



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Welsh Assembly Government

**laith Pawb and Welsh
Language Scheme
Annual Report
2007-08**

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Foreword

I am pleased to present the fifth Iaith Pawb and Welsh Language Scheme Annual Report which sets out the work undertaken by the Welsh Assembly Government and our partners as we strive towards our goal of creating a truly bilingual Wales.

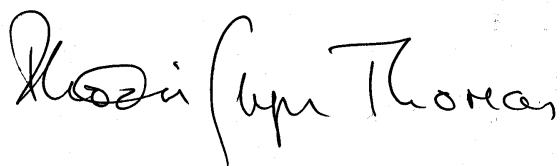
The past year has been a turning point in the Assembly Government's Welsh language policy. Our commitment in the 'One Wales' document to secure powers for the National Assembly to be able to legislate on the Welsh language is a historical step. After doing so, we can turn our attention towards developing laws which will realise our commitment to give official status to both English and Welsh, linguistic rights in relation to the provision of services and to establish the post of Language Commissioner.

The work of securing the Legislative Competence Order, and to subsequently pass a Measure, is vitally important and that is our priority at present. But legislation, on its own, is not enough to secure the language's future. We also need to develop the Welsh language policy framework and in doing so ensure that our policy in relation to the Measure is encompassed by the wider framework. We will do so over the coming months.

As the numerous examples in this report demonstrate, we are starting from a solid foundation and we can build upon what has been achieved through the Iaith Pawb document. In doing so we will pay particular attention to developing Welsh medium education, a vitally important part of the framework. Work is already underway to develop a Strategy for Welsh Medium Education and an implementation plan.

We have also committed through 'One Wales' to support a number of initiatives to promote the Welsh language, including spending an additional £600,000 over three years to develop a new Welsh language news service, creation of a Federal College to promote Welsh medium Higher Education courses, and to place a new duty on Local Authorities to promote access to Welsh medium education whilst arranging school transport.

It is an exciting period in the history of Welsh language policy and I look forward to continuing with the work of creating a truly bilingual Wales.

A handwritten signature in black ink, reading 'Rhodri Glyn Thomas'. The signature is written in a cursive style with a large initial 'R'.

Rhodri Glyn Thomas AM
Minister for Heritage

Executive Summary

Introduction

This is the fifth annual report on the Welsh Assembly Government's performance against the commitments contained in *Iaith Pawb*, the National Action Plan for a Bilingual Wales, and the Welsh Language Scheme for the Welsh Assembly Government.

Iaith Pawb (2003) set out a vision of a truly bilingual Wales. It included over 60 specific actions across a number of policy areas, and a commitment for the Welsh language to be an integral component of all Assembly Government activities.

The Welsh Language Scheme (revised in 2006) is a statutory document prepared under the Welsh Language Act 1993 and the Government of Wales Act 2006, which explains how we will treat the English and Welsh languages equally through our policies and the services we deliver.

This report is based upon on evidence collected during 2007-08.

This Executive Summary provides a synopsis of key findings and further work and should be read in conjunction with the main report.

Main findings

The following lists the highlights from the report:

- Work underway to devolve legislative competence on the Welsh language to the National Assembly.
- £600,000 to be invested in the Welsh-language print media.
- Arrangements for the use of Welsh in EU institutions at an advanced stage.
- 57 additional bodies to be named for inclusion under Section 6(1) of the Welsh Language Act.
- 63 new Welsh Language Schemes approved and 45 revised by the Welsh Language Board, bringing the total number in operation to 418.
- New checklists developed to help Welsh Assembly Government departments to mainstream the Welsh language in new policies and services.
- Welsh Language Board campaign to market Welsh language services sees continued success with Carmarthenshire County Council helpline seeing a 50% increase in calls

- A major research conference shared findings of a range of research studies into the use of the Welsh language.
- Welsh language included as an underlying principle in revised statutory guidance on preparation of community strategies.
- Work commenced on developing a national strategy for Welsh-medium education.
- A total of 740 support assistants have been trained to work in Welsh medium early years settings, and a further 330 will be trained per year for the next three years.
- Increase of nearly 5,000 enrolments for Welsh for Adults courses between 2005/06 and 2006/07 academic years.
- A language awareness training pack launched by the Welsh Assembly Government and the Welsh Language Board.
- All NHS Trusts required by Assembly Government to appoint Welsh Language Officers and Local Health Boards required to pool resources and establish Welsh language units on a regional basis.
- Projects to increase use of Welsh launched by the Welsh Rugby Union following a partnership with the Assembly Government and the Sports Council for Wales.
- Welsh interfaces for Microsoft Windows Vista and Office 2007 and Welsh proofing tools for Apple Mac OS X made available for free following collaboration with the Welsh Language Board.
- 12.1% increase in sales of Welsh language books in 2007-08 compared with previous year.
- Departmental Welsh Language Action Plans produced, which included useful examples of how departments strategically plan with regard to the Welsh Language.
- Leaflets produced to encourage use of Welsh at Welsh Assembly Government conferences and public meetings.
- Nearly 5,000 calls received on Welsh Assembly Government's Welsh language helpline, 6.7% of the total number of calls.
- Bilingual Performance Management software produced for use by Local Authorities, Fire and Rescue Services and National Park Authorities.

- 98.6% of e-mail auto signatures monitored were bilingual and 83.2% of out of office replies were bilingual.
- 42% of Divisions reported that they undertook some work in Welsh at least sometimes.

Introduction

The Welsh Assembly Government is committed to supporting and promoting the Welsh language. Our vision of a truly bilingual Wales is a bold one. A truly bilingual Wales means a country where people can choose to live their lives through the medium of either or both Welsh and English and where the presence of both languages is the source of pride and strength to us all (Iaith Pawb, 2003).

Background to Iaith Pawb

Iaith Pawb was published in 2003 as a national action plan for a bilingual Wales. Structured in 3 parts, Iaith Pawb contains over 60 action points. Welsh Ministers and their officials share responsibility for these actions and for identifying and addressing Welsh language issues in their policy areas.

An evaluation of Iaith Pawb was commissioned in May 2007. The evaluation report conducted by Arad Consulting, is available on the Assembly Government's website.

Background to the Welsh Language Scheme

The revised Welsh Language Scheme¹ was prepared in accordance with Section 21 of the Welsh Language Act 1993 and Section 78 of the Government of Wales Act 2006, and received the approval of the Welsh Language Board (WLB) on 22 December 2006.

The Scheme explains how the Welsh Assembly Government will give effect to the principle established by the Welsh Language Act 1993 that, in the conduct of public business and the administration of justice in Wales, the English and Welsh languages should be treated on a basis of equality.

Monitoring in 2007-08

In 2007-08 the Welsh Language Unit (WLU) monitored progress and performance against the commitments in both Iaith Pawb and the Welsh Language Scheme. The key monitoring methods used were:

- a Self-Assessment Questionnaire and Compliance Report which was completed by individual Departments;
- information provided by divisions and bodies with lead responsibility for Iaith Pawb action points carried out in 2007-08;
- annual returns provided by Divisions responsible for specific administrative functions e.g. training, translation;
- Analysis of existing data - press releases, correspondence, emails, complaints, publications, translation prioritisation system, training statistics, AutoSignatures, and out of office replies; and

¹ http://new.wales.gov.uk/topics/welsh_language/WLS-CIG/?lang=en

- Documentary analysis - Departmental Plans.

The Structure of the Annual Report

Part 1 of the Annual Report outlines the progress made with the action points/ projects in Iaith Pawb and other projects developed since the publication of Iaith Pawb in 2003 which contribute to the overall agenda of creating a bilingual Wales.

Part 2 of the report outlines performance and progress with Welsh Language Scheme commitments.

The report in its entirety sets out how we have mainstreamed the Welsh language across the business of the Welsh Assembly Government and in the policy making process.

The Report, which has been produced by the Assembly Government WLU, is evidence based and reports at both Departmental and Divisional level, when appropriate.

PART 1: Iaith Pawb Annual Report

Introduction

Part 1 of the Annual Report outlines the activities undertaken in 2007-08 which have contributed to the overall agenda of creating a bilingual Wales. The main highlights from 2007-08 are listed in the Executive Summary.

Projects listed in Iaith Pawb that have been completed in previous years are not in the main covered in this report, but are covered in previous Annual Reports which are available on the Assembly Government's website².

One Wales

There has been a significant change in the landscape with regard to the Government's Welsh language policy during 2007-08. One Wales, the programme for Government launched when the current Assembly Government was formed in July 2007 makes new policy commitments with regard to the Welsh language. Most notably with regard to securing a Legislative Competence Order to transfer responsibility for matters relating to the Welsh language to the National Assembly and the proposed Assembly Measure that would follow which will:

- confirm the official status of both Welsh and English;
- deliver linguistic rights in the provision of services; and
- establish the post of Language Commissioner.

Evaluation of Iaith Pawb

An evaluation of Iaith Pawb was commissioned by the previous Assembly Government in May 2007. A stage 1 report was produced by Arad Consulting Ltd which provided evidence of the extent to which the Welsh language is mainstreamed across the Assembly Government's policy responsibilities. It also contained an analysis of the variety of relationships between the projects listed in Iaith Pawb and their relevance to the Welsh language and the potential contribution they have to the targets published in Iaith Pawb. Those targets were:

² http://new.wales.gov.uk/topics/welsh_language/WLpublications/?lang=cy

By 2011:

- the percentage of people in Wales able to speak Welsh has increased by 5 percentage points from the figure which emerges from the census of 2001;
- the decline in the number of communities where Welsh is spoken by over 70% of the population is arrested;
- the percentage of children receiving Welsh medium pre-school education has increased;
- the percentage of families where Welsh is the principal language of conversation/communication between adults and children at home has increased;
- more services, by public, private and voluntary organisations are able to be delivered through the medium of Welsh (increasing usage and visibility).

The Arad report highlighted some key issues relating to mainstreaming the Welsh language, including:

- the need for strong leadership and commitment to put plans into action
- the fact that there are two dimensions to mainstreaming – the compliance led administrative requirements i.e. providing bilingual services, and the more sophisticated, value added mainstreaming activity where Welsh language considerations can and should be viewed as something that can enrich and enhance the actual activity of Departments.
- the need to see beyond administrative procedures and consider the value added mainstreaming activities mentioned above.
- the complex relationship between having a specific focus on Welsh language issues through central Welsh language units within departments, and the need to involve others within a department to ensure that the language is reflected in various meaningful ways.
- the need to share mainstreaming practice.
- the over-reliance placed on certain individuals to ensure that mainstreaming happens and
- the importance of recognising mainstreaming as a long term process.

The report also examined, in broad terms, the link between the actions/projects which were listed in *Iaith Pawb* and the targets set out in *Iaith Pawb*. Recognising that the actions/projects were included in the first instance to illustrate the 'reach' of *Iaith Pawb* and to demonstrate that it was relevant to all policy areas, the report highlighted that:

- the relationship and linkages between the actions and *Iaith Pawb*'s five strategic targets varied considerably;
- on the whole, there was limited evidence of the impact of actions (although not a suggestion that there were not significant impacts being achieved); and
- more robust approaches were required to isolate the impact of broader programmes and policies on the Welsh language.

In light of the changing landscape with regard to Welsh language policy, the Heritage

Minister has decided that the report's recommendations should be taken forward as part of the work to develop a wider policy framework to underpin the Measure that will be required to deliver the One Wales commitments regarding the Welsh language. The lessons learnt from the Arad report and our previous Iaith Pawb monitoring reports will be considered when developing the new framework.

1. Political and Strategic Leadership

1.1 This section of the report outlines the work undertaken over the past year in response to the commitments made in One Wales as well as the work undertaken under the Iaith Pawb agenda to facilitate mainstreaming of the Welsh language. It includes the work of the Assembly Government's Welsh Language Unit and the Welsh Language Board, the work undertaken under the current legislative framework and work undertaken to develop research capacity.

One Wales commitments

1.2 The Assembly Government has committed itself, through One Wales, to a programme which recognises that there are two official languages in Wales and which ensures that both Welsh speakers and English speakers should enjoy the freedom to be able to speak and use the language of their choice in their everyday lives.

(i) Welsh Language Legislative Competence Order

1.3 Following the publication of One Wales in July 2007, the Assembly Government's Heritage Department has been working on the commitment to "seek enhanced legislative competence on the Welsh language". During this process, discussions have taken place with the Wales Office and it is anticipated that the Legislative Competence Order will be laid in the Assembly and Westminster later in 2008.

1.4 The LCO provides a mechanism for the Assembly to introduce future Measures on the Welsh language. The One Wales agreement commits the Assembly Government to introducing a measure to:

- confirm the official status of both Welsh and English;
- linguistic rights in the provision of services; and
- the establishment of the post of Language Commissioner.

1.5 The LCO will support the Assembly Government's work to realise the vision of a truly bilingual Wales.

(ii) Review of the Welsh-language print media

1.6 The Minister for Heritage announced in August 2007 that he had asked the Welsh Language Board to carry out a review of the Welsh-language print media. The purpose of the review was to obtain a clear and comprehensive picture of the state of the Welsh-language print media in Wales. It was also to investigate how the Welsh Assembly Government could implement in a

sustainable way the recommendation on this matter contained in One Wales.

- 1.7 The Welsh Language Board appointed Dr Tony Bianchi to conduct the review. His report 'A Review of the Welsh Language Print Media', published in January 2008, included a detailed analysis of the publications that fell within the review's terms of reference.
- 1.8 The Minister for Heritage announced in February 2008 that the Welsh Assembly Government would provide £600,000 over the next three years to fulfil the commitment in One Wales, that is, £200,000 a year until 2011. That is in addition to the £173,000 currently being spent by the Welsh Assembly Government, through the Welsh Books Council, on Welsh-medium news and current affairs publications. The additional funding will be channelled through the Welsh Books Council.
- 1.9 In May 2008 it was announced that Golwg Cyf had won the tender to provide a daily Welsh language web-based news service. The new development will create daily news service through the medium of Welsh in addition to strengthening the printed version of Golwg. This will also see the development of a sustainable news company in west Wales as well as providing a significant boost to Welsh language journalism. This development strengthens the industry as well as taking Welsh to multiple platforms and generating greater pluralism in the Welsh language news sector.

(iii) Use of Welsh by EU institutions

- 1.10 The Welsh Assembly Government is working with the UK Government to allow:
 - elected representatives to speak Welsh in meetings of the Council of Ministers and in plenary sessions of the Committee of the Regions; and
 - citizens to write in Welsh to the Council, the Committee of the Regions, European Commission, European Parliament and the Ombudsman and to receive responses in the same language.
- 1.11 The first administrative agreement for that purpose between the UK government and the Council was signed in July 2008.
- 1.12 Details of work undertaken with regard to other commitments made in One Wales relating to Welsh medium education, Welsh for Adults and planning are included elsewhere in this report.

Achievements within current legislative framework

- 1.13 Iaith Pawb contained a commitment to “continue to work to identify further organisations which provide services of a public nature which can be required to operate Welsh Language Schemes”.

- 1.14 Following preparatory work in 2007-08, the Heritage Minister announced in May 2008 the names of 57 bodies that provide a range of services to the public in Wales, with a view to their being specified as public bodies for the purposes of the Welsh Language Act 1993 by an Order under Section 6(1) of that Act.
- 1.15 This announcement followed a consultation exercise in Spring 2007, when each organisation was invited to comment on the suggestion that they be included. The effect of a body being specified is to enable the Welsh Language Board to notify each body with a view to them preparing and submitting a Welsh Language Scheme under the 1993 Act.
- 1.16 The organisations named included the Royal Mail, the Bank of England, the Competition Commission, UK Sport, Ofcom, the British Council and the new Olympic Delivery Authority.
- 1.17 During 2007-08 the Welsh Language Board approved 63 new **Welsh Language Schemes**, bringing the total number of Schemes operational to 418. The WLB also responded during the year to 188 monitoring reports on existing Welsh Language Schemes, and 45 schemes were revised. Amongst the bodies that had Schemes approved in 2007-08 were the Tribunals Service, Police Complaints Commission, the UK Government Department of Culture, Media and Sport, the National Assembly for Wales, Wales Centre for Health, HM Revenue and Customs and Shelter Cymru (voluntary scheme).
- 1.18 The WLB campaign to market Welsh language services called “**mae gen ti ddewis...**”³ continued in 2007-08 with 10 organisations including the Welsh Assembly Government in discussions with the Board about taking part in the campaign. Carmarthenshire County Council’s helpline has seen a 50% increase in Welsh language calls since it started marketing its helpline under the “mae gen ti ddewis” brand.

Mainstreaming activity

- 1.19 One of the main commitments made in Iaith Pawb is that the **Welsh language is the responsibility of all Ministerial policy portfolios**, and that consideration of the Welsh language and the needs of Welsh speakers and Welsh language communities is mainstreamed within all of the Assembly Government’s functions. This commitment is also made in the Welsh Assembly Government’s Welsh Language Scheme. The remaining chapters of this report provide examples of how the Welsh language has been mainstreamed through our policies and services.
- 1.20 The Assembly Government expects organisations that it funds to follow its lead and ensure that the Welsh language is mainstreamed within their activities. To

³ “you have a choice...”

this end, and as is noted in Iaith Pawb, the **remit letters of Assembly Government Sponsored Bodies (AGSB)** in 2007-08, as in previous years, included a requirement to mainstream the language.

1.21 **New checklists** were developed in 2007-08 as part of the ongoing effort to mainstream the Welsh language. The new checklists emphasises the link between any new policies and new services and the Welsh language, and can also be used to check that existing policies and services give due regard to the language. The checklists was designed to be used alongside the Welsh Assembly Government's Policy Gateway Integration Tool.

Welsh Language Unit

1.22 The Assembly Government's Welsh Language Unit, based in the Department for Heritage, is responsible for providing policy advice and support to the Minister for Heritage on the Welsh language, sponsorship of the Welsh Language Board and Welsh Books Council. The Unit is charged with the development of the Legislative Competence Order and resulting Measures, monitoring of Iaith Pawb and the Assembly Government's Welsh Language Scheme and the facilitation of mainstreaming across the Assembly Government. In 2007-08 the Welsh Language Unit:

- provided advice and support to the Minister, through joint-working with Legal Services and CALM, in scoping the Welsh Language LCO;
- consulted with numerous bodies with a view to "naming" them under section 6(1) of the Welsh Language Act;
- undertook significant preparatory work for the UK's third compliance report on the European Charter for Regional or Minority Languages;
- prepared and published the Annual Report on Iaith Pawb and compliance with the Welsh Language Scheme for 2006-07;
- oversaw the successful development of Departmental Welsh Language Action Plans under new arrangements with the Welsh Language Board;
- reviewed the process of producing Welsh Language Action Plans, and the related monitoring arrangements;
- commissioned and received a scoping study report on the evaluation of Iaith Pawb;
- assisted Assembly Government's HR Department in implementing the corporate Bilingual Skills Strategy; and

- oversaw the appointment process for 6 new members to the Welsh Language Board and reappointment of Chair and 4 existing members.

Welsh Language Board

- 1.23 The main function of the Welsh Language Board⁴ is to promote and facilitate the use of the Welsh language. The Board's work includes offering advice and information, ensuring that public bodies provide services in Welsh and English, maintaining an overview of all aspects of Welsh language education and training, and encouraging and assisting private companies and voluntary organisations to use more Welsh. The Board is funded by grant in aid from the Welsh Assembly Government and in 2007-08 it received £13.4m, and will receive £13.5 in 2008-09.
- 1.24 During the year the Board took forward a wide range of activities to promote the Welsh language, many of which are referred to in the body of this Report.

Data and Research

- 1.25 The additional funding provided to the Board to support Iaith Pawb has helped to greatly **develop and widen our data and research base on the Welsh language**. The Board is now implementing the data strategy it published in 2005-06, which aims to ensure that more relevant, regular and substantive data is available as a basis for language planning.
- 1.26 The Board held a major two-day **research conference** in September 2007 in which the results and findings of a range of research studies were shared with delegates. Two notable figures from the field of language planning addressed the conference: Professor Joseph Lo Bianco, of Melbourne University and Guy Dumas, Deputy Minister with responsibility for the implementation of language policy within the Government of Québec.
- 1.27 During the two day conference presentations were given on the following topics:

⁴ www.welsh-language-board.org.uk

Language Transmission in Bilingual Families in Wales

A research project commissioned from the School of Psychology and School of Linguistics and English Language, University of Wales, Bangor. The research noted that language choice is more instinct than a completely conscious decision. It states that parents experience of a language as a child is very influential when deciding which language to speak with a child.

The Welsh Language in 2007

Meirion Prys Jones, Chief Executive of the Welsh Language Board, and Hywel Jones, Statistician for the Welsh Language Board, summarized the current situation of the Welsh language, based on the most recent data and research findings.

“From Act to Action” What next for Welsh Language Schemes

Professor Colin Williams, an internationally recognised authority in the field of language planning, discussed the future of Welsh Language Schemes.

Young People’s Social Networks and Language Use

A research project commissioned from Cwmni Iaith and the European Research Centre Wales. This report was published in 2006. The main findings were that 3 types of communities exist in Wales - areas where young people from Welsh speaking homes assimilate incomers; areas where two linguistic communities co-exist; and areas where young people from Welsh speaking homes blend into the network of young people from non-Welsh speaking homes.

Statistical indicators of Language Use

A project commissioned from the European Research Centre. The intention of the project was to establish a methodology similar to ‘Ofercat’ (a Catalan Indicators Project) in order to provide data regarding the use of the Welsh language in specific areas. Ofercat monitors language use in institutions, businesses, and societies in an area but does not monitor the social use of the language in an area. This project aimed to extend the methodology to include social factors/determinants.

2. Economy

- 2.1 Generating business growth and encouraging enterprise are important aspects of sustaining and developing Welsh speaking communities. This section of the report outlines some recent activity in this area, highlighting the links between the economy and the language.
- 2.2 The Assembly Government's Department for Economic Development and Transport has set out its vision for the Welsh language in its Welsh Language Action Plan:

"To support and promote bilingualism and give equal status to both Welsh and English in all our work. Mainstreaming of the language will become second-nature in everything we do with all aspects of the Assembly Government's Welsh Language Scheme totally ingrained into our work.

In the delivery of our services and development of policy we aim to ensure that we have an adequate supply of staff with appropriate bilingual skills in the right places to enable us to provide an excellent Welsh medium service in accordance with the Welsh Language Scheme."

- 2.3 To ensure that the language is mainstreamed in the Department's activities, Welsh language considerations were formally introduced into its business planning process last year at project and programme level. The process has been further refined this year in the light of that experience, and each spending programme area is identifying between three and six measurable Welsh language priorities for implementation during the 2008/09 cycle.
- 2.4 The **Welsh Language-Economy Group** is charged with generating economic and linguistic benefits through increasing the understanding of the links between language and the economy and further identifying and promoting economic opportunities afforded by the language. The Group plays a role in contributing to the development of Assembly Government policies and strategies in order to take forward the language-economy agenda, including the DE&T Welsh language commitments within its business plan.

Enterprise

- 2.5 **Pre-start up business support for Welsh speakers** is delivered via the mainstream General Support for Business providers, with Welsh language consultancy continuing to be offered through this mechanism to ensure that providers can meet the needs of Welsh speakers. Specific targets have been given to pre-start General Support for Business Providers to target and increase participation of under represented groups including Welsh speakers.

- 2.6 Since 1 June 2008 the **Flexible Support for Business start up service** has been in place to facilitate and promote new enterprises. The service includes diversity champions to work with the provider network in ensuring an inclusive service to under represented groups including Welsh speakers. Mechanisms to record and monitor take up of services through the medium of Welsh through the CRM system have been established. Clients are asked about level of Welsh speaking skills, preferred language and for details of any Welsh language policies they have in place.
- 2.7 The Welsh Assembly Government also provides support to **Menter a Busnes** with a number of projects that encourage or lend themselves to the use of Welsh language in business. Some of these activities include:
- the **Gwobrau Menter Awards**, the aim of which is to reward Welsh speakers that succeed in business and successful businesses that use and promote the Welsh language whilst making an important contribution to the local or national economy. The awards ceremony takes place during the National Eisteddfod.
 - the **True Marketing / Gwir Farchnata** campaign which helps food producers and processors with marketing and other activities through mentoring and training.
 - The **Local Supplier Development Programme** is delivered by Menter a Busnes in five local authority areas, and provides targeted support for Welsh speakers to increase confidence in tendering.
- 2.8 The **Sell2Wales / GwerthwchiGymru** website has developed a service in partnership with the Welsh Language Board to encourage public sector users on Buy4Wales / PrynwchiGymru to advertise tender opportunities through the medium of Welsh. This will also encourage businesses in Wales to take an active interest in tendering through the medium of Welsh and increase provision of their services in Welsh. Latest figures for the Sell2Wales website show that in the first twelve months after launching the bilingual option, 14% of users published their notices bilingually or in Welsh only. At the same time, the Welsh language website was reviewed and overhauled with a view to making it simpler and more user-friendly. Further steps are now being taken to enable suppliers to submit their details and quotes in their preferred language, i.e. in Welsh, English or bilingually and this facility should go live within the current financial year.

Regeneration

- 2.9 Support for Regeneration has evolved from the Community Regeneration Tool Kit and is a package of area-based project-focused support. All supported projects must contribute to the regeneration strategies for the area and this new project-led funding approach will enable organisations to focus more on their key projects and plan for the lifecycle of the project.

2.10 Any groups or organisations that access this support must show that they comply with the Assembly Government's Welsh Language Scheme, as must any contracted third party service suppliers. The regeneration activities will continue to be evaluated and supported projects monitored in relation to usage of the Welsh language and used to inform further programme developments.

European funding

2.11 Our Welsh European Funding Office (WEFO) is responsible for administering the European Structural Fund Programmes in Wales and approving project applications for funding. The relevant documentation for each Programme sets out that all funding streams include linguistic considerations. For example, the 2007 – 2013 Convergence and Competitiveness Programmes, reflects our commitment to mainstream the Welsh language across policy areas and include a focus on the Welsh language as an economic driver.

2.12 There are opportunities within the Priorities of the Structural Funds Programmes to focus on Welsh language provision and the needs of bilingual communities in Wales. The appraisal process for project applications includes consideration of equality mainstreaming issues, including the Welsh language. Our appraisal teams have had the appropriate training to enable them to identify whether or not the applications are eligible for funding. Training includes recognising whether or not applications address the cross cutting themes, including Welsh language. In addition, applications may be referred to the Cross-Cutting Themes Unit within WEFO for more detailed consideration of equality issues.

2.13 Data will be collected, as part of the new Structural Funds reporting structure, on programme participants' take up of provision in Welsh.

Case study

Draig Technology, a software development business, was established in 1999 by Richard Sheppard at Parc Menai, Bangor. Although Richard himself had only a basic grasp of the language, he was determined that the company would respect the bilingual nature of the area and adopt a language-neutral or bilingual ethos from the outset.

As the company has grown over the years, this proactive commitment to bilingualism has strengthened and has resulted in the development of a multilingual software competency and an emerging product range that is opening doors and markets for the company well beyond the borders of Wales and the UK.

The company have also worked in partnership with the Welsh Language Board and Microsoft to develop Welsh interfaces for Microsoft Windows and Office, and were commissioned by the Welsh Language Board to write standards and guidelines for bilingual software applications.

3. Communities

- 3.1 We see safeguarding and promoting people's right to use Welsh, both to access services and to play a full part in the civic and cultural life of their country, as an important element of establishing social justice.

Welsh Language Board's work at a community level

- 3.2 The Welsh Language Board's financial support of the **Mentrau Iaith** (Local Language Initiatives), Language Action Plans and other community-based projects aims to support efforts to sustain the language at a community level.
- 3.3 The Board provided £1.4 million of grant funding to the **Mentrau Iaith** in 2007-08. A new **Menter Iaith** was established in the year to cover Blaenau Gwent, Torfaen and Monmouthshire.
- 3.4 The aim of the **Language Action Plans** is to increase the use of the Welsh language in areas of special linguistic significance by co-ordinating activities for local people and institutions. There are 10 Language Action Plan Areas: Amlwch, Bangor, Corwen, Llanrwst, Machynlleth, Ruthin, Cardigan, Ammanford, Fishguard and Gwauncaegurwen,
- 3.5 Both the **Mentrau Iaith** and the Language Action Plans work in partnership with each other and with the Board and other national organisations on various projects to promote the use of Welsh. Details of some of these projects are in section 6 of this report.
- 3.6 The Board is also engaged with work to **help people moving into Welsh speaking areas** to learn about the linguistic nature of those communities, provide opportunities to integrate into the community and provide opportunities for local people to assist in that process. In 2007-08 a pilot project was developed by Bangor University as part of the Gwlad project to establish Welcome to Wales workshops.

Mainstreaming through the Assembly Government's work with communities

- 3.7 During 2007-08, the Assembly Government's Social Justice and Local Government Department worked with local authorities and many other partners, including the Welsh Language Board and Rhwydiaith (WLGAs network of Welsh language officers) to develop **revised statutory guidance on preparing community strategies**. 'Local Vision' was published in March 2008. Community strategies have the potential to ensure that linguistic regeneration becomes an integral part of community regeneration, and that issues of language preference and language need are adequately mainstreamed into local strategic planning. During 2008-09 we will support the Welsh Language Board in developing an Advice Note on community strategies and Welsh

language issues which will augment the guidance.

- 3.8 **Communities First Partnerships** cover the 142 most deprived wards in Wales and are engaging with the local statutory bodies, agencies, voluntary organisations and private sector bodies. Some of these wards are in predominantly Welsh speaking communities and the bilingual nature and requirements of those communities are taken into account in the activities Partnerships undertake. Communities First is currently being extended to the additional 46 Lower Super Output Areas identified by the revised Welsh Index of Multiple Deprivation 2005. The One Wales document includes a commitment to develop Communities First into Communities Next phase and the Welsh Language Board will be consulted on future guidelines.
- 3.9 Supporting communities to retain **post office services** which would otherwise close is also a priority. Some of these services are in rural areas where access to bilingual provision is essential. One Wales includes a commitment to reinstate and refocus the Post Office Development Fund, and bilingual provision will be considered as part of this.
- 3.10 Providing and improving community facilities across Wales is a crucial aspect of community development. This is the aim of the **Community Facilities and Activities Programme** and the **Physical Regeneration Fund**. The Welsh language has been included in the assessment criteria for funding under both programmes.
- 3.11 The **Strategic Framework for the Community Economic Development theme (Priority 5 Theme 2)** of the EU Convergence Programme has been developed. This would provide around £30million of additional funding over the period 2007-13 to build sustainable communities. One of the indicative activities in the agreed Framework is about supporting activities that promote a vibrant cultural life i.e. engaging communities and promoting social inclusion through cultural and heritage activities. Projects will be required to follow the terms of the Welsh Language Board's Guidance on Awarding Grants, Loans and Sponsorship and these requirements will apply to all services and activities delivered by or on behalf of a project, including those provided by third-party contractors.
- 3.12 We believe that the **third sector** has an especially important role to play in supporting use of the language at a community level. Where third sector organisations are delivering public services it is likely that the Welsh Language Act will apply, but even where the provision of bilingual services is not a statutory requirement many third sector organisations are making a strong commitment through the adoption of Welsh Language Schemes. We wish to encourage this approach by working strategically with the sector and the Welsh Language Board through a compact which will be agreed between the Assembly Government, the Board and the Third Sector. A group of

stakeholders from all three parties has been formed to steer this work.

- 3.13 The **Refugee Inclusion Strategy** was consulted upon in 2007-08, and published in June 2008. It sets out the Welsh Assembly Government's vision of refugee inclusion in Wales. The overall aim of the inclusion strategy is to support and enable refugees to rebuild their lives in Wales and make a full contribution to society. The strategy recognises the need for refugees and asylum seekers to have the opportunity to develop their English and/or Welsh language skills.

Planning

- 3.14 As outlined in One Wales, the Assembly Government recognises that **Technical Advice Note 20 – Welsh Language** is in need of revision to ensure that planning authorities adequately assess the linguistic impact of their decisions. The review must be based upon a robust evidence base. Research will be commissioned towards end of 2008 to inform the revision of TAN 20. The project will investigate and evaluate the progress and outcomes achieved so far by local planning authorities who have developed language impact assessment policies for new developments, including housing.

Affordable housing

- 3.15 The Assembly Government is committed in One Wales to providing an **additional 6,500 new build affordable homes** over our four-year term. A range of actions are being taken to increase the supply of affordable housing in rural communities, many of which are Welsh speaking communities. Those actions are listed below.
- We will be introducing **Affordable Housing Delivery Plans** from Autumn 2008 to ensure that local planning authorities focus fully on this issue in advance of the adoptions of their Local Development Plans.
 - Affordable Housing Delivery Plans put a duty on all local authorities and National Park authorities to assess need in their areas, set a target for affordable housing, specify how they will meet that target and how they will monitor it. We intend to link the Delivery Plans to Social Housing Grant allocations.
 - In 2007-08 we held a series of **training seminars on delivering affordable housing through the planning system** for local authority planning and housing officers, developers and Registered Social Landlords. Similar **training for councillors** was also held, organised in conjunction with the Welsh Local Government Association.

- We want to see publicly-owned land released more easily for the development of affordable housing. Under the **Assembly's Land Protocol**, any surplus land in the Assembly Government's ownership can be considered for use to support affordable housing. We have recently extended the principles to cover land owned by **NHS Trusts** in Wales.
- We recently established a **Rural Housing Development Fund** with an annual budget of £200,000 to support **Community Land Trusts** and expand the network of **Rural Housing Enablers** who play an important role in working with communities to identify housing needs and solutions.

4. Education

- 4.1 As was set out in *Iaith Pawb*, education is a vital component in safeguarding the future of the Welsh language, and the increase in take-up of Welsh medium education continued in 2007-08.
- 4.2 In addition, a number of commitments were made in the **One Wales** agreement with regard to the Welsh language within the education sector. These are listed below.
- Development of a **national strategy for Welsh-medium education and training**, supported by an implementation programme.
 - A requirement on LEAs to **assess the demand for Welsh-medium education**, including surveying parental wishes;
 - The establishment of a **Welsh-medium Higher Education Network** – the Federal College – in order to ensure Welsh-medium provision in our universities.
 - Explore the establishment of a **Welsh for Adults Unit** with sufficient funding, giving priority to tutor education.
- 4.3 The **Learner Travel (Wales) Measure** is currently progressing through the Assembly's Legislative process with the aim of coming into force by September 2009. The Measure introduces a duty on local authorities when carrying out their functions under the Measure to promote access to Welsh medium education. This will be complementary to the existing duty placed on Local Authorities by the Welsh Language Act 1993 to support access to Welsh Medium education.
- 4.4 The Assembly Government's Department for Children, Education, Lifelong Learning and Skills (DCELLS) was restructured in 2007-08. As a result of that process a **new Welsh Language Development Unit** was established. The overall aim of the Unit is to:
- improve capacity in the education system through developing provision, training and resources for teaching and learning through the medium of Welsh; and
 - provide strategic direction for the development of Welsh-medium provision.
- 4.5 In particular it will coordinate and drive DCELLS' contribution to the Welsh language policy agenda and, during the course of 2008-09, will lead on the One Wales commitment to develop the national strategy for Welsh-medium education and training and the implementation programme that will support it. The Unit manages and funds development of projects such as:

- the language immersion pilots and linguistic continuity projects;
- the national Welsh-language Sabbaticals Scheme for practitioners;
- Bilingual Champions pilot; and
- commissioning of Welsh-language materials for teaching and learning, including coordination of needs assessment to determine priorities.

National strategy for Welsh-medium education and training

- 4.6 The One Wales document makes the commitment that a national Welsh-medium education strategy will be created to develop effective provision from nursery through to further and higher education, backed by an implementation programme.
- 4.7 Work on the strategy is beginning with the creation of an Advisory Panel, and it is anticipated that the draft will be completed by March 2009, with implementation dates to be set out in that strategy. Public consultation with details of the implementation programme will follow in spring 2009.
- 4.8 The key aims which will provide the framework for the strategy will be to:
- significantly increase the numbers of Welsh-medium teachers and practitioners able to use the language professionally;
 - secure more Welsh-medium opportunities for learners across all ages and sectors;
 - increase the availability of teaching and learning resources through the medium of Welsh;
 - secure increased numbers of qualifications and assessments through the medium of Welsh;
 - set targets for improvements in learning opportunities based on data;
 - encourage take-up of Welsh-medium opportunities through publicity programmes and marketing activities with partners; and
 - provide strategic direction for the use of e-learning in Welsh-medium provision.
- 4.9 The strategy will build on the many developments and pilots already being trialled and implemented, and on the existing post-14 Bilingual strategy and Welsh for Adults strategy. The following provides details of some of this activity.

Increasing capacity

- 4.10 The key aspect of ensuring the continued expansion of Welsh medium educational provision is to ensure that there are sufficient practitioners who can work in Welsh. The **Welsh-language Sabbaticals Scheme** is now in its extended pilot phase until August 2009. A further evaluation of impact will be made before consideration of future options. To date 99 practitioners have undertaken the course with 100% completion rate, including primary and secondary schoolteachers, further education lecturers and work-based learning

trainers/assessors and also some supply teachers. The main aim of the training is to improve the linguistic skills of practitioners to enable them to work professionally through the medium of Welsh or bilingually. Other training includes courses on bilingual methodology for FE lecturers, and specific training on Videoconferencing and Virtual Learning Environments through the medium of Welsh.

Welsh medium provision in schools

- 4.11 The introduction of the **Foundation Phase** for 3-7 year olds from September 2008 will provide a significant impetus in supporting children's bilingual development. This earlier introduction of language skills at age 3 will provide a firm foundation for the development of linguistic and communication skills.
- 4.12 Funding also continues to be made available to MYM to employ a development officer to work in the early years sector. MYM are playing a crucial role in the rollout of the Foundation Phase and will continue to play a major part in developing high quality Welsh medium early years provision for young children. Welsh will now be taught within the new Foundation Phase curriculum for pre school children. In settings where English is the main medium of communication, children's Welsh language skills should be progressively developed. They should learn to use the language and communicate their needs through participating in a range of practical, planned enjoyable activities. Welsh medium settings will continue with their immersion strategy. Both will be supported by the education program of the Language, Literacy and Communication Skills Area of Learning.
- 4.13 'Cam wrth Gam' (Step by Step) is the training for Early Years Welsh medium practitioners. We have already trained an additional 740 support assistants to work in Welsh medium settings.
- 4.14 A new three-year contract has been awarded to Mudiad Ysgolion Meithrin in partnership with Trinity College Carmarthen to increase the number of Welsh-medium practitioners available to work within the early years education sector. There will be 330 practitioners trained each year through this programme.
- 4.15 The contract is setting the infrastructure for an innovative long term solution which will ensure a career path for Welsh-medium practitioners, ensuring access to qualifications from NVQ level 2 to graduate and post-graduate qualifications through partnership working
- 4.16 Each LEA will be required to produce a Children and Young People's Plan from September 2008 which will replace Single Education Plans. The level of detail required will be considerably reduced but it has been made clear in guidance that authorities will need to provide for rising demand where it occurs.

4.17 The **Welsh in Schools 2007 Statistical Bulletin**⁵ was published in December 2007. The key results from the Bulletin are listed below.

Primary schools at January 2007

- There were 466 Welsh speaking primary schools (30.5 per cent of the total number) at January 2007 with 54,100 pupils on roll , eight more schools and 1,200 more pupils than in 2006.
- The percentage of primary school pupils taught in classes where Welsh is used as the main medium of teaching rose from 20.1 per cent in 2006 to 20.3 per cent in 2007.
- The percentage of pupils assessed in Welsh at the end of Key Stage 1 increased slightly from 20.0 per cent in 2006 to 20.3 per cent in 2007.
- The percentage of pupils assessed in Welsh at the end of Key Stage 2 increased slightly from 19.3 per cent in 2006 to 19.5 per cent in 2007.

Secondary schools at January 2007

- 15.4 per cent of pupils in year groups 7-11 (compulsory school age) in maintained secondary schools were taught Welsh as a first language, up from 15.2 per cent in 2006. A further 83.7 per cent were taught Welsh as a second language.
- The percentage of Year 7 pupils taught Welsh first language decreased slightly from 16.7 per cent in 2006 to 16.2 per cent in 2007.
- The percentage of pupils assessed in Welsh first language at the end of Key Stage 3 decreased from 15.7 per cent in 2006 to 15.3 per cent in 2007, slightly higher than the percentage of Year 9 pupils reported as having studied Welsh as a first language (15.2 per cent).

4.18 Following exhaustive consultation the Welsh Assembly Government has published an information document covering the **definitions of schools according to the amount of Welsh used in teaching and learning**. This was published in October 2007 and statistical information will be collected on the basis of revised categories, together with statutory definitions, for a period of 2 years.

4.19 All Welsh-medium statutory nursery and primary provision is open to children who come from non-Welsh-speaking homes. In addition, **immersion pilot**

⁵ The bulletin is available on the Statistics for Wales website www.wales.gov.uk/statistics

schemes are showing that it is possible to provide late entry to Welsh-medium education or to boost Welsh-language skills substantially by providing Welsh-language immersion in Year 5 or 6 of primary school or in Year 7 of secondary school. Welsh Assembly Government funding for this pilot is used by the Welsh Language Board to fund specialist input and provide support for schools in the form of grants for additional teachers, supply cover, training and resources. An interim report is available and shows that the project has been able to identify the most effective examples of late immersion education in secondary schools and in two models in primary schools, and to offer continuing support to those models which can fulfil the objective set out in Iaith Pawb.

- 4.20 There is a drift from Welsh being taught as a first language to being taught as a second language, and from Welsh-medium education to English-medium education, in the transition from primary to secondary school. Guidance on statutory transition planning identifies this as an issue to be addressed but we have also contracted a programme of work with the Welsh Language Board to engage with pupils, parents, governing bodies and local authorities about the principles of **linguistic continuity** and exemplifying good practice.
- 4.21 We are continuing to invest significant sums to **commission Welsh and bilingual learning resources across the age ranges**. Commissioning for post-14 vocational subjects concentrates on the six priority subject areas outlined in the DCELLS Bilingual Learning Strategy (Health & Social Care, Childcare, Business and IT, Leisure and Tourism, Performing Arts/Media and Agriculture). The commissioning programme produces materials in a wide range of media, including online and interactive materials, DVDs, CDs, and printed books. In addition, an initiative to enable practitioners to share teacher-generated Welsh-medium vocational materials online (the 'Rhannu' project) is currently being piloted.
- 4.22 The **Welsh BaccaLaureate** is an exciting qualification for students in Wales that adds a valuable new dimension to the subjects and courses already available for 14 to 19 year old students. It combines personal development skills with existing qualifications like A levels, NVQs and GCSEs to make one wider award that is valued by employers and universities. The Welsh BaccaLaureate gives broader experiences than traditional learning programmes. It can be studied in English or Welsh, or a combination of the two languages. One of the four core components is on Wales, Europe and the World. After a positive evaluation of the pilot scheme, the Welsh BaccaLaureate is now available at an increasing number of schools and colleges throughout Wales at Advanced, Intermediate and Foundation level. The qualification is being recognised by an increasing number of higher education institutions.

Technical and vocational qualifications

- 4.23 Technical and vocational qualifications are delivered and assessed by schools,

Further Education colleges and through work-based learning. The amount of provision provided through the medium of Welsh or bilingually is increasing, albeit slowly. A vocational strategy was developed by ELWVa prior to its merger with the Assembly Government in order to increase the opportunities for Welsh-medium vocational training. Key areas of this strategy were:

- identifying needs and research
- prioritising and targeting sectors and strategic planning
- developing capacity in staff resource through training
- developing provision through the medium of Welsh
- developing Welsh-medium qualifications, work-based learning frameworks and their assessment
- developing student and teaching resource materials to support delivery.

4.24 The prioritisation of 6 important sectors for Welsh-medium development has been continued with regard to funding provision, new resources for teaching and learning and qualifications. These key sectors are Business Administration and IT, Leisure and Tourism, Media, Early Years/Care and Agriculture. Funding of developments continues in four main ways – for training of practitioners, for provision development, for new vocational resources for teaching and learning, and for expansion of the range of vocational qualifications available through the medium of Welsh.

4.25 The following lists some of the pilots and developments being undertaken in this area:

- **Provision** – A total of 17 Bilingual Development Plan partnerships for expanding Welsh-medium and bilingual 14-19 provision in collaboration between schools and FE colleges were funded for the academic years 2006/08, with a further eight for the years 2007/09. Various models of partnership provision aimed at kick-starting Welsh-medium or bilingual courses were trialled in these pilots, in order to secure more appropriate learning pathways through the medium of Welsh. These will now be built upon with the provision of funding specifically for vocational Welsh-medium/bilingual 14-19 provision under the 2008-09 14-19 Annual Network Development Plans, with a sum of £1.2 million earmarked within the 14-19 Learning Pathways budget for the 2008-09 financial year.
- **Bilingual Champions** – Champions in three Further Education colleges are being funded as a pilot until August 2009 in order to trial the Champions as a means of creating a supportive infrastructure in FE colleges where traditionally there has been little infrastructure to encourage Welsh-language and Welsh-medium provision. This pilot is now being evaluated before considering options for the future.
- **Sgiliaith/CYDAG partnership** – this provides a central all-Wales support service for the post-16 sector for the development of Welsh-medium and

bilingual provision. This support, in terms of training and networking, identifying resource needs and disseminating good practice, assists the sector to deliver increased and improved Welsh-medium and bilingual learning opportunities. A new contract has been agreed until August 2009.

- **Videoconferencing** – Through DCELLS' collaboration with CYDAG, state-of-the-art videoconferencing equipment, with technical support and training for using videoconferencing equipment for teaching and learning is being installed in Welsh-medium and bilingual schools. This enables these schools to exchange or buy in Welsh-medium or bilingual courses from other partner schools or colleges which may be geographically distant. During 2007-08, 4 additional Welsh medium/bilingual schools received videoconferencing equipment, which extends the Welsh medium/bilingual videoconferencing network from 29 to 33 studios.
- **Qualifications** – Since 2004-05, the Welsh Assembly Government has provided grant support to awarding bodies to enhance the provision of vocational qualifications through the medium of Welsh in the 6 key sector areas prioritised. Following a successful two year pilot programme which provided approximately 35 additional qualifications through the medium of Welsh. The programme was rolled out as a longer term programme. To date 81 vocational qualifications have become available through the medium of Welsh as a result of the DCELLS support programme for awarding bodies. A minority of awarding bodies report a significant increase in take-up in some of the priority areas identified earlier. They are also making provision in sectors outside of the priority areas, such as automotive, customer service, and waste management. Mechanisms are in place to monitor the promotion of the expanded Welsh-medium provision and the take-up and achievement by learners in schools and colleges. It is anticipated that take-up of the qualifications will increase as the vocational provision in 14-19 agenda is embedded.

£120,000 is being allocated to support the Welsh-medium Vocational Qualifications programme in 2008-09. DCELLS set up an Awarding body forum (for Welsh medium VQs) to facilitate discussion of issues relating to development and provision of VQs through the medium of Welsh, including the VQ support programme detailed above. This forum meets twice per year and is attended by representatives from more than 20 awarding bodies.

DCELLS is currently holding stakeholder meetings to communicate information about VQ developments through the medium of Welsh and to gather feedback on the provision offered by awarding bodies and to gauge demand/need for new/additional provision in the future.

- 4.26 A number of **Sector Skills Councils** have taken steps to provide Welsh translations for particular suites of national occupational standards for their

sector, e.g. Skillset (TV& Broadcast), Skills for Care, Skills for Justice, Skillsmart (Retail), SkillsActive (Sport), Institute of Customer Service HABIA (Hairdressing and beauty) and Public Services. These Standards are the basis of national vocational qualifications (NVQs) and they are also used for wider purposes by employers for performance appraisal and in-house training. A Welsh-medium Vocational Panel with Sector Skills Councils has been established to encourage the understanding of Welsh-medium and Welsh-language issues in Sector Skills Councils in Wales and to promote joint working on improving provision.

4.27 Several of these Sector Skills Councils are shortly to be named as public bodies under section 6(1) of the Welsh Language Act 1993.

Higher Education

4.28 Welsh medium provision accounts for around 3.1% of the total Higher Education provision. The Assembly Government is committed to making bilingualism a reality and has a target of 7% of Welsh domiciled students undertaking at least part of their degree studies through the medium of Welsh by 2010.

4.29 Recent actions to support this have been the announcement of a £2.9 million investment over 7 years to provide more lecturers who can teach through the medium of Welsh. The latest HESA data indicates that in 2006-07 5.1% of Welsh domiciled student enrolments at Welsh HEIs had some teaching through the medium of Welsh. The Welsh Assembly Government approved a further £1.352k to fund the continuation of Welsh medium post-graduate scholarship and teaching fellowship schemes over the next 3 financial years.

4.30 In 2007-08 an additional £1.3m was committed over 4 years to enable the **Centre for Welsh Medium Higher Education** (previously known as the Welsh Medium Development Unit) to fulfil its new role in supporting the Welsh Medium Higher Education Sector Group to implement the national development plan promoting a proactive campaign to attract more students to study through the medium of Welsh. All aspects of developing Welsh medium activity are being taken forward in a coherent, integrated way.

4.31 One Wales contains a commitment for a **Welsh Medium Higher Education Network – a Federal College** – to continue to ensure Welsh medium provision in our Universities. Following work on appraising the options for Welsh medium higher education, the higher education sector in Wales has agreed to develop a sector-wide strategic framework and development plan for future provision. This will deliver a co-ordinated development of good subject coverage, whilst ensuring that there is no duplication of effort that will result in a lack of subject coverage elsewhere. The national development plan for a Welsh Medium Higher Education Network was launched in November 2007.

Learning and the Justice System

4.32 The Learning and the Justice System work led by the Department for Children, Education, Lifelong Learning and Skills has included various activities in relation to individual needs of Welsh speakers and young people from Wales who are in the system. This may be in the community or within a secure estate setting.

- A bilingual electronic Individual Learning Plan is being piloted amongst Youth Offending Teams, Pupil Referral Units and Attendance Centres in Wales. This also records data on the language, verbal and written choice of the individual. As a result of this initial assessment knowledge, support is then triggered to work accordingly with the young person at the level required.
- Funding was made available again for participation work in Stoke Heath Young Offender's Institution, Ashfield Young Offender's Institution (both in England but where many Welsh young people serve their sentences), Hillside Local Authority Secure Children's Home and Parc Prison Bridgend. This involved Welsh young people in all the institutions deciding the type of learning resources they would like to have within their libraries. Welsh language materials and resources on Welsh heritage and culture were the main choices made.
- A shadowing scheme involving officials from the Department for Children, Education, Lifelong Learning and Skills and the Gwynedd and Môn Youth Offending Team will provide an opportunity to learn more about the issues young people and staff may come across in relation to the language.

Welsh for Adults

4.33 One Wales commits the Welsh Assembly Government to explore the establishment of a **Welsh for Adults Unit** with sufficient funding, giving priority to tutor education. A number of options have been considered, and the decision was made by the Minister to continue with the status quo, whereby the six Welsh for Adults centres are responsible for the planning and delivery of provision on the ground, and the Welsh for Adults team in DCELLS are responsible for the national co-ordinating role. Further consideration of this matter will be given as part of the development of the future strategic direction of Welsh for Adults, which will feature in the strategy for Welsh-medium education currently being developed.

4.34 The six dedicated Welsh for Adults centres established by the Assembly Government have been operational since April 2006. The Assembly Government invested £4.6m in the centres over a period of 28 months from

April 2006 – July 2008, and the Minister for Children, Education, Lifelong Learning and Skills has recently committed to provide grant funding to the centres until July 2011.

- 4.35 The centres are responsible for planning and funding the provision within their regions or sub-regions to enable capacity-building, better quality assurance and better progression from one level to the next. The overall aim is to achieve higher levels of learners achieving fluency.
- 4.36 The centres have been tasked with developing bespoke courses to the three priority sectors:
- Welsh for the Workplace;
 - Welsh for the Family; and
 - Welsh for incomers to Wales.
- 4.37 The number of enrolments on Welsh for Adults courses has increased since the establishment of the centres from 24,870 in 2005/06 academic year to 29,645 in 2006/07. The centres have now been set targets to increase further over the next three years until 2011 in line with a 10% recurrent funding increase.
- 4.38 The centres are also in receipt of grant funding from the Welsh Language Board for the planning and delivery of informal learning opportunities for adult learners of Welsh. Informal learning is integral to the learning process as it provides learners with the opportunity to practise their oral skills in an informal setting and will facilitate the path to fluency. The centres can help ensure that informal learning opportunities are dovetailed into their formal provision.
- 4.39 The Assembly Government worked in partnership with the centres and other external stakeholders in 2007 to implement the first national advertising campaign aimed at promoting Welsh for Adults. Due to the success of the campaign and the on-going need to target new learners, a second advertising campaign is planned for summer 2008. The centres also participated in a a week-long awareness raising campaign in March 2008 targeted at supermarket shoppers called *Checkout Cymraeg*.
- 4.40 A range of resources for Welsh learners and tutors have been funded for development by the Welsh Assembly Government. These include: a series of Welsh language course books and audio resources for learners in the non-intensive sector; online interactive materials for learners; online teaching materials for Welsh for Adults tutors, including an online magazine; DVD and audio-CD teaching pack.
- 4.41 Improved tutor training is a key commitment in *Iaith Pawb* and *One Wales*. Tutor training is key to ensuring that the quality of provision is of the highest possible standard to ensure that more learners reach fluency. Tutor training is one of the functions of the Welsh for Adults centres. In addition to the training

delivered by the centres, the Assembly Government has committed to develop and to fund the delivery of a national qualification to 60 Welsh for Adults tutors per annum, to ensure that the standard of teaching is raised, and to ensure that all tutors teaching in the field have achieved qualified teaching status.

4.42 The Welsh Assembly Government has also committed to deliver an annual conference for a minimum of 140 Welsh for Adults tutors to share information about the latest developments in the field of Welsh for Adults, and to provide training on the use of new resources available to tutors, and on various teaching methodologies. The last conference was held in November 2007 in Cardiff and it attracted 170 tutors from across Wales.

4.43 The Welsh Assembly Government commissioned a three-year evaluation of the Welsh for Adults programme in 2007, to assess the impact and effectiveness of the development programmes associated with Welsh for Adults including the restructuring of Welsh for Adults initiative. The final report will be published in 2010, however, interim reports will feed into the development of the strategy in 2008-09.

Welsh language awareness training pack

4.44 In 2007, DCELLS in partnership with the Welsh Language Board developed a language awareness training pack for the educational sector and community and voluntary sector. The training pack included specific sections on cultural and historical awareness of the Welsh context and promotes the use of the Welsh language in everyday situations. This pack has been trialled in the education sector in two counties of Wales and has now been distributed to all educational institutions and many voluntary bodies in Wales. More sector-specific packs are being considered for future development.

5. Health and Social Services

- 5.1 Bilingual provision is an integral part of delivering high quality health and social services. Being able to communicate with service users in their preferred language can make a real difference to the quality of care. In the case of the most vulnerable in our society this is a necessity. The Welsh Assembly Government is committed to ensuring the continued development of bilingual provision in health and social services.
- 5.2 The **NHS Welsh Language Unit** is charged with monitoring Welsh language policies and issues within NHS Wales. The Unit raises awareness, status and importance of language issues internally within the Health and Social Services Department and externally with healthcare providers and their partners and in higher and further education.
- 5.3 In 2007 the **Welsh Language in Health and Social Services Taskforce** was re-established by the Minister for Health and Social Services in order to provide strategic leadership and strengthen the implementation of Welsh language provision within health and social services. It is worth noting that the new terms of reference was broadened to include social services to reflect the close relationship between the two sectors in providing care services. The Taskforce also brings an external view onto the work of the Assembly Government's NHS Welsh Language Unit. The Taskforce's work programme is currently being finalised.
- 5.4 There will be four dimensions to the work, namely:
- Strengthening the Welsh Language service for users (Service)
 - Strengthening the influencing contribution of lead organisations (Leading)
 - Strengthening the bilingual ability and practice of the workforce (Workforce) and
 - Strengthening organisational and support arrangement (Facilitating)
- 5.5 The taskforce is chaired by the Deputy Minister for Health and Social Services and her presence has helped to raise the status and profile of the group.
- 5.6 Most development in bilingual provision has been seen in Trusts which had appointed Welsh Language Officers, as noted by the Welsh Language Board's review of the Welsh Language in NHS Trusts in 2004 and 2006. Likewise, progress has also been seen in North Wales where the Local Health Boards had pooled their resources to develop a regional Welsh Language Unit. In January 2008 the Assembly Government issued a **Welsh Health Circular** [WHC(2008) No 002] requiring that:
- Every NHS Trust should appoint a full time Welsh Language Officer to promote the development of bilingual health care within their organisations.
 - Local Health Boards in the Mid and West and South East Regions should

pool funds in order to develop regional Welsh Language Units, based on the model operating in the North Wales region.

- 5.7 The **NHS Wales Annual Operating Framework 2008-09** was published in January 2008 and sets out what the Welsh Assembly Government requires to be delivered, and includes commitments in relation to promoting the Welsh language within the NHS:

“By March 2009, all Trusts must provide evidence to the NHS Welsh Language Unit that the establishment of language choice and appropriate provision to respond to such choice is an integral part of the patient’s care pathway.”

- 5.8 In 2008-09, all Trusts and LHBs must provide evidence of the achievement of the actions set out in the Welsh Language Scheme Implementation Plan, focusing on the priority groups (older people, children, mental health and learning disabilities) and action taken to develop a bilingual culture within the organisation.
- 5.9 The Welsh Assembly Government continues to hold the annual **Welsh Language in Healthcare Conference and Awards**. The fifth awards ceremony was held in Llandudno in May 2007 and over 80 nominations were received with a total of 16 individuals and organisations picking up a prize in eight categories. Cash prizes amounting to £1,000 were offered with the aim of encouraging the wider use of the Welsh language by re-investing the prize money in Welsh language services. The judges were very pleased with the progress being made by healthcare workers and were particularly happy that so many people were now learning Welsh to provide better choice and improved services for patients and their families.
- 5.10 The awards are held in conjunction with the Assembly Government’s annual Welsh Language in Healthcare Conference. The theme of the 2007 conference was ‘Working Welsh’ and the conference was addressed by doctors, senior officers, lecturers and health chair on the importance of using Welsh in daily work in order to ensure bilingual service to patients. The service was praised by Meri Huws, Chair of the Welsh Language Board, for the work that had been done to improve the provision of Welsh over the last 5 years.

6. Promoting the use of the Welsh Language

- 6.1 For Welsh to flourish as a living language, it is vital that opportunities exist for people to use the language in their daily lives. This section of the report provides an overview of the activities of the Welsh Language Board and others aimed at promoting and increasing opportunities for Welsh to be used.
- 6.2 The Board's Annual Review for 2007-08 will provide further details of its activities during the year.

Private sector

- 6.3 The use of Welsh in the private sector has increased substantially in recent years, and the Welsh Language Board has supported this through increased engagement with businesses.
- 6.4 In 2007-08, the Board developed a **self-assessment process** for use by businesses to measure their use of Welsh and provide a basis on which to design a simple language policy.
- 6.5 The Board also continued to:
- offer **advice to businesses** on their use of Welsh e.g. use of bilingual signs;
 - provide **grants to businesses** wishing to produce bilingual material;
 - provide free basic translation and proof reading services through its **Link Line to Welsh** initiative; and
 - encourage businesses to adopt the Welsh Language Board's **laith Gwaith** (Working Welsh) scheme.
- 6.6 The Board also sponsor a number of **award schemes for businesses** to recognise good practice. The award schemes sponsored in 2007-08 were the Western Mail Welsh Language Business Award, Rhondda Cynon Taf Business Awards, Ceredigion Business Awards, Gwynedd Business Awards and Welsh Call Centre Awards.

Third sector

- 6.7 Increasing the use of Welsh by the third sector is a priority for both the Assembly Government and the Welsh Language Board. Work commenced in 2007-08 on developing a compact between the sector, the Assembly Government and the Board. Developing this compact is a commitment made in the Assembly Government's Strategic Action Plan for the Third Sector – The Third Dimension.

Use of Welsh by sporting bodies

- 6.8 Following a partnership between the Welsh Assembly Government, the Sports Council for Wales and the Welsh Rugby Union (WRU), three projects involving **the Millennium Stadium, the WRU website and the recent IRB Junior World Championship** were launched in March 2008 as part of the WRU's commitment to developing a Welsh language policy.
- 6.9 The first project saw the production of bilingual publications for the Junior World Championship held in June, which included the official tournament guide and the programme for the championship final at the Liberty Stadium. Match tickets for all 41 games in the tournament also featured Welsh language information. The second project will involve an overhaul of the static content of the WRU website and the third scheme will see significant signage at the Millennium Stadium made fully bilingual.
- 6.10 The WRU is working with the Welsh Language Board to develop a Welsh language policy, which is due to be launched later in the year.

Use of Welsh by Young People

- 6.11 We believe that it is critical that young people develop a sense of ownership of the language and are provided with plenty of opportunities to use Welsh in their daily lives. The Welsh Language Board continued their support of a number of projects in 2007-08 designed to engage with young Welsh speakers. A key aspect of this is the support provided by the Board to develop the Welsh language music scene and to provide opportunities to harness young talent.
- 6.12 The purpose of the **Community Welsh Language Music Project** is to increase the use of Welsh socially by young people, by promoting contemporary Welsh language music at community level. This began in 2003-04 and is run in partnership between the Board, S4C, and BBC Radio Cymru. During 2007-08 the project organised or jointly organised 5 independent new gigs, supported 9 new Welsh groups/artists and held a total of 31 workshops.
- 6.13 Another partnership between the Board, S4C and BBC Radio Cymru is the **annual tour of schools** across Wales to introduce contemporary Welsh language music to young people. These tours are also supported by the Mentrau Iaith, the Urdd and the Board's Language Action Plan areas. The 2007 tour held in the autumn visited 20 schools across Wales and reached an audience of 7,000 young people. At least 400 young people attended music workshops as part of the tour.
- 6.14 **Grants** were provided to organisations to help provide social activities for young people through the medium of Welsh. The organisations included the

Urdd, Duke of Edinburgh Award and Young Farmers Clubs.

6.15 The aim of the Board's **project to support the use of the language by young people** is to share good practice from Welsh medium schools which are succeeding to encourage pupils to speak Welsh with each other outside the classroom. During 2007-08 financial assistance was offered to 8 schools and various activities were held between October 2007 and March 2008.

6.16 The Board continued to support a Development Officer based at the Sports Council for Wales whose role is to **promote sports coaching** through the medium of Welsh.

Welsh in the workplace

6.17 During the reporting period, the Welsh Language Board developed a proactive policy with the aim of increasing the use of Welsh in the workplace. As part of this work, the Board has been working with HM Courts Service and the Countryside Council for Wales, in order to increase the internal use of Welsh in these establishments.

Welsh in ICT

6.18 The Welsh language must have a prominent place in the field of technology to ensure that its vibrancy continues for future generations. The demand for Welsh versions of popular ICT applications and services is evident from the recent translation of Facebook by a large community of users.

6.19 The aim of the Welsh Language Board's ICT strategy is to normalise the use of Welsh in this increasingly important area. There are already many Welsh IT resources such as interfaces and spell checking programmes. The strategy's aim is to increase widespread use of these and to further develop this area.

6.20 The range of Welsh IT resources available for free was increased during 2007-08. The Welsh Language Board worked in partnership with Microsoft to ensure that Welsh interfaces are freely available for Microsoft Office 2007 and Windows Vista. This built on the partnership which had previously seen Microsoft Office 2003 and Windows XP translated into Welsh. Additionally, a comprehensive set of Welsh grammar and spell checking tools were launched for Apple Mac OS X and made available for free, as will any future IT products commissioned or funded by the Welsh Language Board.

Terminology and Translation

6.21 Plans to establish a National Terminology Centre are under discussion by a Task and Finish Group comprising of the Welsh Language Board, the Welsh Assembly Government and other partners in the field of terminology

standardisation. The Group are due to submit recommendations on the role of the Centre to the Minister for Heritage in the summer of 2008.

6.22 The process of **standardising place names** for local authorities in Wales is underway. The Welsh Language Board has been working closely with councils across Wales, mainly Carmarthenshire County Council, Rhondda Cynon Taf County Borough Council and Gwynedd Council.

6.23 The **Linkline to Welsh** continued to provide short translations for free, responding to 14,000 requests during 2007-08. A new contract was also established with *Mamiaith*, a company which will run the Linkline and the Homework Support Line until 2011.

Culture

6.24 **Theatr Genedlaethol Cymru** staged three productions in 2007-08 which drew a total audience of 11,634.

- *Cariad Mr Bustl* directed by Judith Roberts was favourably received by audiences though not as well attended as the production deserved.
- *Porth y Byddar* saw the company involved in a major collaboration with Clwyd Theatr Cymru to celebrate the 2007 Eisteddfod being in the Mold area. The play was directed by CTC Associate Director, Tim Baker and the collaboration allowed a larger cast than would have been possible from Theatr Genedlaethol's resources.
- *Y Pair*, (Gareth Miles' translation of *The Crucible* by Arthur Miller) directed by Judith Roberts, was another large scale production and as a major production of a set text was welcomed by schools. Master-class sessions for teachers and pupils were held to discuss technical essentials for the production.

6.25 The company has now moved into Llwyfan on the Trinity College campus in Carmarthen – a new home providing office and rehearsal space. It received £1.053 million of revenue funding from the Arts Council for Wales in 2007-08.

6.26 The Welsh Assembly Government provided £1,358,000 to the Welsh Books Council to support **Welsh-language publishing** in 2007-08. This funding was distributed by the Welsh Books Council to support publishers of new books, to support authors and illustrators, to support independent booksellers, to provide performance payments to publishers and to support marketing of new books. There was an overall increase of 12.1% in the sales of Welsh language books in 2007-08 compared with the previous year.

Welsh on an international stage

- 6.27 The Welsh Assembly Government continued to fund the **Welsh language teaching project in the Chubut province of Argentina**. This project is managed for the Assembly Government by the British Council in collaboration with Cymdeithas Cymru-Ariannin (the Wales-Argentina Society) and the Welsh for Adults Centre - Cardiff and the Vale of Glamorgan, Cardiff University. The project will receive £47,000 from the Welsh Assembly Government during the 2008-09 financial year.
- 6.28 The project involves the secondment of teachers from Wales to key target communities, the development of native teachers, the establishment of structured courses and the promotion of Welsh language activities. The activities supported by the Assembly Government benefits both the communities of the Chubut Valley (including Gaiman and Trelew) and those in the Andes (such as Esquel and Trevelin).

PART 2: Welsh Language Scheme Annual Report

Introduction

The Welsh Assembly Government's Welsh Language Scheme is a statutory document prepared in accordance with Section 21 of the Welsh Language Act 1993 and Section 78 of the Government of Wales Act 2006. It sets out how the Assembly Government gives effect to the principle of treating both languages on a basis of equality in its dealings with the public and within the context of its core functions.

Overview of progress

This section provides an overview of our achievements in 2007-08, and highlights areas for further work in the future. We draw upon a range of evidence, including an annual self-assessment questionnaire and compliance report submitted by 14 Departments and analysis of secondary data by the Welsh Language Unit.

The main highlights for 2007-08 are listed in the Executive Summary.

Priority areas

The monitoring undertaken this year and over the past five years has shown a steady development in the implementation of the Scheme. Previous monitoring reports together with the recent process of producing Welsh Language Action Plans for each Department, have identified a number of priorities that need to be taken forward in order to progress implementation of the Scheme to the next level. Those priorities, listed below together with a brief update on progress, were agreed by the Welsh Assembly Government's Senior Business Team in January 2008.

PRIORITY	PROGRESS
<i>Policy and delivery functions</i>	
To develop guidance/toolkit to assist departments with assessing the impact of policies and services on the Welsh language, Welsh speakers and Welsh speaking communities.	The new policies and services checklist developed by the Welsh Language Board in conjunction with the Welsh Language Unit is a new tool that can be used to assess impact. Further consideration will be given in 2008-09 of the need to develop other guidance/tools to assess impact.

PRIORITY	PROGRESS
<p>To publicise and disseminate the new checklists for use when developing new policies, services and initiatives.</p>	<p>The new checklists developed by the Welsh Language Board in conjunction with the Welsh Language Unit have been embedded into the Policy Gateway process since May 2008. Further work to publicise the checklists will be undertaken in 2008-09, through the network of Bilingual Service Coordinators, at induction sessions and other awareness sessions conducted by the Welsh Language Unit, and through the Welsh Language Unit's intranet pages which will be developed during the year.</p>
<p>To publicise and disseminate the Welsh Language Board's guidance on the inclusion of Welsh language conditions in grant schemes, and to ensure that all grant schemes include conditions where applicable.</p>	<p>The guidance was publicised to Departmental Directors at Welsh Language Action Plan monitoring meetings held between Directors, the Welsh Language Board and the Welsh Language Unit between September 2007 and February 2008. Reference was also made to the guidance in a news article published on the intranet to mark the start of the International Year of Languages in March 2008. Further work needed in 2008-09 to mainstream the guidance into Assembly Government grant awarding processes.</p>
<p><i>Front line customer services</i></p>	
<p>Ensure that the Customer Service Improvement Programme, and any spin-off projects, continues to treat bilingual provision as an integral aspect of good customer service in line with the Making the Connections core principles.</p>	<p>The Welsh Language Scheme Officer attended a series of stakeholder workshops, and will continue to be engaged with the Programme's spin-off projects as they emerge in 2008-09.</p>

PRIORITY	PROGRESS
<p>All front line services to consider participating in the Welsh Language Board's <i>mae gen ti ddewis... / you have a choice...</i> marketing campaign for 2008-09 (aimed at increasing take up of Welsh language services).</p>	<p>The Welsh Language Unit, Translation Service and the Welsh Language Board have collaborated to produce a <i>mae gen ti ddewis...</i> leaflet for use at Welsh Assembly Government held conferences and public meetings. The aim of the leaflet is to encourage Welsh speakers to speak Welsh at such events, and to provide some best practice tips to both Welsh speakers and non-Welsh speakers regarding interpretation facilities.</p>
<p><i>Raising awareness</i></p>	
<p>Develop Welsh language awareness training and identify opportunities for Welsh language issues to be incorporated into generic training (e.g. customer service, equality and diversity).</p>	<p>The Welsh Language Scheme Officer attended the Welsh Language Board's introductory session on the new Welsh language awareness pack developed by the Board and the Department for Education, Lifelong Learning and Skills, and has since been piloting the material within the Assembly Government. Further work required in 2008-09 to identify opportunities to incorporate Welsh language issues into generic training.</p>
<p>Raise awareness of the Scheme requirements with regard to meetings, conferences and events, including best practice for use of simultaneous interpretation.</p>	<p>Guidance has been produced by the Welsh Language Unit and needs to be publicised throughout the organisation in 2008-09 alongside the <i>mae gen ti ddewis...</i> leaflet (see above).</p>
<p><i>Working bilingually</i></p>	
<p>Implement recommendations of an internal Task and Finish Group which looked at issues surrounding bilingual working.</p>	<p>The recommendations to be taken forward in 2008-09, including a review of the role of the Translation Service within the organisation.</p>
<p><i>Bilingual skills planning</i></p>	

PRIORITY	PROGRESS
<p>Ensure the future sustainability of bilingual skills planning and ensure that other processes and policies are compatible with bilingual skills work</p>	<p>Bridging meetings facilitated by an external consultant held for departments, Bilingual Service Coordinators, Business Unit and the relevant HR Advisor team to analyse each Skills Strategy and to establish next steps. A study has also begun of HR processes and policies to ensure they are consistent and compatible with bilingual skills planning. Further work needed in 2008-09 to ensure integrity of skills data.</p>

7. Mainstreaming

- 7.1 The Welsh language is a cross-cutting theme across all areas of Assembly Government policy. The Scheme states that we will ensure that the Welsh language is mainstreamed across Ministerial portfolios – in terms of policy development as well as service delivery.
- 7.2 Overall, we have seen an increase in mainstreaming of the Welsh language, Part 1 of this report provides a number of examples of policies and initiatives which have included the Welsh language as an integral aspect.

Mainstreaming at Corporate level

- 7.3 As already mentioned, a new policy checklist was introduced in 2007-08 as part of the ongoing effort to mainstream the Welsh language. The new checklist emphasises the link between any new policies and services, and the Welsh language, and can also be used to check that existing policies give due regard to the language. The checklists have been designed to be used alongside the Welsh Assembly Government's Policy Gateway Integration Tool.
- 7.4 Of the 11 Departments that reported that integrating linguistic elements into their policy work was applicable, 7 stated that they had done so all the time, and 4 stated that they had some times done so.

Mainstreaming at Departmental level

- 7.5 Below are some examples of mainstreaming the Welsh language from various Departments. These are in addition to the numerous examples highlighted in Part 1 of this report:

Research

- 7.6 Eight of the 10 Departments for which research work was applicable stated that they mainstreamed Welsh language considerations in 2007-08.
- 7.7 A partnership between the ONS and the Assembly Government's Statistical Directorate led to the employment of a Welsh language specialist to work on the 2011 Census form to ensure that the Welsh version of the form is developed and tested in conjunction with the English version for the first time.

Funding

- 7.8 All 8 Departments that reported that they provided funding in 2007-08, said that they complied with the Scheme requirements.

Services provided on our behalf or under our supervision

7.9 12 Departments reported that they contracted out services to 3rd parties during 2007-08. Of those 12, 5 reported that all of the contracts included linguistic requirements, 6 said that most contracts did, and 1 said that some contracts did.

Welsh Language Action Plans

7.10 Departments have worked with the Welsh Language Unit and the Welsh Language Board in 2007-08 to develop Welsh Language Action Plans under new monitoring arrangements with the Board. Assessment of the plans has shown growing evidence that the concept of mainstreaming is being grasped.

7.11 Whilst there were good examples of strategic/policy actions included in plans, it was sometimes unclear whether those encompassed the whole range of a department's functions and whether there were other opportunities or higher priority projects that may have been missed. This raised questions of whether Welsh Language Action Plans were aligned enough with the generic business planning process. It was therefore agreed that Departmental Business Plans should cross-reference to the Action Plan and include a summary of the key strategic/policy priorities contained within the Action Plan. Further work is required in 2008-09 to embed this process.

7.12 To address concerns expressed by Bilingual Service Co-ordinators about the number of actions in each plan, and the difficulty in monitoring all of those actions, the Welsh Language Unit and the Welsh Language Board reviewed how Plans could be streamlined in future in a way which prioritised strategic/policy actions over administrative actions.

Public Appointments

7.13 There are two sets of requirements monitored in this section: consideration of language ability in selection processes and the provision of a bilingual service to applicants.

7.14 We analysed new appointments made by the Assembly Government to AGSBs in 2007-08. In total 16 appointments were made. We found that 57% of applicants were Welsh speakers; 74% of those selected for interview were Welsh speakers; and 81% of those appointed were Welsh speakers.

7.15 As previous years all material is bilingual and interviews were conducted in the preferred language of the candidate either by arranging an all-Welsh speaking panel or providing simultaneous translation. We ensure that the candidate is aware of the linguistic make up of the panel so that they are able to make an informed choice, for instance, when simultaneous translation will be used.

8. Dealing with the Welsh speaking public

- 8.1 Delivering a bilingual service is a key element of our Welsh Language Scheme. The Scheme requirements ensure that we will treat both Welsh and English languages with equality and provide services in the language preferred by our customers.

Correspondence

- 8.2 Ministerial Services Division manages the process for dealing with Ministerial correspondence. The total number of answered items of correspondence in 2007-08 was 9,983. Of those, the total number of Welsh language items was 316, of which 259 were answered on time (82.0%). The total number of English language items received was 9,667 with 8,300 (86.0%) answered on time. It should be noted that fewer items of Ministerial correspondence were received in 2007-08 than in previous year given the election period and the protracted post election period of negotiation.

Helplines and dedicated lines

- 8.3 Three new helplines or dedicated lines were set up in 2007-08. Of those 3, 2 provided a service in Welsh.

Calls to switchboards

- 8.4 In 2007-08, the bilingual helpline (0845 010 3300), which offers a language choice to customers through a bilingual greeting, received 66,839 calls. The Welsh language helpline (0845 010 4400) received 4,762 calls, 6.7% of the total 71,601 calls received. This figure is encouraging, especially considering that many of the calls received come from outside Wales and that a significant number of people would have received a Welsh language service through the bilingual helpline. We will consider ways of marketing the Welsh language service during 2008-09.

Public meetings and Conferences

- 8.5 Eleven Departments reported that they were satisfied that they complied with Scheme requirements on Public meetings and Conferences in 2007-08. The remaining 4 Departments stated that this type of work was not applicable.

Reception areas

- 8.6 The reception area in Cathays Park now offers a service in Welsh, which is advertised via a notice placed on the reception desk.

9. Welsh Assembly Government's public face

9.1 This section of the report outlines our performance in 2007-08 on presenting a bilingual corporate image through our stationary, e-mail, signs, publications, forms, internet site, press releases and advertising.

Presentation of public image

9.2 Our stationery is bilingual including letter headings, compliment slips, business cards, fax covering sheets, and publication covers. Corporate templates for stationery provide the required control point.

9.3 As control mechanisms, there is guidance on the intranet and the Head of Publicity has responsibility for our logos. All plans to produce new logos or brands have to be approved by Publicity branch, as does the use of the existing logos by external agencies.

E-mail

9.4 During 2007-08 the WLU collated examples of e-mail AutoSignatures and out of-office replies for monitoring purposes. The sample included examples from all Departments.

E-mail AutoSignatures

9.5 The Scheme requires that e-mail auto signatures are bilingual. From our monitoring, we found that 98.6% were bilingual: 97.4% wholly and 1.2% partly (see Table 1). Compared to the data in last year's report, there has been an increase of 4.5% in bilingual auto signatures - the number of English only auto signatures has dropped by 4.7%.

Bilingual (Requirement)	97.4%
Partly Bilingual	1.2%
English Only	1.2%
	<i>Sample:155</i>

E-mail out-of-office replies

9.6 The revised Scheme says that we are all required to adopt bilingual out-of-office messages on our e-mail systems. Table 2 shows that in 2007-08, 83.2% of out-of-office replies sampled were bilingual: 75.0% wholly and 8.2% partly. Since last year, there has been an increase of 8.4% in the out of office replies that were bilingual. The amount of English only out-of-office replies has

dropped by 7.5%.

Bilingual (Requirement)	75.0%
Partly Bilingual	8.2%
English Only	16.5%
	<i>Sample: 169</i>

Signs on and in our buildings

9.7 No internal monitoring work was undertaken by the WLU in 2007-08.

Publications and written material

Translation prioritisation system

9.8 The translation prioritisation system is in place to ensure we select appropriate material for translation in order to make the most effective use of substantial but finite resources. Monitoring satisfies us that the system is, in the main, being correctly administered.

9.9 As a control point, the WLU receives all translation prioritisation forms electronically. For monitoring purposes in 2007-08, the WLU randomly sampled translation prioritisation forms from the first half of the year, scored the items independently and compared this score with that submitted by the Division.

9.10 As in previous years, most Divisions successfully and accurately applied the prioritisation methodology and overall there was a close correlation between the scores allocated by Divisions and the independent assessment. In 78 of the 112 items sampled, the categorisation was shown to be the correct one.

9.11 Although 34 items were incorrectly scored, non-compliance with the Scheme was at a lower level. This is because the incorrect score did not materially affect the outcome in 14 cases e.g. Category A items were scored as Category B1 meaning they were translated anyway. 20 items that should have scored in the bilingual category were categorised as English only, which is 17.8% of the sampled documents. Last year, this figure was 9.3%, meaning that we have seen a 8.5% increase in the number of documents which should have been bilingual, but were issued in English only. A number of those documents that scored in the wrong category were covering letters/ invitations. We therefore need to continue to raise awareness of the scoring system and guidance to ensure that it is applied in a consistent and correct manner, especially in these areas.

Translation of documents

9.12 The Scheme requires Category A and B1 documents to be translated. Category B2 documents must be submitted to the Translation Service (TS) for consideration of whether there are enough translation resources for them to be translated. Table 3 shows that the TS accepted the vast majority of Category A (97.8%) and B1 (94.5%) documents in 2007-08, and accepted 52 out of 101 Category B2 documents.

Table 3: Category A, B1 and B2 documents received, translated and refused in 2007-08				
Category	Items received	Items translated	Items in progress	Items refused
A	8896	8703	100	93*
B1	276	261	4	11**
B2	101	52	6	49***

* 11 items on hold

** 3 items on hold

*** 1 item on hold

Inspection reports

9.13 CSSIW issued 4073 reports for registered care settings and 3 individual local authority reports during 2007-08. 911 reports were produced bilingually, in line with the Scheme. Of those produced bilingually, 93(10.2%) were drafted in Welsh by CSSIW staff and translated into English, and the remaining 818 were drafted in English and translated into Welsh.

Internal material

9.14 The Internal Communications Team developed a Welsh language Policy document in 2007-08. The criteria set out in the Scheme was used as a guiding principle for when documents for internal use need to be bilingual. The internal staff magazine, *Seren*, is completely bilingual.

Forms

Health forms

9.15 The Department of Health and Social Services (DHSS) within the Assembly Government, in consultation with the WLB and NHS Wales, is continuing to implement a planned programme to introduce bilingual versions of NHS forms.

9.16 Further progress has been delivered during 2007-08. The focus for the forthcoming year will be the updating of current products that are in the HC

Series which are already available bilingually. DHSS continues to manage the updating of forms which are already bilingual. It also continues to work on the introduction of forms in a bilingual format which result from the introduction of new health care policies.

Internet

Content of web pages

9.17 Of the 14 Departments that were responsible for maintaining internet pages in 2007-08, 10 reported that all of their internet pages complied with the Scheme, 3 said that most of them did, and 1 said that some of them did.

Interactive services on internet pages

9.18 Of the 7 Departments which reported that they provided interactive services on their internet pages in 2007-08, 3 said that all of them were available in Welsh, and 4 said that most are available in Welsh.

9.19 A Pan-Wales Performance Management Software System was made available to all local authorities, fire and rescue services and national park authorities during 2007-08. The system was named "Ffynnon" - chosen to reflect the Welsh character of the project and the perceived role of the system as the "font" of all performance information for the future. Ffynnon has fully bilingual functionality and was specified, procured and designed accordingly. A future release of the software, during November 2008 will include the ability for users to switch between languages without having to log out of the system and back in again.

Press notices and press conferences

9.20 In 2007-08, 81.3% of press releases were published on the internet in English and Welsh simultaneously. This meets our specific target in the Scheme i.e. that 50% appear on the internet bilingually simultaneously.

9.21 26.7% of press notices were issued to clients in English and Welsh simultaneously (a 3% drop compared to last year), with 68% issuing in bilingual format within 24 hours (a 27.7% drop compared to last year).

9.22 Simultaneous translation is provided at the weekly Lobby Briefing to enable Ministers to address journalists in Welsh and journalists to ask questions in Welsh.

Marketing and communications

9.23 All our marketing and communications activity are conducted bilingually.

Examples of activities undertaken in 2007-08 include:

- **Ask Rhodri and Ieuan:** This series of events take place in venues around Wales. Guests are invited to submit questions in either Welsh or English. Simultaneous translation from the Welsh into English is provided.
- **Climate Change campaign:** As part of the climate change champions initiative we've appointed a 15-year old Welsh language speaker to communicate to friends and their local community on how they can reduce their carbon footprint. He attends national and local events across Wales.
- We produced a fair trade film which is available on the Assembly Government's website. We filmed contributions in English, Welsh and Spanish and used English and Welsh subtitles for the Spanish contributions.

10. Staffing and bilingual capability issues

- 10.1 People are the key resource in delivering the commitments in the Scheme. Our Bilingual Skills Strategy is an important first step to effective staff planning to deliver bilingual services.

Bilingual Skills Strategy

- 10.2 Following on from the work that was commissioned with the external consultant in 2006, the bilingual skills planning exercise continued throughout 2007-08. This has involved Departments assessing their skills needs and their current skills capacity in a consistent and objective manner, and has resulted in Departmental Strategies being drawn up for approval by the consultant.
- 10.3 Twelve Departments reported that they had some teams which provided front-line public services in 2007-08. 3 Departments said that all of those teams had bilingual staff in place, 6 said that most teams did, and 3 said that some teams did.
- 10.4 During the year, we have identified the following examples of good practice within Departments:
- The Department of Health and Social Services and the Corporate and Information Services Division have created an additional mechanism within their Business Units to act as an initial filter to ensure their Divisions are observing their skills assessments when seeking clearance for posts to be advertised.
 - Because of the bilingual skills planning work they have undertaken, many Departments have realised the need for posts with Welsh skills in key areas within their Departments. They have since earmarked posts requiring Welsh skills and have successfully appointed e.g. within HR, the Advisor Team for Central Groups. Within DHSS, a post in the Children's Health and Social Services Directorate has been earmarked as Welsh essential for work post April 2009. We are aware that the process takes time but are hopeful that the building blocks are in place.
 - When recruiting staff to provide services to the public at monuments, Cadw made a conscious effort to ensure that at least one member of staff could converse in Welsh and there was at least one other who could provide support.
- 10.5 There is still work to be done to ensure consistency in approach across the Organisation and we have learnt some lessons along the way. We also recognise that the aim is to sustain and mainstream the work done on

mapping bilingual skills needs and capacity, and make sure that assessments are being conscientiously applied by all Departments.

10.6 HR has also been working to mainstream bilingual skills planning. To this end, workshops were held for HR staff to help them align their policies and procedures with the work undertaken during the exercise. Follow up meetings between the consultant, Departments and their HR Advisors have also been held, to review progress with bilingual skills planning and management in their areas.

10.7 The following areas for development have been identified:

- The challenge facing Departments this year has been to review and update Strategies following large-scale Departmental restructuring, including the upkeep of their skills data.
- Some Departments when faced with reorganisation missed the opportunity to plan for their future bilingual capacity.
- Further work needs to be done to ensure that more ownership of bilingual skills planning and management activity is taken at a Departmental and Divisional level, as it is linked to their Departmental ability to meet Welsh Language Scheme commitments and targets.

10.8 We are still struggling with data issues i.e. the integrity of data and how it is kept up to date - we have identified one of the key challenges to be the introduction of U-Access for Welsh Language Skills, whereby staff will be able to update their own Welsh Language skills. The HR IT project team is currently scoping the next stage of development and are exploring a means of adding skills and qualifications to U-Access, including Welsh language skills.

10.9 However, much has been achieved in the last year and it is now very much a case of embedding and sustaining the investment made. Future work will include:

- Departments to update their Strategies and data annually (every autumn).
- HR to subsequently monitor a sample of Strategies.
- Continuation of a study of HR processes and policies to ensure they are consistent and compatible with bilingual skills planning

Current Bilingual Capability

10.10 The following table provides a breakdown of the main results for the Welsh language skills of individuals as at the end of May 2008. The figures are based on data inputted on a total of 4106 members of staff, 66% of the Assembly Government's workforce.

	Numbers and percentage of staff able to use each skill in most or all work situations (levels 4 and 5 of the skills register)
Speaking	726 (17%)
Understanding	720 (17%)
Reading	650 (15%)
Writing	509 (13%)

10.11 We analysed to what extent Divisions undertook work in Welsh, without relying on the Translation Service (TS), as set out in section 6 of the Scheme.

10.12 In 2007-08, 42% of Divisions undertook the selected tasks without reliance on the TS at least sometimes. This was a similar result to the previous year (43%), which shows that, following a rise over previous years, the figure has remained stable. Below is a breakdown of the results by the different tasks:

- 34.0% processed forms and responses to consultation exercises in Welsh at least “sometimes” (up 6.0% from 2006-07);
- 41.7% Prepared items with a small linguistic content (e.g. tables, navigation links, diagrams) in bilingual format at least “sometimes” (we did not report on this last year);
- 31.8% prepared written material under 500 words bilingually at least “sometimes” (down 3.2% from 2006-07);
- 71.4% advised colleagues on content of letters in Welsh at least “sometimes” (up 19.4% from 2006-07);
- 30.7% updated their own websites in Welsh at least “sometimes” (down 16.3% from 2006-07); and
- 39.5% revised Welsh drafts of translated documents at least “sometimes” (down 6.5% from 2006-07).

Language training

10.13 Acen are contracted to undertake Welsh language training for Welsh Assembly Government staff.

10.14 Training is offered to suit various levels, from pre-entry to proficiency, and specific resources were modified especially for the Government. The courses contain elements of general, every day language, as well as those applicable to work related matters. As the competency levels of the courses increase, so too does the percentage of work related material covered.

10.15 56 courses were held between July 2007 and March 2008, and held in 15

different locations across Wales.

- 10.16 During 2007-08 there were also extra curricular activities held, where applicants were asked to undertake extra work outside the classroom in order to increase their hours of exposure to Welsh. These hours were registered in Personal Learning Plans by 147 students. Some examples of activities were helping other learners, speaking Welsh in the workplace, learning about modern Wales or attending courses outside Wales.
- 10.17 One of Acen's main development areas this year will be to aim to fill more spaces, and to offer learning opportunities to students which have yet to have them due to low numbers for certain classes.

Vocational training

- 10.18 23 Records Management Awareness sessions were provided through the medium of Welsh in different office locations across Wales (Aberystwyth, Cardiff, Colwyn Bay, Machynlleth, Mold, Newtown, Swansea and St Asaph).
- 10.19 7 Performance Management courses were provided through the medium of Welsh. In total, over 70 staff members attended these courses.

11. Administrative arrangements

11.1 Administrative arrangements are in place to ensure the Scheme is implemented. These comprise of a Welsh Language Scheme Officer, the Welsh Language Unit and Bilingual Service Co-ordinators (BSCs) in each Department. This section also outlines the briefings, guidance and training provided to develop staff awareness.

Responsibility

11.2 A total of 4 BSC meetings were held in 2007-08. Presentations made during the year included:

- the main findings of the 2006-07 Annual Report;
- the introduction of a toolkit on Bilingual Skills Planning
- regular updates on the Bilingual Skills Strategy;
- internal use of Welsh;
- revised template for Welsh Language Action Plans (WLAPs)

Instructions, guidance, briefings and training

11.3 As already mentioned in this report, new checklists developed by the Welsh Language Board in conjunction with the Welsh Language Unit were produced in 2007-08, and included within the revised Policy Integration Tool.

11.4 The Welsh Language Board's guidance on the inclusion of Welsh language conditions in grant schemes was publicised to Departmental Directors and Bilingual Service Co-ordinators.

11.5 The WLU conducted monthly induction course sessions in 2007-08, which, similarly to last year, were attended by between 12-15 delegates per session (these courses were run through Eliesha).

Publicising the scheme

11.6 A bilingual calendar was produced by DCELLS from 2007 which highlighted a different clause in the Welsh Language Scheme for each month, and gave guidance on answering the telephone, dealing with correspondence etc. The desktop calendars were distributed to all DCELLS staff.

11.7 The Welsh Language Unit published a news article on the intranet to mark the start of the International Year of Languages in March 2008 to publicise departmental Welsh language action plans, the new policies and services checklists, the Welsh Language Board's guidance on the inclusion of Welsh language conditions in grant schemes and the "*mae gen ti ddewis...*" campaign.

12. Complaints

- 12.1 The Welsh Language Unit registered 11 Scheme-related complaints during 2007-08 including those sent direct to Divisions. Of these, 7 were upheld, one was partly upheld, and 3 were not upheld.
- 12.2 This year's data shows that we received 8 fewer complaints than last year.