products portal

During this period, the Welsh Language Unit played a key role as the FSA introduced changes to the process of authorising products to be placed on the market. This was a significant project for the FSA and all [guidance](#) was translated, as well as the [platform to submit applications](#), giving businesses the option to operate through the Welsh language.

## 4. Social media

The WLU manages the FSA's Welsh accounts in Wales. We share messages, news, resources and important information with our followers through our accounts:

- **Facebook** : Asiantaeth Safonau Bwyd – <https://www.facebook.com/AsiantaethSafonauBwyd> (Welsh)<sup>1</sup>
- **Instagram**: @foodgov – <https://www.instagram.com/foodgov/> (Bilingual)
- **LinkedIn** : @Food Standards Agency – <https://www.linkedin.com/company/food-standards-agency/> (Dwyieithog)
- **X**: @FSACymru – <https://x.com/FSACymru> (Welsh)

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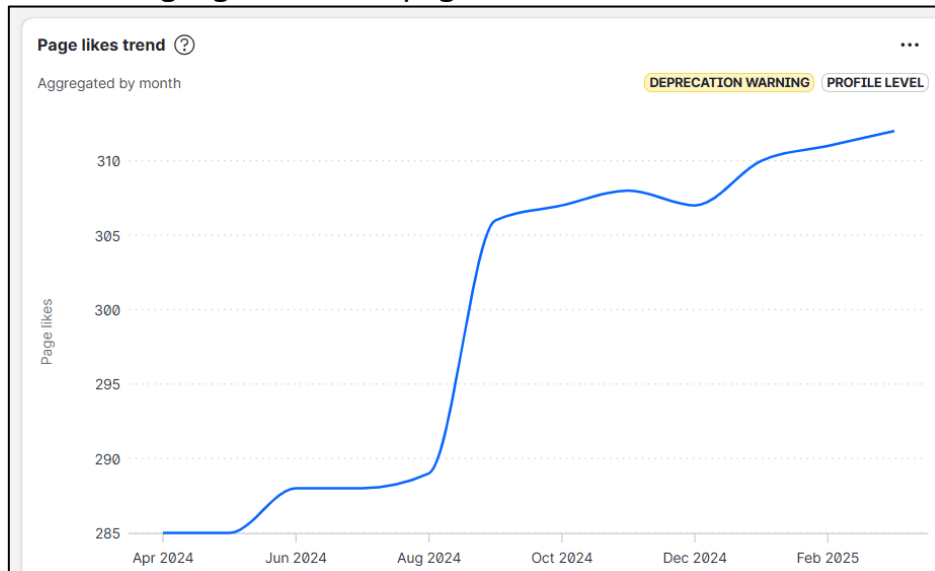
<sup>1</sup> Please note that this account is currently bilingual. We will discuss our work on launching bilingual social media accounts for Wales in the 2025-26 Monitoring Report.

The central Communications team share their communications plan with the Unit every two weeks, and we then set about designing content in Wales that complements the corporate activity, tailored to our Welsh speaking audience.

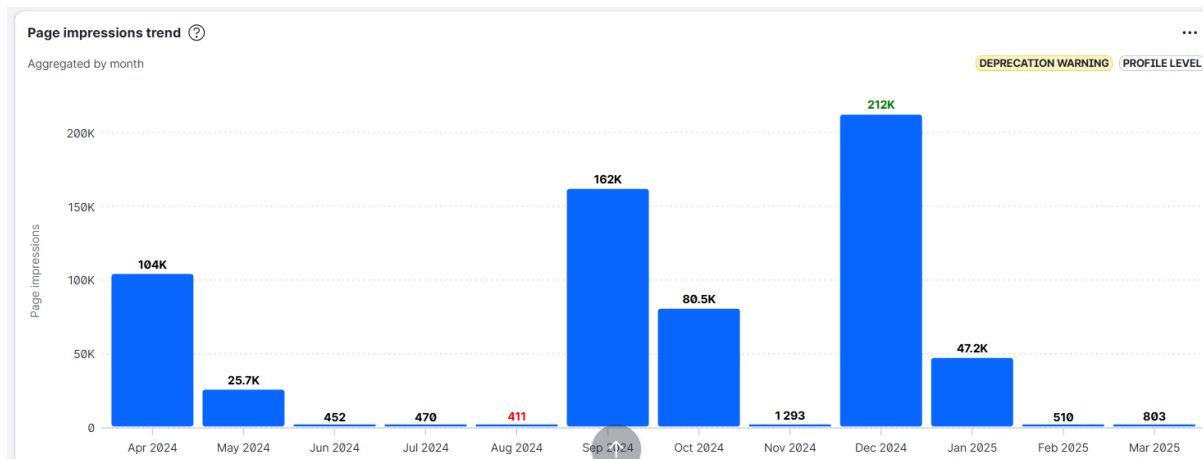
We share content regularly, ensuring that the Welsh messages are published at the same time as those on the corresponding English accounts, and create resources of the same professional standard in order to maintain an equal standard in both languages.

We use our accounts to support the FSA's campaigns and policy activity on various food related issues, and to share important information with the public, stakeholders and partners, including allergy alerts and product recall and withdrawal notices in order to protect consumers. We also take opportunities to create and share content specific to Wales, to ensure that our accounts reflect the specific Welsh voice of FSA Wales.

During this period, an increase was seen in the number of people who have liked the FSA's Welsh Language Facebook page.



This is a result of the FSA's various campaigns, and in particular the Christmas campaign. There were 635,317 visits to our page during the reporting period. As you can see from the graph, most of these took place during December and during our [Christmas food safety campaign](#). This includes organic visits and also paid visits.



- **Use your Welsh campaign** – we created a [video](#) to promote the FSA's Welsh language services and encourage the public to use Welsh with us
- **Food safety campaign for students** – a [campaign](#) was launched to promote food hygiene and good habits among students who are likely to be living away from home and cooking for themselves for the first time
- **Christmas food safety campaign** – this is the FSA's [annual campaign](#) which promotes good food hygiene practices over Christmas such as cooking turkey correctly, storing food safely and checking dates on food
- **Allergen awareness** – a [campaign](#) drawing attention to the importance of allergen management in food businesses.

Social media continues to be a useful tool to reach a Welsh and Welsh-speaking audiences, ensuring that they have access to useful, relevant information in their chosen language.

## 5. Food.gov website

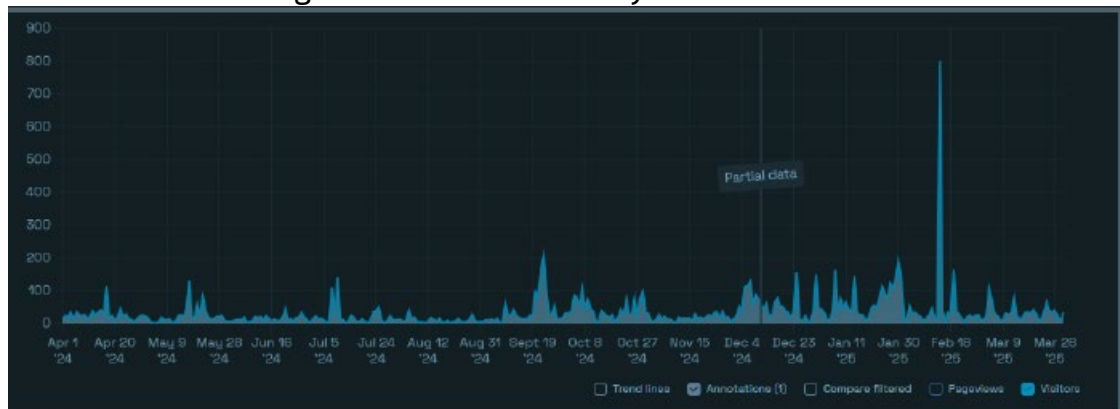
The Agency's comprehensive website, [food.gov](#), is our main means of sharing information and guidance on food safety and standards, and we are very proud that the website is almost entirely bilingual. The structure of the website is consistent with best practice in the field and users can easily toggle from one language to another. Users can clearly see which information is available in which language.

The WLU staff are also web editors, and we use a daily rota to monitor and update the content management system. Every week, the digital and communications team share a work plan with the Unit to show what content is being added or modified on the website, and when. We then proactively translate any content and upload it. By doing this, we ensure that the website complies with our obligations in terms of bilingualism and that Welsh content is published at the same time as the corresponding English content. Our effective working relationship with colleagues in the digital and channels team, and the planning processes in place, mean that uploading bilingually is an integral part of the content creation process

for the website. Website work is now a large part of the Unit's work, and we work hard to ensure that the user journey is as good in both languages.

Highly technical and scientific content is not translated, because it is excluded in the translation priorities outlined in the Welsh Language Scheme. Overall, the English-only content comes under the 'Science and Evidence' banner, but even in that section, we have ensured that the uppermost layers are available in Welsh.

During the reporting period, there were 12,451 visitors to the Welsh language website, and 26,347 visits to pages. It is not possible to explain the sudden increase in visits during the month of February.



During the same period, the Unit published a variety of new guidance for users in order to ensure that we continue to provide a first-class bilingual digital service. These include:

- [Ultra-processed foods](#)
- [BBQ food safety](#)
- [Food safety in a heatwave](#)
- [Allergen Information for Non-Prepacked Foods Best Practice: Providing written allergen information](#)

## 6. Contact us

Consumers mainly contact the Agency through the website, and they can do so in both languages, using the [contact](#) page. There is also a separate section if a member of the public wants to [inform](#) the Agency of a problem with food, with comprehensive bilingual options that make it easy for users to share information with us in their preferred language.

If a member of the public wishes to call the FSA, we have a central helpline (0330 332 7149) which has a bilingual message offering the caller a choice of language. There is no longer a direct telephone number for FSA Wales, but if the central line receives a call from a Welsh speaker, the call will be directed to a bilingual officer in the Business Support team who will answer with a bilingual greeting. If users want to discuss their inquiry in Welsh, they can do so either with the officer in question, or by being directed to a Welsh speaker in the relevant team.

By continuing to recruit in accordance with [our Welsh Skills Strategy](#), we have succeeded in ensuring that we have fluent Welsh speakers in most of the FSA Wales teams. We also have Welsh speakers among the senior management team, including the Director of Wales. This means that the caller can be directed to an officer or senior member of Welsh-speaking staff who has policy expertise in almost all of the Agency's policy areas. The two teams that do not have a Welsh-speaker are the Standards Policy team and the Consumer Protection team. When positions become vacant in these teams, language requirements will be considered as part of the recruitment process, alongside the other requirements of the positions.

## 7. Awareness

In addition to the usual orientation sessions for the staff, we held a number of internal and external awareness sessions during the reporting year.

- Sioned Fidler, leader of CWLBS (Communication, Welsh Language and Business Support), did an interview on food safety in the home on Bore Cothi Radio Show in April 2024. This led to a surge in the number of people looking for advice on the website about reheating rice.
- The FSA Board Meeting was held in Llandudno in June 2024. All related relevant material was translated into Welsh, strengthening our bilingual identity as an organisation.
- As well as taking part in training sessions organized by the Association of Welsh Translators and various other events, we also attended an event of the International Association of Language Commissioners. It was particularly interesting to listen to the panel sessions about how Standards are applied in the workplace to help us prepare for the future. The event was a great way to interact and see how our commitment to the language plays a key role in safeguarding its future.
- We had a stand at the National Eisteddfod in Pontypridd. Over the 8 days, a total of 3,860 visitors were welcomed to the stand, making it our most successful Eisteddfod to date. It is vital that we provide a service to Welsh speakers and give them the opportunity to communicate with us, sharing valuable advice and information, and increasing awareness and understanding of our work, and strengthening the relationship between the public and the FSA.
- In November, a training day was held for all FSA staff in Wales. As part of the day, the Welsh Language Unit organised a Welsh learning session by inviting Anest John and Sali Hopkins from Cardiff University and the National Centre for Learning Welsh. It was an interactive session through the medium of Welsh to help those who wanted to learn and help improve the skills of Welsh speakers. These sessions help staff to build confidence in using the Welsh language and remind them of the linguistic obligations.
- Also in November, we were invited to the Regulators Network meeting where we talked about our work at the FSA, how we comply with the Welsh

Language Commissioner's requirements and expectations, and the processes we have implemented. The meeting was a great opportunity to share good practices and discuss with other regulators in the field about the importance of the Welsh language.

- Over Christmas, Sian Bowsley, Director of Wales also appeared on the Bore Cothi show, and Sioned Fidler was a guest on the S4C show 'Pryhnawn da' to share advice on how to prepare turkey safely, store food correctly, understand use by and best before dates, and how to reduce food waste. This is a great way to engage with our Welsh speaking audience to ensure that they receive important messages on food safety in their chosen language.

## **8. Internal Procedures**

FSA Wales continues to implement a number of corporate measures to improve our culture, our bilingual corporate identity and our Welsh language provision internally.

### **8.1 Bilingual hubs on the intranet**

We have hubs on our intranet, which are small 'sites' for individual FSA teams. Staff can turn to the hubs to get information and news about the team, to find out who works in it, how to get in touch, the team's remit and any useful resources. FSA Wales team has its own bilingual hub, respecting the team's identity, normalising bilingual working internally and giving the staff a language choice. As one of the Agency's key corporate teams that provide services to staff across the Agency, the WLU also has its own hub. We have taken advantage of this opportunity to bring all the WLU's resources together in one place and promote them to the staff. The bilingual hub explains how to contact the Unit to make a translation request and outlines our service standards. It includes the Welsh Language Scheme, the associated Action Plan, the Bilingual Skills Strategy, a Cysgliad pack, useful bilingual phrases including e-mail signatures and out of the office messages, and other useful terminology. We have also included a short video introducing the team, our work and the reasons for providing bilingual services in Wales. There is also a section that outlines the Welsh learning provision offered by the Agency, and a section that explains the role of the Welsh Language Commissioner in regulating the Agency's compliance with our statutory Welsh Language Scheme.

### **8.2 Induction sessions for new staff**

All new members of staff who join the FSA have an induction day on their first day in the job. The orientation session includes an introduction to the work of the WLU and the Welsh Language Scheme, ensuring that all new members of staff throughout the body are aware of the requirement to work bilingually in Wales.

Now, they are also directed to the WLU hub, so that they can see all the information and resources available to them in one place.

When new members of staff join FSA Wales, the WLU sends a message to welcome them which explains who we are and what we do. We attach the Unit's video and briefly outline our work, and invite them to a Teams meeting for an informal conversation. Building on the information they received in the general induction day, they receive a more detailed presentation on the functions and services of the Language Unit and when and how to make a request for them. We talk about their roles and explain the steps they need to take in order to fulfil their personal duties under the Scheme. We encourage them to take advantage of opportunities to learn Welsh, for example through Cymraeg Gwaith, and offer our support. We also emphasize that a positive attitude is just as important as the ability to speak Welsh.

### **8.3 Director's messages**

FSA Wales became part of the UKIA directorate, under the leadership of Director, Anjali Juneja. Anjali sends a message to all Directorate staff every two weeks. From the time FSA Wales became part of UKIA, Anjali asked the Unit to translate her messages so that they could be shared bilingually. The agendas of the Directorate's staff online and face to face meetings are also shared bilingually. This reflects the awareness of the bilingual corporate identity of FSA Wales, and the respect towards it in all parts of the Agency and at all levels.

### **8.4 Connect Cymru – staff group for health and wellbeing**

During this year, the 'Connect Cymru' staff group was established, replacing the old 'Iechyd Da' group. The group is responsible for coordinating events for staff, producing a newsletter, supporting staff and much more. Welsh speakers are part of the group, and they often promote Welsh and Welsh history, traditions or cultural events. Although the announcements are internal, almost everything is shared bilingually, drawing attention to the FSA's strong Welsh language identity in Wales.

One of the FSA's mental health champions in Wales is bilingual and can offer valuable support in Welsh and English. This is essential with support services such as mental health, because not offering a choice of language could be detrimental to people who are in a vulnerable state when seeking help.

## **9. Number and Percentage of Bilingual Staff**

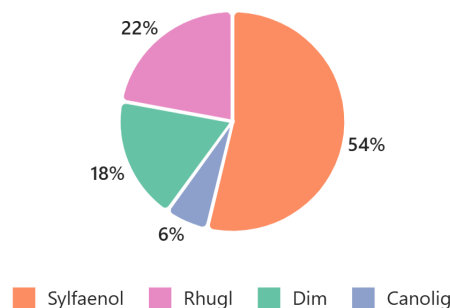
The number of posts in FSA Wales has increased over recent years to reflect the Agency's wider responsibilities following the United Kingdom's departure from the European Union, particularly in the field of regulated products. We now employ 62

members of staff. [The FSA's working culture](#) means that we offer flexible ways of working (including the option to work entirely from home) and digital tools that facilitate remote working. A significant number of FSA staff now work from home, and as such we are recruiting from a wider geographical area than ever for jobs in Wales. A number of FSA Wales staff now work in England, Scotland and Northern Ireland.

Despite the increase in numbers and the geographical distribution, 22% of FSA staff in Wales are fluent Welsh speakers, including members of the Senior Management Team. 60% of the staff have some Welsh ability (Basic-Intermediate - Fluent) and only 12 members of staff state that they do not speak any Welsh at all. See the table below for a detailed breakdown. Our [Bilingual Skills Strategy](#) (described in more detail in 9.1 below) ensures that Welsh-speaking officers are appointed to positions for which it is stated that the Welsh language is essential. It also ensures that we plan Welsh language capability for each team and that our recruitment practices in Wales help us achieve the objectives of the Strategy.

FSA Wales places emphasis on staff's attitude to the Welsh language, as well as their ability. The Unit's ongoing awareness raising activity ensures that awareness is very high among staff and bilingual working is an integral part of the Agency's culture and corporate identity in Wales.

There were 66 posts in FSA Wales during 2024-25. Staff were asked to self-assess their level of Welsh ability through an email questionnaire. The following table indicates the employees' own assessment of their Welsh ability:



The definitions of the levels are based on the levels [of Learning Welsh](#).

## 9.1 Bilingual Skills Strategy

The FSA has implemented a [Bilingual Skills Strategy](#), which outlines how we maintain an adequate bilingual workforce in order to provide an effective Welsh language service in Wales. The FSA is committed to providing an effective Welsh language service in Wales, in accordance with the commitments in our Welsh Language Scheme.

A skilled workforce that can work bilingually is essential in order to provide a meaningful and equitable service in Wales, which does not treat the Welsh language less favourably than English. In order to maintain this skilled bilingual workforce, we must attract and retain Welsh speaking staff across all FSA teams and professions in Wales. In addition to this, current staff need to be given the opportunity to undertake training to develop or improve their Welsh skills.

Our Bilingual Skills Strategy helps us to manage and promote the staff's language skills. It covers the following key areas:

- Improving the bilingual services we provide
- Determining the level of Welsh language skills (reading, writing, listening and speaking) required for teams and positions throughout FSA Wales
- Recruiting individuals with the appropriate level of Welsh language skills for each job being advertised
- Promoting and celebrating a bilingual workplace, internally and externally, with the intention of attracting and retaining bilingual staff
- Increasing the opportunities for staff to develop their Welsh skills and build their confidence.

Our longer-term aim is to ensure that our Welsh language service meets the requirements set out in the Welsh Language Measure 2011, as they are likely to become directly relevant to the FSA in the future. It should also contribute to the Welsh Government's ambitious target of reaching one million Welsh speakers by 2050 and honour the FSA's commitment to the Well-being of Future Generations (Wales) Act 2015, namely a Wales of vibrant culture and a thriving Welsh language.

## 9.2 Recruitment

In accordance with the provisions of our [Bilingual Skills Strategy](#), all vacancies in **FSA in Wales** are advertised as either 'Welsh – desirable' or 'Welsh – essential', as appropriate, to ensure that teams have Welsh language capability. This requirement is decided on a case-by-case basis by agreement with the Director of Wales and the WLU, and in accordance with areas where there is a specific need for Welsh speakers (such as the Communications department or within the Business Support team). When these criteria are included in job advertisements, an explanation is included as to why this has been done (for example, to provide a bilingual service on the FSA's main telephone line in Wales), to ensure that these do not become a general 'tick in the box' exercise.

During the reporting period, two posts were advertised as 'Welsh – essential' posts. This included 'Translator' and Welsh Language Officer – maternity leave' and 'Communications Manager'. The positions were successfully filled with Welsh speakers. 8 other jobs in Wales were advertised as 'Welsh – desirable', including justification for why having a Welsh speaker would be beneficial in that role.

One of the 'Welsh – desirable' jobs was the position of Director of Wales. The successful candidate, Sian Bowsley, speaks Welsh, and often promotes the Welsh language internally and externally in formal meetings but also when chatting with staff, ensuring that the Welsh language is heard at all levels in the FSA. This sends a powerful message across the organisation and beyond. It ensures that the Welsh language is visible at the highest leadership level, showing cultural respect and reinforcing our commitment to bilingualism. This, in turn, cascades through staff, encouraging more use of the Welsh language and embedding its importance in everyday practices. It also strengthens trust with Welsh-speaking communities, showing that we value their language and their rights, and improves our reputation as an inclusive organisation.

During the reporting period, a recruitment campaign was carried out for the Welsh Food Advisory Committee (WFAC). One of the appointments was advertised as 'Welsh – essential'. Currently, three of WFAC's members speak Welsh, which is the highest number we've ever had. Once again, this ensures that Welsh voices are heard and considered in relation to all aspects of the FSA's work.

## **10. Welsh language training**

All staff members of the Wales office have received language awareness training which helps them understand more about the Welsh language, its history and status in Wales, as well as learning about what they are required to do in order to ensure compliance with the Agency's statutory Welsh Language Scheme. The WLU has a 'hub' on the intranet which reinforces these messages. The WLU also has a group on Microsoft Engage, which is an internal social networking platform, and we share news and relevant material about the Welsh language on this group.

Staff who wish to learn Welsh, or increase their confidence/use of the language, are directed to the relevant resources (for example Cymraeg Gwaith, Say Something in Welsh) by the Language Unit. The FSA has also registered for the Cymraeg Gwaith online module (National Welsh Learning Centre) and encourages staff in the Wales office, and beyond, to undertake the module to learn basic Welsh for use in the workplace. The FSA welcomes the Welsh Language Learning on the [Civil Service Learning platform](#). These materials were communicated internally, encouraging staff to participate in the training.

Furthermore, the WLU is always available to provide mentoring support, whether face to face or through another medium (instant messages, social media) in order to help staff develop in this area.

## **11. Information Technology**

All FSA staff members who wish to work bilingually have Cysgliad software on their devices. All FSA staff in Wales have a bilingual signature and out of the office messages on their email accounts, translated by the WLU. Welsh-speaking staff

are encouraged to draft text and correspondence in Welsh, and the WLU is always on hand to check this work as required.

The WLU continues to use translation memory software Phrase (formerly Memsource) to ensure the consistency and accuracy of our translations. We also continue to develop an internal terminology database that relates specifically to our areas of work, and it is standardized in collaboration with Canolfan Bedwyr and also published on the [Port Termau](#).

The WLU manages all the FSA's Welsh language social media accounts and content as stated in section 4.

The WLU officers are all trained web editors, and we upload all the Agency's Welsh language content to the food.gov website as needed. The WLU also build and modify the structure of the website as needed to support the Welsh content, which is increasing all the time. This is described in more detail in section 5.

Information about the WLU and the FSA's Welsh language policy is readily available internally on the Unit's hub, and externally on our [public website](#).

## **12. Cymdeithas Cyfieithwyr Cymru (Association of Welsh Translators) approved organization**

The FSA was one of the first bodies to be identified as an approved organization by Cymdeithas Cyfieithwyr Cymru. This ongoing recognition is testament to our commitment to providing bilingual services of the highest quality to the public in Wales and the quality and competence of our translators. The Association regularly holds training courses, virtual lunch and learn sessions and translation workshops, and the Unit's staff members took advantage of a number of these opportunities this year. We were also very proud that one of the Unit's staff members gained membership of the Association this year by passing its challenging entrance exam.

## **13. Complaints**

There were no complaints about the FSA's Welsh language provision during 2024-25.

A request for information was received in accordance with the Freedom of Information Act in relation to all the FSA's expenditure, in all aspects of its operations and scope, on translation, interpretation and language services for the financial years 2020/21, 2021/22, 2022/23.