

National Assembly for Wales
Official Languages Scheme

Annual Compliance Report

July 2015

Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales



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Foreword

I am pleased to present the second Annual Compliance Report on the Assembly Commission's Official Languages Scheme. I said in my foreword to last year's report that we had made great progress but that we still had more to achieve. This report demonstrates further improvements in our bilingual services throughout the year and takes us closer towards achieving our ambition to be recognised as a truly bilingual organisation.

This will be my last opportunity as Commissioner to present the Annual Compliance Report. The next report will outline our progress in the fifth and final year of this Assembly, but will be introduced by my successor at the beginning of the Fifth Assembly. I shall use this opportunity therefore, to look back on what we have achieved since the first Official Languages Scheme was introduced in July 2013.

The work we have undertaken has provided firm foundations upon which we will continue to build. The Assembly Commission has rightly placed great emphasis on its engagement strategy, and valuing all contributions to democracy. Enabling all people to engage with us in the official language of their choice, however they wish to do so, plays a huge part in that strategy.

The introduction of the Bilingual Skills Strategy and the work undertaken on bespoke language skills and learning provision demonstrates that we are thinking differently and using our resources more flexibly and creatively. Assembly Members and their Support Staff have told us that they rate highly the support provided to enable them to work in the language of their choice. We value all feedback, and have used this rich source of information from internal and external stakeholders to make improvements to our bilingual services. We will use the remainder of this Assembly term to consolidate that position, and set even higher standards in preparation for the Fifth Assembly. As you will see, our priorities for this parliamentary year reflect that vision.

This Annual Compliance Report celebrates the fact that we have transformed the way we provide bilingual services. The bilingual culture and ethos that has become embedded across the organisation will mean that we will continually look for ways of improving. I look forward to seeing the reputation of the National Assembly for Wales as a truly bilingual organisation evolve and flourish in years to come



Rhodri Glyn Thomas AM

Commissioner with responsibility for the Commission's Official Languages functions and policy



AGORWYD GAN EI MAWRHYD IENHINES
OPENED BY HER MAJESTY THE QUEEN ON 13-2006

Introduction

Since the publication of the Official Languages Scheme in July 2013, the Assembly Commission's ambition has continued to be to deliver exemplary bilingual services and to be recognised as a truly bilingual institution. Over the past year, we have built upon the work undertaken to embed the Scheme, maintain and increase momentum and to promote a bilingual culture and ethos.

The Management Board has remained fully committed to the Scheme, and has encouraged staff to consider areas for improvement and to be creative and proactive in their provision of all services. The requirements of the Scheme, and compliance with those requirements, are an integral part of individual areas' Service Unit Plans. Maintaining the momentum and enthusiasm for innovation and change will be a priority again this year, particularly in the context of the Assembly General Election in 2016.

Our commitment to achieving our stated long-term aims is as strong as ever, namely:

- delivering more and exemplar bilingual services;
- valuing our staff for the commitment they bring to the Assembly and their professional and parliamentary expertise; and
- sharing our experience and knowledge of working bilingually with other organisations.

The next parliamentary year will be the final year of the current Official Languages Scheme. In accordance with the National Assembly for Wales (Official Languages) Act 2012, the Assembly Commission is required to review the Scheme "as soon as is reasonably practicable after each ordinary general election...". Preparations for the Fifth Assembly will include preliminary work on this review and the development of a Scheme for the new Assembly in 2016.

This report details the improvements and progress made during the past year, and outlines our priorities for the coming parliamentary year.



01. Services for Assembly Members and support staff

Preparing for Plenary and committee meetings

During the year, alternative ways of supporting Assembly Members with their bilingual Plenary work were explored. All Plenary documentation is published bilingually simultaneously. The Chamber Secretariat team are able to interact with Assembly Members and their support staff in the language of their choice – from informal discussions and the provision of advice to e-mails responding to instant messages and speaking requests on the Siambri ICT system. The Table Office has strengthened its capacity for bilingual working. Following a highly successful pilot last year, the new post, which combines the roles of clerk and translator, has been made permanent, enabling the office to provide an enhanced service in both languages.

We can conduct all discussions with the Table Office in Welsh. This includes discussions on the wording of any questions, debates, Statements of Opinion or cross-party group business drafted in Welsh. This can be done face to face or by e-mail, without the need for translation. The process and turnaround times are now the same for both languages.

The Office of Keith Davies AM

Building on the success of the legislation glossaries introduced last year, which provide translations for particularly technical or legislative terminology, they are now provided earlier and, where possible, at the introductory stage. This allows Assembly Members to prepare for and contribute to all debates and discussions on Bills in the language of their choice. Tailored support is also provided for Committee Chairs in order to enable them to prepare for debates and deliver speeches in the language of their choice. This includes drafting bilingual speaking notes and tailored briefings, as well as one-to-one support before the debates. The Translation and Reporting Service also offers a terminology check service for Assembly Members and their support staff to further assist them when drafting speaking notes.

As a committee Chair, and a Welsh learner, I feel that it is important that I use both languages during committee proceedings, and also when taking part in debates on our inquiries. The committee team provide comprehensive support including tailored speaking notes and one-to-one support before Plenary debates, which provides me with confidence to make bilingual contributions.

David Rees AM, Chair of the Health and Social Care Committee



World Class Committee Support

Last year we took proactive steps to gain a greater understanding of the language needs of Assembly Members through our Member preference exercise. We have worked towards implementing a number of enhancements and met with individual Members to ensure that services being developed are bespoke to their needs. Developing our knowledge of Members' language preferences has enabled us to improve and tailor our support services to encourage greater use of Welsh in our proceedings.

In order to fully understand committee members' working preferences, the Committee Services consulted with all committee members to discuss how we can better support them with their committee workload. Facilitating bilingual working was an integral part of those discussions. As a result of this consultation, the way in which we provide support to various committees has changed. Some committee members told us that they would prefer less, but more tailored, bilingual documentation. Others told us that they would prefer more bilingual briefings. As a result, the integrated committee teams have adapted their working practices to respond to Members' comments. This has enabled us to concentrate resources and provide tailored, individual support on a committee-by-committee basis whilst maintaining flexibility when committee membership changes.

Building on the success of the bilingual briefing pilot, we have further developed this provision to include additional committees. The following committees are now provided with fully bilingual briefing documents as a matter of course:

- Public Accounts Committee
- Finance Committee
- Environment and Sustainability Committee
- Health and Social Care Committee
- Children Young People and Education Committee
- Constitutional and Legislative Affairs Committee

The fact that I receive bilingual papers and briefings, and that I can refer to the glossaries prepared for debates and sessions on legislation and inquiries, plays a great part in my ability to use Welsh regularly. I now feel far more confident when making contributions to both Plenary and committee proceedings in Welsh.

Aled Roberts AM

We will continue to work with Members to find alternative and innovative ways to provide the necessary support to enable them to work bilingually.

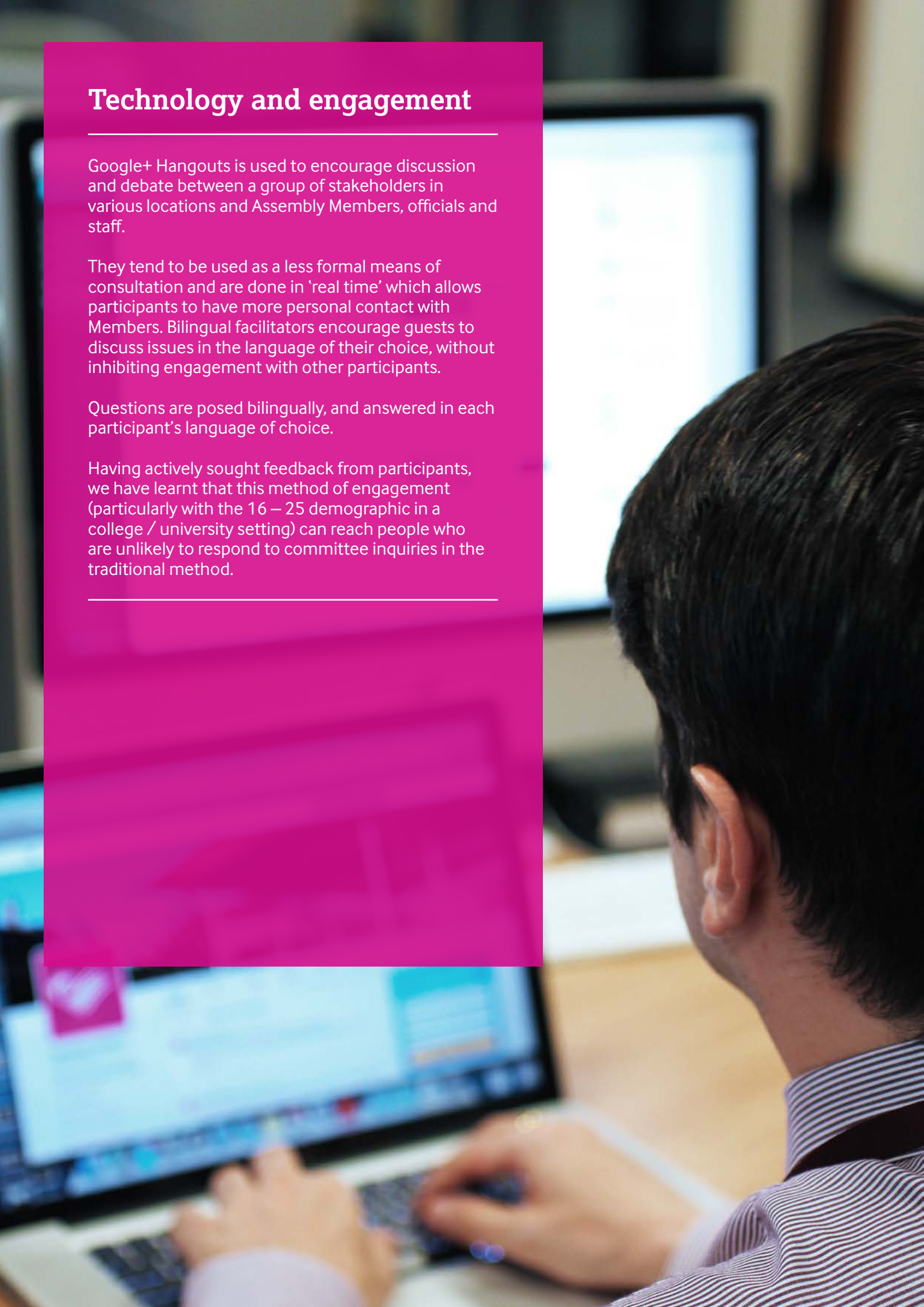
Technology and engagement

Google+ Hangouts is used to encourage discussion and debate between a group of stakeholders in various locations and Assembly Members, officials and staff.

They tend to be used as a less formal means of consultation and are done in 'real time' which allows participants to have more personal contact with Members. Bilingual facilitators encourage guests to discuss issues in the language of their choice, without inhibiting engagement with other participants.

Questions are posed bilingually, and answered in each participant's language of choice.

Having actively sought feedback from participants, we have learnt that this method of engagement (particularly with the 16 – 25 demographic in a college / university setting) can reach people who are unlikely to respond to committee inquiries in the traditional method.



Language and Technology

We have made significant progress on the roll out and promotion of machine translation in the last year. The launch of Welsh as a supported language on Microsoft Translator in 2014 transformed ways of working by enabling users to quickly translate from one language to the other directly from Microsoft-supported applications without the need to commission a formal translation. This has led to a change in the ways we communicate as an organisation, both for non-Welsh speakers and for professional translators. Non-Welsh speakers are able to get the gist of correspondence received in Welsh, and translators' use of machine translation has led to an overall increase in efficiency of around 20%. This has released internal staff resource to be utilised in other priority areas such as translation of committee briefing papers. We remain a Microsoft Translator community partner and continue to collaborate with Microsoft on accuracy, which has continued to improve. The positive working relationship has also allowed us to provide user feedback to Microsoft on their language tools and to discuss possible enhancements.

The Translation and Reporting Service has liaised with other bilingual public sector organisations to demonstrate the benefits of machine translation, as well as encouraging organisations to share data with the project.

Initiating and maintaining dialogue with centres of excellence in Wales has been a priority for the Assembly Commission. This work allows us to remain abreast of any developments in the field of language and translation technology and to ensure that we remain in the forefront of discussions about how language technology can be used to improve efficiency and effectiveness.

The Assembly Commission participated in international events including leading a seminar on the use of language technology at the Hansard Association of Canada annual conference in Quebec, and participating in a panel discussion at the launch of the Welsh National Language Technologies Portal. The Commission was also represented at the Hacio'r Iaith annual *unconference*, a valuable opportunity to engage with professionals and enthusiasts who regularly explore Welsh-medium technology and its application.

I sometimes receive Welsh language e-mails from members of the public. As a Welsh learner, I am not always able to fully understand the correspondence. The translate facility in my Outlook inbox allows me to obtain a more detailed translation of the e-mail, which allows me to act more quickly and with increased confidence in my initial understanding of the content, without necessarily commissioning a full translation.

Member of the Petitions Committee team

Responding to Member feedback

We regularly ask Assembly Members and their support staff about their learning and development needs and as part of this process, we gather feedback on the current language learning provision and their individual learning needs. As a result of discussions we have been able to tailor provision using a combination of internal providers and external organisations. The feedback provided will inform our review of the current provision for both Assembly Members and their support staff as part of our preparations for the Fifth Assembly. We also provide all Welsh learners with lanyards indicating that they are learning the language.

The Record of Proceedings

One priority for this parliamentary year was to undertake a comprehensive review of the Record of Proceedings. The review has been undertaken, and a project to look at the Record of Proceedings of the future has been initiated. During the year we have made several changes to production processes and working practices including a review of the editing style. Editing is now undertaken with a lighter touch approach in order to better reflect the words of the speaker and to better align the text with the Senedd.tv video feed in both Welsh and English. Work continues apace on expediting the production of the fully bilingual version of the Record of Proceedings.

The Assembly App

The National Assembly for Wales has launched a mobile app, giving people another way of finding out what is happening at the Assembly.

The aim is to make information on the Assembly's work easily accessible to people on their mobile devices, in both official languages.

We worked in partnership with our developers to develop a bilingual app, and will continue to update and improve it based on feedback from users.





02.Services for the people of Wales

Visitors to the Assembly Estate

Capacity in the Assembly café and shop have been greatly enhanced with all catering staff receiving basic meet-and-greet training, and a significant number continuing to receive further training. A number of Assembly Members, support staff and others have provided positive feedback on the greatly enhanced bilingual service provided by the catering staff across the Assembly estate. Looking to the future, we will work with our catering contractors to recruit more bilingual staff members.

The Security team also has increased capacity to work bilingually as a result of working with the team to develop basic meet-and-greet skills, and also to encourage more proficient learners to use their skills in the workplace. Each individual security team has a minimum of one fluent Welsh speaker who is able to deal confidently with visitors to the estate in both languages. We will continue to support the Security team and to build upon the good work that has already been done.

Supporting Welsh learners

In order to increase our capacity to deliver more bilingual services to our customers, we have radically transformed the way in which we support Commission staff who wish to learn Welsh. In November 2014, we began piloting a more informal approach with the appointment of an internal Welsh Language Tutor. The pilot scheme has proved very successful due to the varied and tailored approach on offer. This has included one-to-one mentoring sessions, formal lessons and more informal learning activities for individuals and groups, from absolute beginners to advanced learners. Other initiatives such as a Welsh-word-of-the-day feature on the *Newspage*, and a Welsh learners' section on the staff intranet with podcasts, YouTube videos and other useful information and tools, have also proved popular.

Overall, 74 staff members have now received tuition in addition to the staff members already involved in formal learning through our traditional Welsh for Adults contract. One of the main priorities was to offer tuition to non-Welsh speaking public-facing staff members such as the security officers and the catering staff. This has proved to be particularly successful, with regular lessons for both sets of staff, which has increased the use of bilingual meet-and-greet skills across those services. We will continue to consider innovative and creative ways of supporting our Welsh learners.

A new lanyard for Welsh learners has also been developed in collaboration with the Welsh Language Commissioner. It is a simple and immediately recognisable design based on the *laith Gwaith* logo, and has been adapted to reflect Assembly branding and the inclusion of the word 'Dysgwr'. The lanyards are extremely popular amongst Assembly Members, their support staff and commission staff. We have also gained recognition from external bodies, and we are working with the Welsh Language Commissioner to explore the possibility of sharing the lanyards with other bodies across Wales. A number of public bodies have made enquiries about the lanyards, including councils and health boards.

Dysgwr lanyards

“I received a sample Dysgwr lanyard from the National Assembly for Wales.

I have only been wearing it for a week and I have already lost count of the number of people who have spoken to me in Welsh. It has allowed me to practise my language skills without having to explain that I am a learner. Other colleagues have told me that they would welcome the introduction of the lanyards within our organisation.”

Julianne Roswell, Local Health Board Staff Member and Welsh Learner



Members and their constituents

Assembly Members and their support staff told us that they would value additional support to engage with their constituents bilingually. We have trialled some alternative methods of commissioning translations and printing publications such as surgery notices and monthly reports on constituency issues. In order to help Members to make the most of this support, we have also arranged training for support staff on publications, including bilingual publications. As we move towards the Fifth Assembly we will look at ways to help Assembly Members to engage with their constituents bilingually.

Further work has been undertaken to ensure that we proactively offer a language choice to all visitors to the Assembly Estate. The procurement of a new mobile interpretation console and additional interpretation equipment has enabled us to offer interpretation at any location across the Assembly estate, and to do so at short notice if required. A flexible call-off contract for the provision of all translation services means that we have the flexibility to respond to peaks in demand effectively. Over the past year, there has been a marked increase in the number of Members utilising the interpretation call-off contract to hold bilingual meetings in constituency settings.

Supporting colleagues

An important part of valuing our staff members and their parliamentary expertise is to enable them to use their language skills in a work setting. In order to further support colleagues who already have a degree of Welsh language skills, but possibly lack confidence, the Translation and Reporting Service has developed a range of provision to ensure that we can enhance our bilingual services to customers, including:

- A comprehensive proof-reading service including the option to receive written feedback on grammar and syntax
- Formalisation of the machine translation check system for swift turnaround of short pieces
- A series of 'gloywi iaith' (language refresher) training sessions with the option of one-to-one mentoring following the sessions

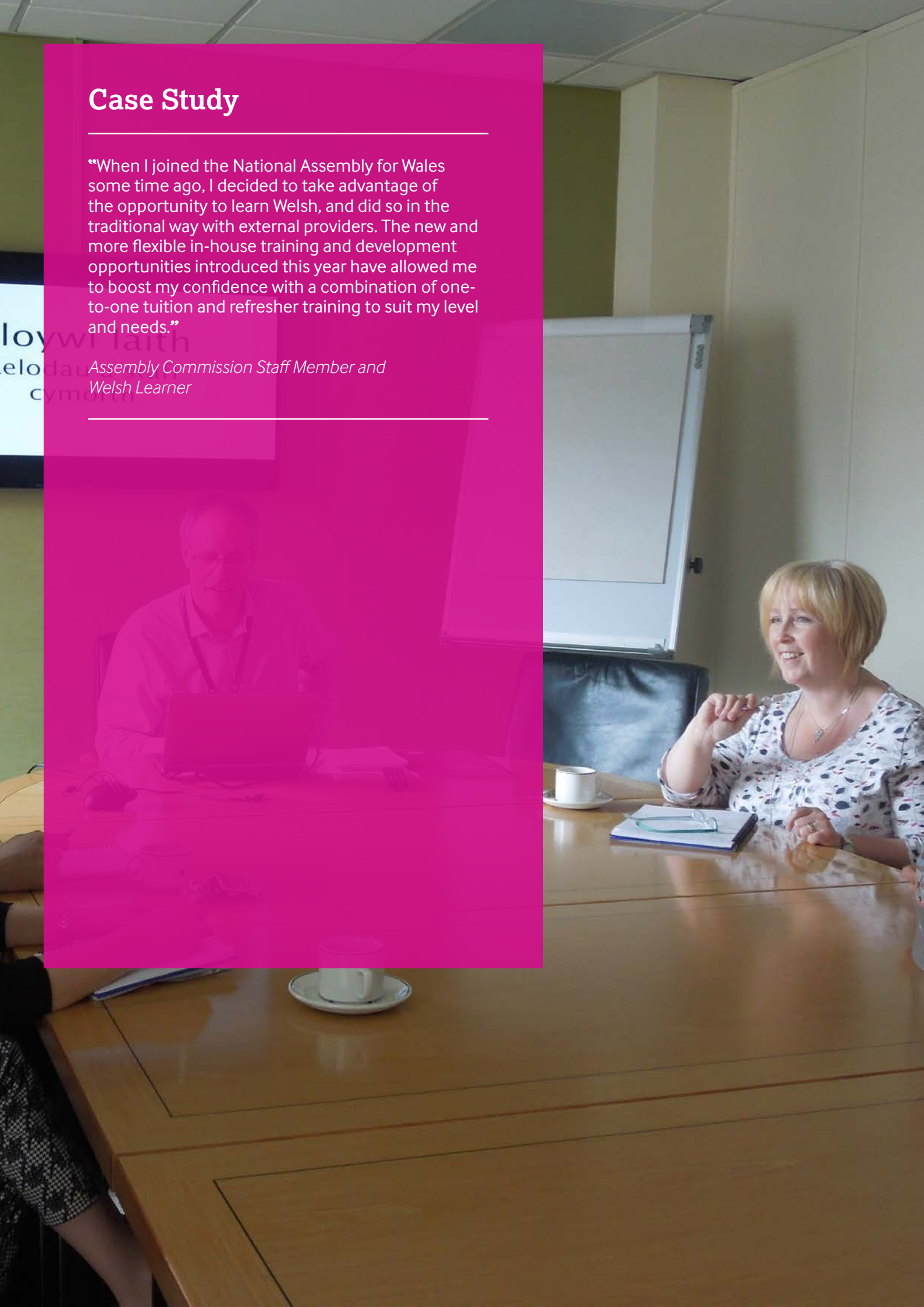
Moving forward, our aim is to further develop the refresher training and support to ensure that staff members who wish to draft in Welsh can do so confidently.

Case Study

“When I joined the National Assembly for Wales some time ago, I decided to take advantage of the opportunity to learn Welsh, and did so in the traditional way with external providers. The new and more flexible in-house training and development opportunities introduced this year have allowed me to boost my confidence with a combination of one-to-one tuition and refresher training to suit my level and needs.”

*Assembly Commission Staff Member and
Welsh Learner*

loywi
elodau
cymru



Sharing expertise

The Assembly Commission has engaged proactively to provide advice and share expertise with a range of external bodies. Once again this year we have worked with the School of Welsh at Cardiff University and provided two of our senior translators to give lectures as part of the Professional Translation module. The Assembly is a member of the Welsh Terminology and Lexicography Standardisation Panel established by the Welsh Language Commissioner, and provides advice on terminology development and standardisation along with colleagues from the Welsh Government and others. We have worked with the Coleg Cymraeg Cenedlaethol to develop its proposals for an accredited qualification framework for translators and will continue the relationship to provide support for the training providers. Commission staff members have undertaken the role of examiners and trainers for the Association of Welsh Translators and Interpreters, and the University of Wales Trinity St David's Postgraduate Certificate in Interpretation. Interpreters have collaborated with both the Institute of Translation and Interpreting [ITI] and the Association of Welsh Translators and Interpreters.

The Translation and Reporting Service has further developed our relationship with several external organisations to provide practical advice and guidance on issues relating to establishing and running a translation service and the effective use of language technology. These organisations include the Welsh Government, universities, local government and other public bodies. Given the advances we have introduced, we are rapidly developing a reputation as leaders in bilingual working and we will seek to share our experiences of using language technology and of providing bespoke services with a wider cohort of organisations and institutions.

The Assembly Commission enjoys a constructive relationship with the Welsh Language Commissioner. Our designated contact within the Commissioner's office is a regular source of advice and signpost for examples of best practice. We regularly refer to guidance published by the Commissioner on a wide range of issues, most recently during the development of the Commission's Bilingual Skills Strategy and Audit, and during discussions on bilingualism and social media, and publishing. Our Welsh Language Tutor has established an extremely beneficial relationship with a local Welsh for Adults centre that provides advice and guidance as required.

03.Services for Assembly Staff

Bilingual Skills Strategy

In April 2015, the Assembly Commission's Bilingual Skills Strategy was launched. It outlines our approach to planning, developing and managing the organisation's bilingual skills resource. The Strategy was divided into four main areas, and contains objectives and target dates for each area:

- Raising Awareness of what it means to work in a bilingual organisation and the expectations set out in our Official Languages Scheme
- Existing skills and understanding where our strengths and weaknesses in terms of bilingual service provision lie
- Mapping existing capacity to deliver bilingual services (and helping people to do this more consistently)
- Training to support our staff to deliver exemplary bilingual services as the default

English:

<http://www.assembly.wales/NAfW%20Documents/About%20the%20Assembly%20section%20documents/Bilingual-Skills-Strat/bilingual-skills-strategy-en.pdf>

Language skills audit

In order to determine a baseline measurement of existing skills within the organisation, we conducted a language skills audit. The audit is based on a language skills self-assessment tool recommended by the Welsh Language Commissioner in the document 'Recruitment: Welsh Language Considerations'. The data collected will be used to inform individual service areas' language plans and over the next parliamentary year, our priority will be to further develop and update individual service areas' language plans to ensure that each service has the capacity to deliver bilingual services or to address shortfalls through training or recruitment. This will provide assurance to the Chief Executive and Clerk as Chief Accounting Officer and to Assembly Commissioners that our staff have the skills and support to be able to provide all bilingual services outlined in the Official Languages Scheme to the highest standards.

Recruitment

Another requirement of the Bilingual Skills Strategy is the introduction of a matrix which will assist heads of service and the Human Resources team with the designation of language skills for individual posts in the context of the individual service area language plans and the requirements of the Scheme itself. The matrix will formalise the current considerations in order to provide assurance that appointments to posts are made with due consideration of any language skills required of the post-holder, and to bring a consistent approach to the determination of language skills requirements of posts.

Our Human Resources System

In March, the Assembly attained a long-held ambition to provide the existing HR/Payroll system employee self-service (MyView/FiYw) functionality bilingually to Commission staff. Since the system's launch in March 2014, the HR team has been working with the Assembly's Translation and Reporting Services and our external supplier to deliver a truly bilingual system that allows staff to work in their language of choice.

MyView/FiYw detects the language the internet browser is set to and displays all the MyView/FiYw pages in that chosen language (Welsh or English). We understand this to be one of the very first examples of this type of provision.



Advice and guidance

Throughout the year, the Official Languages Scheme team and the individual service area coordinators have provided advice and guidance to colleagues on a number of issues, including:

- Advertising posts
- Procurement of services and software
- Commissioning evidence for committee inquiries

Enhanced availability of the interpretation service for in-house meetings

To facilitate increased bilingual working internally, a more proactive offer of interpretation services has been made for in-house meetings over the past year. The service has been used at:

- All-staff meetings and CEO and staff group meetings
- Assembly staff Management Board meetings
- A range of project board meetings
- Service team meetings
- Stay Safe anti-terrorism seminars/briefings
- Cross-party group meetings



04. Monitoring and Reporting

The Official Languages Scheme co-ordinators network has once again this year worked hard to ensure that the Scheme is further embedded across the organisation, and that bilingual services are provided as a default. The network meets regularly to discuss issues relating to the Scheme and to share ideas. The co-ordinators were also instrumental in the implementation of the Bilingual Skills Strategy and in encouraging all colleagues to complete the Bilingual Skills Audit.

Compliance

Further informal monitoring methods have been adopted this year including one-to-one meetings with all Official Languages Scheme co-ordinators to ensure that any instances of failure to comply with the requirements of the Scheme are identified and addressed. The co-ordinators are also tasked with notifying the Scheme Manager of any breaches or complaints. We will continue to work on developing an effective and constructive set of compliance measures.

As with last year's compliance report, some minor instances of failure to comply with the Scheme's requirements have been reported during the year. These were:

- incorrect out of office messages;
- incorrect e-mail auto signatures;
- monolingual all-Member or all-staff emails sent by Commission staff.

Co-ordinators raised individual issues with the relevant staff members to ensure that the breach was rectified immediately. Staff members also received support and guidance in order to ensure fewer instances of non-compliance. The co-ordinators routinely reinforce the expectations of all staff members, and request support from the Scheme Manager as appropriate.

Complaints

Unfortunately, there have been occasions during the year when we have failed to achieve the high standards we set for ourselves and have fallen short of the expectations of Assembly Members, their support staff or the public. A number of informal and formal complaints have been received, and can be categorised as follows:

– Technology

There have been times when we have been unable to publish documents in accordance with our Scheme requirements due to technological issues. We have also been notified of several instances of links to Welsh language documents leading to the English language versions or broken links. Feedback on issues of this nature is extremely valuable to us as it enables us to rectify mistakes or problems quickly.

– Language of choice

Feedback from Assembly Members and their support staff has indicated that there have been occasions where they have been unable to use the language of choice during events held on the Assembly Estate. Work is being undertaken to ensure that this situation is avoided in future through amending work processes and reminding relevant staff members of the requirements of the Scheme and the availability of the interpretation service.

– **Customer service**

Visitor experience in the Senedd from a bilingual perspective has generally been good but was compromised due to an isolated incident involving a group of visitors who requested a Welsh language service which we failed to deliver. An investigation into the incident is being conducted and we have taken the opportunity to ensure that our Front of House team is aware of the requirements of the Scheme and how to provide exemplary bilingual services.

– **Public information**

Members of the public contacted us regarding the lack of bilingual content in our public information including advertisements in local newspapers and videos on our YouTube channel. Where possible, any oversights were rectified immediately. In all instances, the correct complaints procedure was followed with complainants receiving information on the steps taken and an apology for the unintentional offence caused. Staff members and the relevant teams were reminded of the need to ensure that all public information released by the Commission conforms to the requirements of the Scheme.

Lessons learnt

We value all feedback on our bilingual services. The main themes arising from complaints and feedback provide a clear indication of areas in need of improvement or strengthening, including:

- Ensuring that we have arrangements in place to ensure that all Commission staff members maintain their awareness of the requirements of the Scheme, and remain committed to the bilingual ethos of the organisation;
- Ensuring that our new and more innovative digital outputs comply with the requirements of the Scheme, and that links to Welsh language versions of documents are monitored and maintained;
- Embedding a culture where flexible and bespoke bilingual services are offered and encouraged proactively.

We will use our priorities for the coming parliamentary year, along with the bilingual skills strategy and formalised compliance monitoring.

05.Priorities for 2015–16

The next parliamentary year will be slightly shorter than usual due to the dissolution of the Assembly in preparation for the General Election in May 2016. It will be an exciting time, and the focus will be on consolidating the skills developed and the experience gained over the lifetime of the current Official Languages Scheme in preparation for the Fifth Assembly.

Services for Assembly Members and their support staff

Assembly Members and their support staff have told us that they value bilingual documentation, and the bespoke provision that has already been made. The annual survey of Assembly Members and their support staff shows a marked improvement in the rating for the support provided to enable them to work in the language of their choice. We will aim to maintain and enhance that support and work with Assembly Members to deliver enhanced bilingual services. The following objectives are for completion during the period of the next parliamentary year.

- We will ensure that all preparations for the Fifth Assembly take full account of the proactive offer meaning that Assembly Members and their support staff are able to work in the language of their choice as the default position, including increased provision of bespoke services and tailored support to individuals or groups;
- We will ensure that we are able to proactively understand and respond to the needs of all Assembly Members elected to the Fifth Assembly;
- We will prepare for the provision of fully bilingual committee support documentation including briefing documents for all committees;
- We will review the current language learning provision for Assembly Members and their support staff and implement creative and innovative methods of supporting them;
- We will build upon the support and training provided over the past year and pilot improvements in the production of bilingual surgery notices, newsletters and other constituency related documentation.

Services for the people of Wales

Feedback from members of the public is gathered on an ad hoc basis, and generally relates to a good or bad customer experience. Over the past year, our customers have told us that they have noticed a shift in the bilingual ethos on the estate, but that we need to do more to ensure that language choice is proactively offered as a default. The following objectives are for completion during the period of the next parliamentary year.

- We will investigate ways of collecting feedback on our bilingual service provision from the public in order to identify and share good practice and work on areas in need of strengthening;
- We will build on the success of the alternative methods of supporting Welsh learners implemented over the past year in order to encourage and develop their confidence to use those skills in a working environment;
- We will work with the Security team to further increase capacity and skills to deliver exemplary bilingual customer service;

- We will work with external contractors who provide front-line services on our behalf to ensure that they understand the requirements of the Scheme and are able to provide those services to a sufficiently high standard.

Services for Assembly staff

Assembly Commission staff members provide feedback on bilingual working informally and through their Official Languages Scheme co-ordinators. We have consistently received positive feedback on the support we provide to individuals wishing to develop or improve their language skills and we will continue to provide flexible and bespoke support. Heads of service and Official Languages Scheme co-ordinators have told us that they would value additional support to develop language plans and with recruitment practices. We will aim to provide this support by working with individuals and developing robust and appropriate tools for use across the organisation. The following objectives are for completion during the period of the next parliamentary year.

- We will review the Bilingual Skills Strategy regularly to ensure that it remains relevant and useful;
- We will develop and update individual service area language plans to ensure that each service has the capacity to deliver bilingual services or to address shortfalls through training or recruitment;
- We will maintain up-to-date information on language skills across the Assembly Commission in order to inform the development of new services and to inform service area language plans;
- We will ensure that effective tools for monitoring compliance, feedback and lessons learned are developed and embedded across the organisation.