



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

Welsh Assembly Government

**Iaith Pawb and Welsh  
Language Scheme  
Annual Report  
2008-09**

## Foreword

I am pleased to present the sixth *Iaith Pawb* and Welsh Language Scheme Annual Report which sets out the work undertaken by the Welsh Assembly Government and our partners during 2008/09 towards our goal of creating a truly bilingual Wales as set out in *Iaith Pawb*.

As the numerous examples in this report demonstrate, we are starting from a solid foundation. The Welsh language is a core element of our public facing services, strategies and policy development activities.

This year, our central One Wales objective has been the proposed Welsh Language Legislative Competence Order, which was published on 2 February 2009. Subject to the LCO being approved by the Privy Council, we will proceed with our plans for a Measure that will lead to the confirmation of official status for both Welsh and English; establishment of linguistic rights and the role of a Language Commissioner.

In terms of our wider One Wales commitments, I was fortunate to be the first Minister to speak Welsh at a meeting of the European Council of Ministers. Work continues to allow public correspondence in Welsh with the European Commission.

Education remains at the heart of our Welsh language policies and we will publish the final version of our Welsh Medium Education Strategy early in 2010. Meanwhile, the Welsh language on-line news service *Golwg 360* is becoming an ever more lively aspect to our current affairs provision.

I naturally welcome the increase in the number of Welsh speakers during recent years, particularly in eastern areas of Wales. However, we as a Government are also concerned about the fragility of the situation regarding the use of Welsh as a spoken language in its heartland. The number of communities where Welsh is spoken by over 70% of the population has declined, from 92 in 1991 to 54 in 2001, and this is something we will look to address going forward.

This exciting period in the history of Welsh language policy continues, and I look forward to continuing with the work of creating a truly bilingual Wales, and reporting next year on the progress with the LCO, Measure and the new Welsh language strategy.

Within the Welsh Assembly Government, work has started on a bilingual improvement action plan, along with preparatory work for a new Welsh Language Scheme in 2010. We are also reviewing the Welsh language strategy to ensure that our policy complies with the proposed Welsh Language Measure and supports the wider framework.



**Alun Ffred Jones AM**  
**Minister for Heritage**

# **Executive Summary**

## **Background**

The Welsh Assembly Government's goal for the Welsh Language, as set out in its One Wales policy document, is to create a truly bilingual Wales, where people can live their lives through English, Welsh or both languages.

It works to achieve that goal through a National Action Plan for a Bilingual Wales, called *Iaith Pawb*, published in 2003. In addition it is subject to a statutory requirement to treat the English and Welsh Languages equally through its policies and services, through its Welsh Language Scheme, an updated version of which was approved on 22 December 2006.

Welsh Ministers and their officials share responsibility for meeting the requirements in respect of either report and for identifying and addressing Welsh language issues in their policy areas. This is the sixth such report.

## **Part 1 – Progress against *Iaith Pawb***

### **Extending Welsh Language Schemes under Current Legislation**

Welsh Language Schemes operate under the Welsh Language Act 1993 and they set out how an organisation delivering services to the public will work to ensure the English and Welsh Languages are treated equally.

- In May 2008, it was announced that a further 57 bodies providing a range of services to the public in Wales would be required to operate Welsh Language Schemes under the Welsh Language Act. These bodies included the Royal Mail, the Bank of England, Ofcom, the British Council and UK Sport.
- The Welsh Language Board, which received £13.5m grant aid from the Assembly Government in 2008-9, has the role of approving Welsh Language Schemes and offering advice and information to bodies operating those schemes. In 2008-9 43 new schemes were approved, bringing the total number of schemes in operation to 450.

### **Welsh Language Legislative Competence Order**

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. If conferred, that competence would allow the Assembly to introduce Measures to meet *One Wales* commitments to:

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

Proposals for that order were published on 2 February, 2009 for pre-legislative scrutiny in the House of Commons and the National Assembly.

## Review of the Welsh-language Print Media

A contract was awarded in May 2008 to Golwg Cyf. to provide a daily Welsh Language web-based news service. This investment of over £600,000 over three years aims to boost Welsh language journalism in Wales by providing plurality of service providers and support the development of the industry.

The service itself, Golwg360, was launched in May 2009.

## Use of Welsh by EU Institutions

The Welsh Assembly Government continues to work 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 to allow citizens to correspond in Welsh with the major European Union institutions.

- The Welsh language was used in the Council and the Committee of the Regions for the first time in November 2008, when a speech was made by the Assembly Government's Minister for Heritage.
- An agreement with the European Commission on Welsh language correspondence is pending and negotiations are underway with other major EU institutions.

## Education

Education is a vital component in safeguarding the future of the Welsh language.

- A panel was established to develop the new Welsh Medium Education Strategy. A New Welsh Language Development Unit was established in April 2008 within the Department for Children, Education, Lifelong Learning and Skills (DCELLS).
- £1.2million was allocated for developing Welsh-medium/bilingual 14-19 provision as part of the 2008-09 14-19 Annual Network Development Plans.
- WAG has committed to supporting six Welsh for Adults centres for an additional three years - an investment of £6.7million.

## Economy and Business

- The Welsh Language Board developed a scheme to draw attention to the many businesses that use Welsh. **Investing in Welsh** invites businesses to sign up to 10 straightforward commitments.

- Tesco (in conjunction with the Welsh Language Board) introduced self service tills, offering customers a Welsh language interface. The Welsh Language Board has also advised John Lewis on their use of Welsh in their first store in Wales.
- A £1m package of funding for a range of pilot initiatives to develop the role of the Welsh language in supporting and enhancing specific regeneration activities in Lleyn and north Meirionnydd was provided.

The assisted initiatives include improvements at Nant Gwrtheyrn (Language) Centre to update the facilities. A Language Broker is being appointed to work in Caernarfon to focus on developing and utilising the Welsh Language skills of economically inactive individuals in the jobs market, under the administration and supervision of Tai Eryri. Tai Eryri is also responsible for a project at Congl Meinciau, Botwnnog, to develop affordable housing and an enterprise centre housing small businesses. Individual projects worth £0.4m have been completed at Blaenau Ffestiniog and a further package worth £4.5m to regenerate/improve Blaenau Ffestiniog centre is in the pipeline and a bid for European funding being prepared.

## **Health**

- 7 out of 9 NHS Trusts have appointed a Welsh Language Officer and regional Welsh Language Units were established for the Local Health Boards.
- The annual Welsh Language in Healthcare Conference and Awards was held in May 2008.

## **Third Sector**

- A draft compact between the Welsh Assembly Government, the Welsh Language Board and the third sector aimed at encouraging the adoption of voluntary Welsh Language Schemes governing the provision of bilingual services was consulted on. Voluntary Welsh Language Schemes are encouraged where organisations are not already required by law to put one in place. All parties have agreed that the launch of the compact be postponed pending the forthcoming Welsh Language LCO. Once this is in force, the compact will be revisited and subsequently launched.

## **Culture and Sport**

- Additional funding was provided to the National Eisteddfod (£100,000) and Urdd Gobaith Cymru (£150,000) via the Welsh Language Board.
- A partnership between the Welsh Assembly Government, the Sports Council for Wales and the WRU promoted and highlighted the importance and relevance of the Welsh language to rugby union.

- Local authorities and governing bodies of sport are working together to provide young people with the opportunities to enjoy sport through the medium of Welsh and to train Welsh-speaking coaches.

## **Part 2 – WAG Welsh Language Scheme**

This section provides an overview of our work to comply with the Welsh Assembly Government Welsh Language Scheme as well as highlighting areas for further work in the future.

### **Welsh Language Skills**

- 41% of the current WAG workforce have some level of Welsh language skills, ranging from level 1 (basic) to level 5 (fluent).
- In February 2009, Welsh language skills were added to U-Access (WAG's HR IT system), allowing staff to record and update their Welsh language skills themselves. This is a major development in helping identify the skills within the organisation.

### **WAG Divisions' Compliance and Capabilities**

- In 2008-09, there was an increase in the proportion of divisions that undertook selected tasks without reliance on the Translation Service.
- 12 of the 16 departments responding reported that they provided front-line public services. All of them said that at least some of their teams had bilingual staff in place.
- All of those 12 departments stated that they conduct audits to assess staff language skills, undertook assessments to identify posts requiring Welsh-speaking staff and analysed gaps in the provision of Welsh-speaking staff.
- 14 of the 16 departments had formal arrangements in place to ensure that the Welsh Language Scheme is driven forward.

### **Welsh Language Improvement Project**

In Spring 2009, the Welsh Assembly Government commenced a Welsh language improvement project, to ensure the development of best practice with regard to the effective delivery of our Welsh Language Scheme.

### **Translation Facilities**

The written translation requirements of an organisation as large and diverse as the Welsh Assembly Government are vast as we strive to meet the requirements of Welsh Language Scheme in relation to publications and written materials.

- The volume of material being translated is vast, exceeding 10,000 documents in 2008-9 and a prioritisation system is operated to ensure the most effective use is made of finite resources.

- An independent review has been commissioned on the role of the Translation Service within the organisation. The final report is expected during 09-10.

## **Training**

Acen are currently contracted to undertake Welsh Language training for Welsh Assembly Government staff. Training is offered to suit various levels from pre-entry to proficiency.

- 38 courses were held between April 08 and March 09 in 13 different locations across Wales.
- This notwithstanding, training demand exceeds supply. The annual budget for Welsh Language Training is £169,000.
- Further work has taken place in 2008-09 to identify opportunities to incorporate Welsh language issues into generic training, including modified training modules to address employees' needs.

## **Policy Making**

- Welsh language policy checklists have been embedded into the WAG Policy Gateway process since May 2008.
- Of the 12 departments that reported that integrating linguistic elements into their policy work was applicable, more than half stated they did so all the time.
- 10 of the departments that responded stated that their consultation documents include consideration of the Welsh Language.

***(Please note that this year's Annual Report covers evidence from the reporting period between 1 April 2008 and 31 March 2009.)***

# Annual Report on *Iaith Pawb* and The Welsh Assembly Government's Welsh Language Scheme – 2008-09

## Introduction

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

*Iaith Pawb*, the National Action Plan for a bilingual Wales, was published in 2003. Welsh Ministers and their officials share responsibility for these actions and for identifying and addressing Welsh language issues in their policy areas.

## Background to the Welsh Assembly Government's Welsh Language Scheme

The Welsh Assembly Government's Welsh Language Scheme<sup>1</sup> 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 sets out how the Welsh Assembly Government will deliver the principle established by the Welsh Language Act 1993 that both the Welsh and English languages should be treated on a basis of equality in the conduct of public business and the administration of justice in Wales.

## Monitoring in 2008-09

In 2008-09, the WAG Welsh Language Unit (WLU) undertook high level monitoring of 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 completed by individual WAG Departments;
- information provided by divisions and bodies with lead responsibility for *Iaith Pawb* action points;
- annual returns provided by Divisions responsible for specific administrative functions, such as training and translation; and
- Departmental Language Action Plans.

## The Structure of the Annual Report

Part 1 of this Annual Report outlines the progress made with the action points and projects in *Iaith Pawb*, along with new projects developed since its publication, all of which have contributed over the past year to the agenda of creating a bilingual

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<sup>1</sup> <http://new.wales.gov.uk/topics/welshlanguage/publications/06wlangscheme/?lang=en>



Wales. Part 2 of the report outlines WAG performance and progress against the Welsh language scheme commitments.

The report also sets out how we have progressed with regard to mainstreaming the Welsh language across the business of the Welsh Assembly Government and in the policy making process.

## **Part 1: Iaith Pawb Annual Report**

### **1. Political and Strategic Leadership**

#### **Introduction**

This section of the Annual Report outlines the activities undertaken in 2008-09 which have contributed to the agenda of creating a bilingual Wales in accordance with Iaith Pawb; delivery of One Wales commitments and mainstreaming the Welsh language.

#### **One Wales commitments**

1.1 The Welsh Assembly Government has committed itself, through One Wales, to a programme which recognises that there are two official languages in Wales.

##### **(i) Welsh Language Legislative Competence Order**

1.2 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.

1.3 The Welsh Assembly Government published its proposals for a Welsh Language Legislative Competence Order on 2 February 2009 for pre-legislative scrutiny by both the House of Commons Welsh Affairs Select Committee and Legislation Committee No. 5 of the National Assembly.

1.4 If approved, the LCO will provide the mechanism for the Assembly to introduce future Measures on the Welsh language to deliver the One Wales commitments, namely to:

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

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

##### **(ii) Review of the Welsh-language print media**

1.6 In February 2008 the previous Minister for Heritage announced that the Welsh Assembly Government would provide £600,000 over three years (£200,000 per year) to fulfil the One Wales commitment of providing a daily Welsh language

news service. The funding was to be channelled through the Welsh Books Council, who would oversee and evaluate the project.

1.7 In May 2008, a contract was awarded to Golwg Cyf. to provide a daily Welsh language web-based news service. This was intended to provide a boost to Welsh language journalism and the development of a sustainable news organisation in west Wales. This development strengthens the industry and provides plurality in the Welsh language news sector.

1.8 Golwg360 was launched in May 2009 (<http://www.golwg360.com>). It includes a rolling news service and the opportunity for businesses, public bodies, community organisations and individuals to create their own mini-sites on Golwg360 The business plan is based on ensuring an increasing share of income from the paid-for mini-sites (businesses and public bodies) and advertising so as to enable the service to become less dependent on public funding in the future.

### **(iii) Use of Welsh by EU institutions**

1.9 The Welsh Assembly Government continues to work 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, the European Commission, the European Parliament, the Economic and Social Committee and the Ombudsman and to receive responses in the same language.

1.10 The first administrative agreement for that purpose between the UK Government and the Council was signed in July 2008 while the second with the Committee of the Regions was agreed in November 2008.

1.11 Following an agreement signed by the UK Government and the Council of the European Union in July 2008, the Heritage Minister was the first ever Welsh Assembly Government Minister to speak Welsh in a meeting of the Council of Ministers, which took place on 20 November 2008.

1.12 Less than a week later, Nerys Evans AM was the first to address a Committee of the Regions plenary session in Welsh following a similar agreement between the Committee of the Regions (CoR) and the UK Government. Interpretation was provided by interpreters from Wales who passed the accreditation exams to the EU's interpretation service.

1.13 An agreement with the Commission on the correspondence element is pending and negotiations are underway (at UK Government level) with the European Parliament, the Economic and Social Committee and the Ombudsman. Subject to agreements being adopted, this will allow citizens to write to these organisations in Welsh.

## **Achievements within current legislative framework**

1.14 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”.

1.15 The previous Minister for Heritage announced in May 2008 the names of 57 bodies providing a range of services to the public in Wales, with a view to specifying them as public bodies under Section 6(1)(o) of the Welsh Language Act 1993. The organisations named included the Royal Mail, the Bank of England, the Competition Commission, UK Sport, Ofcom, the British Council and the Olympic Delivery Authority. The Order came into force in August 2008 and contained by far the highest number of bodies named under Section 6(1)(o) of the Welsh Language Act.

## **Welsh Language Scheme delivery and compliance**

1.16 The Welsh 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, as well as sponsorship of the Welsh Language Board and the Welsh Books Council.

1.17 Each Ministerial Portfolio and department within the Welsh Assembly Government is responsible for meeting its own commitments under Iaith Pawb and the Welsh language scheme and for their integration into operational procedures.

## **Welsh Language Board**

1.18 The main function of the Welsh Language Board<sup>2</sup> is to promote and facilitate the use of the Welsh language and approve language schemes. The Board offers advice and information with regard to the use of Welsh; ensures that public bodies provide services in Welsh and English; maintains an overview of all aspects of Welsh language education and training; and encourages and assists private companies and voluntary organisations to use more Welsh. In 2008-09 the Welsh Language Board received £13.5m in grant aid from the Welsh Assembly Government.

1.19 During 2008-09, the Welsh Language Board approved 43 new Welsh Language Schemes, bringing the total number of operational Schemes to 450. The WLB also responded during the year to 188 monitoring reports on existing Welsh language schemes, and 30 schemes were revised.

## **Data and Research**

1.20 During 2008-09, the Welsh Language Board published the results of the 2004-2007 Language Use Survey. The results from these in-depth surveys provide an up to date picture of language use, and provide a solid evidence base on which the Board can develop and implement policies and projects.

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<sup>2</sup> [www.byig-wlb.org.uk](http://www.byig-wlb.org.uk).

1.21 In 2008, an updated version of the Statistical Balance Sheet on the Welsh language was also published, which collates the latest statistics on the Welsh language.

1.22 The Board continues to fund PhD scholarships in applied language planning, and two new scholarships were awarded in 2008-09, one to examine the use of specialist terminology in the workplace, and the other to examine the migration processes of young people, and the effects of those processes on the Welsh language.

## **2. Education**

2.1 As was set out in *Iaith Pawb*, education is a vital component in safeguarding the future of the Welsh language.

### **One Wales (Education commitments)**

2.2 Work continues on delivery of the **One Wales** commitments, namely:

- development of a national strategy for Welsh-medium education and training, supported by an implementation programme;
- a requirement on Local Education Authorities (LEAs) to assess the demand for Welsh-medium education, including surveying parental wishes;
- explore the establishment of a Welsh for Adults Unit with sufficient funding, giving priority to tutor education; and
- the establishment of a Welsh-medium Higher Education Network – the Federal College – in order to ensure Welsh-medium provision in our universities.

2.3 The **Welsh Language Development Unit (WLDU)** continues to coordinate and drive the Department for Children, Education, Lifelong Learning and Skills' (DCELLS) contribution to the Welsh language policy agenda and also manages and funds the development of projects.

2.4 The Learner Travel (Wales) Measure passed through the Assembly's legislative process with the aim of coming into force by September 2009. Section 10 places a duty on local authorities and Welsh Ministers, when exercising their functions under the Measure, to promote access to education and training through the medium of the Welsh language. This section, with others, came into force on 6 March 2009.

### **National strategy for Welsh-medium education and training**

2.5 Work on delivering the One Wales commitment for a **national Welsh-medium education strategy** to develop effective provision from nursery through to further and higher education, backed by an implementation programme continued - and was guided by an Advisory Panel which met four times. A wide

range of consultations was held with other stakeholders, both internal and external to the Welsh Assembly Government, and the draft Strategy was submitted to the Minister for Children, Education, Lifelong Learning and Skills by March 2009, in line with the One Wales delivery timetable. A public consultation with details of the suggested implementation programme was undertaken during the Summer of 2009.

### **Increasing capacity**

2.6 A 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 2010. A further evaluation of impact will be made before consideration of future options. To date, 144 practitioners have undertaken the course with a 98.5% completion rate, including primary and secondary schoolteachers, further education lecturers, work-based learning trainers/assessors and also some supply teachers. A further 23 practitioners are due to complete their training in July 2009. 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.

### **Welsh medium provision in funded non-maintained settings/schools (including Mudiad Ysgolion Meithrin)**

2.7 The introduction of the **Foundation Phase for 3 to 7 year olds** from September 2008 has provided a significant impetus in supporting children's bilingual development. The earlier introduction of language skills at age 3 will provide a firm foundation for the development of linguistic and communication skills. As the Foundation Phase is rolled out for 3 to 7-year-old children across Wales, conveying clear messages about the nature of the language provision that they can expect to find in different settings is of key importance. In schools and settings that do not offer Welsh immersion and Welsh-medium provision, the aim is to ensure that children are given the opportunity to hear, see and use Welsh more frequently through their daily activities and learning, and acquire sufficient familiarity with Welsh to encourage further learning and positive attitudes towards the language.

2.8 Successful delivery of the 'Welsh Language Development' Area of Learning could provide the opportunity for children to transfer to Welsh-medium provision at the beginning of statutory education. Welsh-medium provision aims to develop a full range of bilingual skills and places children on the path towards fluency. It is important that parents understand the implications and opportunities of these different types of provision offered in the Foundation Phase.

2.9 Funding also continues to be made available to Mudiad Ysgolion Meithrin (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.

2.10 **'Cam wrth Gam'** (Step by Step) is the training for Early Years Welsh medium practitioners. An additional 920 classroom assistants will have been trained to work in the early years sector by March 2010. The figure reached 740 up to the end of March 2009, and the breakdown of this is as follows:

2004/06 – 269;

2006/07 – 155;

2007/08 – 154; and

2008/09 – 162.

2.11 **'Geiriau Bach'** aims to provide early years practitioners, who have little or no Welsh with Welsh language skills useful for working with young children. It is a Certificate of Higher Education in Welsh and Bilingual Practice in the Early Years (Level 4).

2.12 The project 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 3 to graduate and post-graduate qualifications through partnership working.

2.13 Since September 2008, each LEA is required to produce a **Children and Young People's Plan**. These replace the former Single Education Plans. The level of detail is reduced but it has been made clear in guidance that authorities will need to plan on the basis of evidence, including for Welsh-medium provision.

2.14 The key results from Schools in Wales: General Statistics 2009 are listed below.

## Education - Key Results

### Primary schools at January 2009

- There were **464 Welsh speaking primary schools** (30.7 per cent of the total number) at January 2008 with **54,900 pupils** on roll, **two less schools but 800 more pupils than in 2007.**

*(From 2008/09 schools were asked to state their Welsh Medium Type, whereas in years prior to 2008/09 it was calculated from information on the type of classes provided by each school. The figures for 2009 are therefore not directly comparable with previous years.)*

- The percentage of primary school pupils taught in classes where Welsh is used as the main medium of teaching **rose from 20.6 per cent in 2008 to 20.8 per cent in 2009.**
- The percentage of pupils assessed in **Welsh first language** at the end of **Key Stage 1** increased slightly from **20.3 per cent in 2007 to 21 per cent in 2008, and stayed at 21 per cent in 2009.**
- The percentage of pupils assessed in **Welsh first language** at the end of **Key Stage 2** decreased from **19.8 per cent in 2008 to 19.1 per cent in 2009.**

### Secondary schools at January 2009

- **16 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 15.7 per cent in 2008.** A further **83.1 per cent** were taught **Welsh as a second language.**
- The percentage of Year 7 pupils taught Welsh first language increased slightly from **16.5 per cent in 2008 to 16.8 per cent in 2009.**
- The percentage of pupils assessed in **Welsh first language** at the end of **Key Stage 3** decreased slightly from **16 per cent in 2008 to 15.9 per cent in 2009,** slightly lower than the percentage of **Year 9 pupils** reported as having studied **Welsh as a first language (16.1 per cent).**

2.15 We are continuing to invest significant sums to commission Welsh and bilingual learning resources across the age ranges. The WAG Commissioning Programme funds the production of Welsh-medium and dual-language classroom materials for vocational and academic subjects in schools and FE, from the Foundation Phase to 14-19 subjects. In 2009, new subjects are being added to the programme in response to the need for Welsh-medium materials for a wider range of 14-19 subjects. The programme also funds resources for learning Welsh as a subject, including Welsh for Adults. The materials are either available for purchase (in the form of books, CDs, DVDs, etc.) or are free online via NGfL-Cymru.



2.16 The Welsh Assembly Government invests £2.6million annually towards the publication of Welsh language educational resources. Each year, over 70 new projects are commissioned, leading to the annual publication of 200 to 250 titles. These resources include printed and digital resources as well as free online materials. Gross sales of those resources available for purchase by schools were in excess of £1million during 2008/09.

2.17 The Welsh Baccalaureate gives broader experiences than traditional learning programmes, to suit the diverse needs of young people. 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, which includes a languages module. Study of Welsh as a second language can be used to fulfil this component.

2.18 After positive evaluation of pilots, the Welsh Baccalaureate is being rolled out across the 14-19 age range at Advanced, Intermediate and Foundation levels. From September 2009, there will be some 30,000 learners following Welsh Baccalaureate courses at 169 centres across Wales.

### **Technical and vocational qualifications**

2.19 Technical and vocational provision 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.

2.20 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/IT, Leisure/Tourism, Media Studies/Performing Arts, Childcare/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.

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

- **Bilingual Champions** – Following evaluation, the pilot has been extended until August 2010 whilst options for the future are considered. The three original Further Education colleges participating are Coleg Llandrillo, Coleg Llysfasi and Coleg Sir Gar. Neath Port Talbot College is now also part of this project, although the conditions are slightly different.
- **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. The current contract ran until August 2009 and a new contract has now been issued until August 2010.
- **Supporting Welsh medium vocational qualifications (VQs)** - Awarding bodies are able to submit bids to DCELLS for grant support in order to provide VQs through the medium of Welsh or dual language. In order to



receive the grants, awarding bodies must demonstrate that there is demand for Welsh medium or dual language assessment, that they have sound quality assurance processes in place, that they will market the provision and guarantee Welsh medium or dual language assessment to candidates. During 2008-2009, grants were offered to 6 awarding bodies, and as a result, 28 further VQs are now available to centres and candidates through the medium of Welsh or dual language, with a further 8 in development. Five further bids received late in 2008-2009 are currently being processed, which could potentially lead to a further 13 VQs being made available through the medium of Welsh. The grant programme has proved to be effective at meeting the demands of centres and candidates for Welsh medium assessment and will continue in 2009-2010.

2.22 As well as offering financial support to awarding bodies, DCELLS' Vocational Qualifications Regulation and Quality Assurance (VQRQA) Branch offers advice and guidance to awarding bodies on issues relating to Welsh medium VQs. They hold 2 meetings a year with awarding bodies that either currently offer Welsh medium VQs or are considering offering Welsh medium VQs in the future. This is a good vehicle for sharing information and good practice and for discussing issues, and will continue in 2009-2010.

2.23 VQRQA held a number of well attended external stakeholder events during 2008-2009 to discuss issues relating to Welsh medium or dual language VQs. One of the key points raised was the need for a central comprehensive list of all VQs available through the medium of Welsh or dual language (i.e. the qualification can be made available in Welsh and English in combination). As a result, VQRQA contacted each recognised awarding body to obtain up to date information on Welsh medium or dual language VQ provision as well as contact points for discussing Welsh medium issues.

2.24 Information was received from 97.7% of awarding bodies. Over 200 VQs are now available through the medium of Welsh or dual language, ranging from Entry Level 1 to Level 6, and covering 12 sectors. A comprehensive list which allows users to search by awarding body, level and sector will be placed on the WAG website and distributed widely early in 2009-2010 and will be updated on a regular basis. VQRQA will continue to gather views from external stakeholders during 2009-2010.

- **Monitoring of Welsh medium VQs** - VQRQA monitors the quality of Welsh medium versions of VQs. During 2008-2009, consultants (a linguist and subject experts) were appointed to review Welsh translations of VQs by 2 awarding bodies. Issues highlighted will be discussed with awarding bodies in order to improve future work. This work will continue during 2009-2010.
- **Welsh-medium National Occupational Standards (NOS)** - 13 Sector Skills Councils (SSCs)/Sector Skills Bodies (SSBs) have translated suites of NOS into Welsh. A list will shortly be placed on the WAG website and will be updated on a regular basis. VQRQA undertook a project to gather information about the usage, benefits, added value and impact of having Welsh translations of NOS. It was the first attempt to

gather information from the SSCs and other stakeholders on the subject. The majority of responses underlined the benefits of having the Welsh translation of particular NOS, and a variety of uses were highlighted. Issues raised will be discussed with relevant parties during 2009-2010.

2.25 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.

2.26 Several Sector Skills Councils were named in August 2008 as bodies undertaking services of a public nature under Section 6(1)(o) of the Welsh Language Act 1993.

### **Higher Education**

2.27 **Welsh-medium provision** accounts for around **3.1%** of the total Higher Education provision. The Welsh 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.

2.28 Eleven Postgraduate scholarships and 6 teaching fellowships commenced in 2008/09.

2.29 In 2008-09 over £2.2m funding was provided to the **Centre for Welsh Medium Higher Education** to support the National Development Plan for Welsh-medium HE provision.

One Wales contains a commitment for a Welsh Medium Higher Education Network – a **Federal College** – In July 2008, the CELLS Minister invited Professor Robin Williams to chair an independent Coleg Ffederal Planning Board and to prepare a report on a proposed model for a Federal College/Coleg Ffederal, which would build on the national development plan, working through and with the Welsh HE sector. Professor Williams' final report was submitted in June 2009.

### **Learning and the Justice System**

2.30 The Learning and the Justice System work (led by DCELLS) has included various activities in relation to individual needs of Welsh speakers and young people from Wales who are in the Justice system.

### **Welsh for Adults**

2.31 Iaith Pawb commits the Welsh Assembly Government to developing a co-ordinated approach to Welsh for Adults. The WAG is working to discharge its responsibilities under Iaith Pawb in a systematic and evidenced manner.

2.32 Welsh for Adults is one of the biggest adult learning programmes in Wales, with 17,570 learners and 24,955 enrolments in 2007/08. A wide variety of courses are available, from weekly evening classes to more intensive courses and courses in the workplace. There are also courses on-line, as well as summer schools, and Saturday schools.

2.33 In August 2008, the Minister for Children, Education, Lifelong Learning and Skills committed a further £6.7m in grant funding to support the 6 dedicated **Welsh for Adults centres** located at Bangor University, Cardiff University, Swansea University, Aberystwyth University, University of Glamorgan and Coleg Gwent for the period August 2008 - July 2011.

2.34 A range of resources for Welsh learners and tutors have been funded for development by the Welsh Assembly Government. Two projects recently commissioned, are:

- (i) resources for Family Learning which will enable parents to learn with their children and which will link with the Foundation Phase curriculum. If the pilot is a success we would aim to develop the Scheme;
- (ii) guidelines for organising Welsh language training in the workplace, which will ensure that organisations plan more effective training and will promote the need for organisations to take steps to provide services in Welsh. The Guidelines were developed in 2009 in partnership with the Welsh Language Board.

2.35 Improved tutor training is a key commitment in Iaith Pawb. The Welsh Assembly Government hosted a conference in November 2008 in Newport, which attracted 160 Adult tutors from across Wales, to share information about the latest developments in the field of Welsh for Adults, to provide training on the use of new resources available to tutors, and on various teaching methodologies.

2.36 A series of five Welsh for Adults examinations at the WJEC will continue to be funded. Courses appropriate to the five language levels form the basis of provision. Many Welsh learners agree that WJEC examinations are a good way of monitoring their progress and are a useful revision tool. These examinations test all language skills, but the main emphasis is on speaking and listening, as in the courses themselves.

2.37 The Assembly Government worked in partnership with the centres and other external stakeholders in 2007 to implement the first national marketing campaign aimed at promoting Welsh for Adults. A national marketing campaign is now held every year to attract new learners and to raise awareness of the benefits of learning Welsh. This is supported by regional activity undertaken by the Centres.

The final report of a three-year evaluation of the Welsh for Adults will be published in 2010, and recommendations will be considered and, if approved, implemented in the future.

2.38 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 CELLS Minister in April 2008 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. Proposals for the further development of the Welsh for Adults programme through the six centres are included in the Welsh Assembly Government's draft Welsh-medium Education Strategy. The inclusion of Welsh for Adults within the draft Strategy will ensure that relevant links are made with other developments relating to the development of Welsh-language and Welsh-medium provision.

### **3. Communities**

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 communities, as an important element of establishing social justice.

#### **Mainstreaming through the Assembly Government's work with communities**

3.1 The **third (or voluntary) sector** has an important role in supporting the 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 where the provision of bilingual services is not a statutory requirement, some third sector organisations are making a strong commitment through the adoption of voluntary Welsh language schemes.

3.2 We wish to encourage this approach by working strategically with the sector and the Welsh Language Board through a compact between the Welsh Assembly Government, the Welsh Language Board and the third sector. A group of stakeholders from all three parties has been formed to steer this work.

3.3 Consultation on the draft compact ended in January 2009. Stakeholders are currently incorporating the responses received into the finished document which is proposed to be launched in Autumn 2009. All parties have since agreed that the launch of the compact be postponed, pending the forthcoming Welsh Language LCO. Additionally, the Third Sector Partnership Council's Funding and Compliance Sub-Committee is updating the Welsh Assembly Government's Code of Practice for Funding the Third Sector to address Welsh language issues.

3.4 The **Refugee Inclusion Strategy** (June 2008) sets out the Welsh Assembly Government's vision for 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.

3.5 The **Single Equality Scheme** was consulted upon in 2008-09 and was published in March 2009. It sets out how we will be promoting equality and how we will meet our statutory equality duties (disability, race and gender), and how we will apply the same broad principles to the new areas of equality.

3.6 The Scheme looks at how we assess the impact of our work on different groups and the actions we will be taking to address that impact over the next three years. It will seek to ensure that our organisation has equalities and human rights principles embedded into its work and culture. In addition to our obligations under our Welsh language scheme, we intend to fully consider Welsh language issues insofar as they are relevant to our equality and human rights obligations.

### **The Welsh Language Board's work at a community level**

3.7 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. During 2008-09 the Board provided £1.4 million of grant funding to the **Mentrau Iaith**.

3.8 **Language Action Plans** aim to increase the use of the Welsh language in areas of special linguistic significance by co-ordinating activities for local people and institutions.

3.9 Both the Mentrau Iaith and the Language Action Plans work in partnership with local and national organisations and stakeholders on various projects to promote the use of Welsh.

### **Planning**

3.10 **Planning Policy Wales (2002)** states that local planning authorities should take into account the needs and interests of the Welsh language when preparing development plans. Local planning authorities should also consider how policies relating to the language interact with other plans. PPW is supported by **Technical Advice Note (TAN) 20 - The Welsh Language, Unitary Development Plans and Planning Control**, which provides further detailed guidance on the Welsh Language in relation to development plans and planning applications. A commitment to review TAN 20 is included in One Wales.

3.11 The Wales Planning Policy Development Programme 2010/11 will include a commitment to undertake research entitled "Sustainable Community Impact Assessment". The project will assess the social impacts of new developments, including their implications for the Welsh language. The findings will help inform the review of TAN 20.

## **4. Economy**

4.1 This section of the report outlines activity in this area, highlighting the links between the economy and the language. Generating business growth and encouraging enterprise are important aspects of sustaining and developing Welsh-speaking communities.

4.2 To ensure that the language is mainstreamed in the Department of Economy and Transport as a cross-cutting theme throughout the business planning process, each spending programme area currently has to identify measurable Welsh language priorities for implementation during the lifetime of the business plan.

4.3 The **Welsh Language-Economy Group** works to increase the understanding of the links between language and the economy and identifying and promoting economic opportunities afforded by the language. The Group's work programme prioritises specific economic sectors based on commissioned research in order to highlight those sectors which offer the best economic opportunities where the language can add value.

4.4 During 2008-09, the Group established marketing and research sub groups to ensure that common messages about the economic benefits of the language are shared between organisations and to concentrate on examining research requirements for the future. Following a successful performance-based event for a business audience at the National Eisteddfod in Cardiff in August 2008, a similar award worth £5,000 was included in the programme for the 2009 Eisteddfod at Bala, for budding entrepreneurs to implement a new business idea, based on the 'Dragon's Den' concept. Other highlights include a 'Futures exercise', where key stakeholders will meet to reflect on how they see the language and the economy looking in 2020.

## **Enterprise**

4.5 The **Flexible Support for Business** start up service (**FS4B**) and **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. The intention is to encourage businesses in Wales to take an interest in tendering through the medium of Welsh and increase provision of their services in Welsh. Since November 2008, suppliers are able to submit their details and quotes in their preferred language, i.e. in Welsh, English or bilingually. Latest figures for the Sell2Wales website show 5% of users published their notices bilingually or in Welsh only during 2008/09.

4.6 The Welsh Assembly Government also provides support to **Menter a Busnes** to encourage the use and promotion of Welsh language in business. The concept of Speed Networking Events was developed on behalf of Menter a Busnes by **Cwlwm Busnes** (a network of Welsh-medium businesses 'recruited' by Menter a Busnes). The Speed Networking Events are based on the 'speed dating' principle, offering an ideal opportunity for business to meet face-to-face to network and form new partnerships.

4.7 The **FS4B Customer Service** also operates a Welsh language policy for its Contact Centre and Regional Centres and all the monitoring systems e.g. voicemail are available bilingually alongside the FS4B website. Approximately a third of the Contact Centre staff are Welsh speaking to ensure that Welsh speaking clients are able to access the service in their preferred language.

4.8 The Enterprise Education Team manages a diverse network of **Dynamo Role Models** (entrepreneurs or local business owners) to deliver inspirational presentations to year 9 and 12 students, and encourage them to think differently about their future – and to consider entrepreneurial opportunities. In order to sign up



Welsh speaking Dynamo Role Models, recruitment is undertaken via Welsh medium business contacts.

## **Regeneration**

4.9 In October 2008, the Deputy Minister for Regeneration announced a new direction and vision for regeneration in his *Statement on Strategic Regeneration*. Building on the commitments in *One Wales* and the exemplar projects in Heads of the Valleys and Môn a Menai, the new strategy will provide “*a more strategic, long-term and holistic approach to regeneration*” which addresses the “skills and employability needs of people and communities alongside physical and environmental improvements”.

4.10 This approach to regeneration will concentrate investment in people and places in **Strategic Regeneration Areas (SRAs)** over a defined period of time. In addition to the established Programmes in the Heads of the Valleys and Môn a Menai, SRAs were announced (up to the end of the reporting period) for the North Wales Coast, the Western Valleys and Swansea City Centre. The role and contribution of the Welsh language in supporting regeneration in the Strategic Regeneration Areas is fully integrated in the SRA action planning process.

4.11 During 2008, the Deputy Minister for Regeneration also announced pilot initiatives in the Llŷn Peninsula and North Meirionnydd in support of a wider programme developing the role of the Welsh language in supporting regeneration. The aim is to ensure that key regeneration activities strengthen Wales’ cultural identity and promote the Welsh language and its culture through creating and sustaining vibrant communities in which young people can remain and enjoy a good quality of life.

## **European funding**

4.12 The **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.

4.13 Identified priorities of the Structural Funds Programmes focus on Welsh language provision and the needs of bilingual communities. For example, the £4.2 million **Nant Gwrtheyrn project** has committed £1.2 million of Convergence funds to create a cultural gateway for learners and visitors alike with the aim of becoming an international standard, high quality residential centre for the teaching of the Welsh language.

4.14 The appraisal process for project applications includes consideration of equality mainstreaming issues, including the Welsh language. WEFO appraisal teams have had the appropriate training including recognising whether or not applications address the cross-cutting themes, including Welsh language issues. In addition, applications may be referred to the Cross-Cutting Themes Unit within WEFO for more detailed consideration of equality issues.

4.15 Data is being collected, as part of the new Structural Funds reporting structure, on programme participants' take up of provision in Welsh.

### **D E & T Case Studies**

At the National Eisteddfod in August 2008, the Deputy Minister for Regeneration announced a £1million package of funding for a range of pilot initiatives to develop the role of the Welsh language in supporting and enhancing specific regeneration activities in Llŷn and north Meirionnydd in support of a wider programme developing the role of the Welsh language in supporting regeneration. These included a brokering project to increase the confidence and abilities of Welsh-speakers as they prepare to enter the jobs market.

A pilot scheme to increase the use of Welsh by private sector companies in south west Wales was been launched. As a result of collaboration between DE&T and the Welsh Language Board, Business Relationship Managers are piloting Welsh language policy tools and templates with a cross-section of local companies in the first instance.

The Nant Gwrtheyrn Centre, in north west Wales, is preparing to undergo a £4.2m transformation thanks to a £1.2m Convergence fund investment, which will help create nearly 30 jobs and create a cultural gateway for learners and visitors alike.

Good progress has been made during the year in terms of increasing the use and visibility of the Welsh language by travel companies in Wales across the range of public transport modes, and by **Traveline Cymru**, which provides a bilingual service for telephone and web based public transport enquiries. Welsh and Bilingual publications have been widely used to increase the use of Welsh by travel companies in Wales.

## **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 can be considered a necessity. For example, for people with mental health problems, the pain and disturbance which arises from a mental health illness can sometimes be worsened if the patient does not have an opportunity to discuss his or her feelings in their chosen language. Also, a number of elderly people will revert to using only their first language, particularly after suffering a stroke or during a period of dementia, and many young children (in certain areas of Wales) may start out as monolingual Welsh speakers. The Welsh Assembly Government is therefore committed to the continued development of bilingual provision in health and social services.

5.2 The **NHS Welsh Language Unit** monitors Welsh language policies and issues within NHS Wales. The Unit raises awareness, status and importance of language issues within the Health and Social Services Department and externally with healthcare providers and their partners and in higher and further education.



5.3 The Welsh Language in Health and Social Services Task Group met 3 times in 2008-09, where it considered a number of issues, such as:

- workforce planning;
- working with the Inspectorates to compile a Welsh language tool kit to assist with their inspection roles; and
- helping set priorities and work plans for the Welsh language officers in the Trusts and the regional Welsh language units in the Local Health Board.

5.4 Members agreed to broaden its terms of reference to include social services, to reflect the close relationship between the two sectors in providing care services. The Task Group's work programme was finalised in April 2008, and was to focus on:

- a) strengthening the Welsh Language service for users (Service);
- b) strengthening the influencing contribution of lead organisations (Leading);
- c) strengthening the bilingual ability and practice of the workforce (Workforce); and
- d) strengthening organisational and support arrangement (Facilitating)

5.5 The Task Group is chaired by the Deputy Minister for Health and Social Services, who made a statement to the Assembly on the Task Group and its work on 24 February 2009. The statement highlighted some of the developments in the Task Group's work and it was confirmed that the current capacity of Welsh language officers in the NHS in Wales will be safeguarded and will not be adversely affected by the NHS reforms. The statement can be seen at:

<http://www.assemblywales.org/bus-home/bus-chamber/bus-chamber-third-assembly-rop.htm?act=dis&id=118134&ds=2/2009>.

Nearly all NHS Trusts (7 out of 9) have appointed a Welsh Language Officer and regional Welsh Language Units for the Local Health Boards have been established in Mid & West Wales and South East Wales.

5.6 The Welsh Assembly Government continues to hold the annual **Welsh Language in Healthcare Conference and Awards**. The sixth awards ceremony was held in Cardiff in May 2008 and 40 nominations were received, with a total of 12 individuals and organisations picking up a prize in seven categories. Cash prizes amounting to £1,000 each 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 Health & Social Services staff were learning Welsh, to provide better choice and improved services for patients and their families.

5.7 The theme of the 2008 conference was '**Learning from Others**', where delegates had an opportunity to learn from representatives of the Council of Europe's Committee of Experts about the European Charter for Regional or Minority Languages, and how health and social services can be improved in order to fulfil the

relevant clause in the Charter. Delegates also had the opportunity to hear international speakers outlining language provision within health systems operating in Belgium, Catalonia and Canada, countries which face similar challenges to Wales in providing bilingual health and social services.

The report on the conference and awards can be seen at:

<http://www.wales.nhs.uk/sites3/page.cfm?orgid=415&pid=33032>.

## 6. Promoting the use of the Welsh Language

6.1 For Welsh to flourish as a living language, it is vital that people can, and do, use the language in every part of their daily lives. This section of the report provides an overview of the activities undertaken by the Welsh Language Board on behalf of the Welsh Assembly Government, and others, aimed at promoting and increasing opportunities for Welsh to be used.

6.2 The Board's Annual Review for 2008-2009 provides further details of its activities during the year. This can be found by visiting the following link :-  
<http://www.byig-wlb.org.uk/English/publications/Pages/PublicationItem.aspx?puburl=/English%2fpublications%2fPublications%2f20090818+GC+D+Adolygiad+Blynyddol+Fersiwn+y+Wefan.pdf>.

6.3 The WLB campaign to market Welsh language services called "**Mae Gen ti Ddewis...**"<sup>3</sup> continued in 2008-09. Three organisations have completed MGTDD campaigns to date, with 3 further organisations preparing campaigns to launch in the first quarter of 2009-10. An agent was appointed in October and the work of re-designing the campaign has been completed. A toolkit to run as part of the campaign will now be available to organisations from April 2009.

6.4 In addition to this, an umbrella Mae Gen Ti Ddewis... marketing campaign was launched. As of May 2009, viewing figures indicated that 879,000 people viewed the TV advert, 123,000 a cinema advert and 3,729 an electronic advert. Two hundred and ninety-four people have viewed the advert on the Board's YouTube channel, and 857 people have joined a Mae Gen Ti Ddewis... Facebook group.

### The Welsh Language Board and the Private sector

6.5 The use of Welsh in the private sector has increased substantially in recent years, helped by the Welsh Language Board's constructive engagement with businesses.

6.6 In 2008-2009, the Board developed and launched a **language policy template** for use by businesses. The Board assists those using the template by providing advice on drafting a language policy. By adopting a policy, businesses are able to tell their customers and staff what they already do in Welsh. The language policy process also provides a framework for increasing the use of Welsh over time –

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<sup>3</sup> "you have a choice..."

this is especially useful for managers who may have no prior experience of bilingualism in a business context.

6.7 The Board also developed a scheme to draw attention to the many businesses that already use Welsh. **‘Investing in Welsh’** invites businesses to sign up to 10 straightforward commitments, covering common areas such as Welsh language correspondence and customer service.

6.8 The WLB continued to promote its well established **laith Gwaith** (Working Welsh) scheme, through a marketing tour in November 2008, which visited 20 retail locations across Wales. The laith Gwaith scheme helps customers easily recognise Welsh-speaking staff.

6.9 The Board also continued to:

- offer **advice and guidance** to businesses on their use of Welsh;
- 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
- sponsor **business events and awards** to promote and recognise good practice.

6.10 The Board published a document entitled “Promoting and Facilitating Bilingual Workplaces” aimed at workplaces which outlines and offers advice on ways to increase the use of Welsh in internal administration. The document was launched by the Minister for Heritage at a seminar in January 2009.

6.11 The Board continues to extend its reach in the private sector by working in partnership with others. These include business organisations such as the CBI and Chartered Institute of Marketing, as well as public bodies such as Visit Wales, the Flexible Support for Business network, and the six Welsh for Adults centres.

### **Welsh Language Board - private sector best practice case studies**

- The Board has a strong relationship with Tesco and has been working with them for some time, especially on their use of signage and their Welsh-language self-service tills. This year, on their introduction of self-service tills in Wales, this was done bilingually and now all their self-service tills in Wales offer a choice of language.
- Advising John Lewis on their use of Welsh in their first store in Wales. There was great excitement when it was announced that this retailer would be the focus point of the St David’s 2 development in Cardiff. They were targeted by the Board and were very enthusiastic about introducing Welsh into their business, through signage, marketing materials and advertising, explaining that they wished to integrate into the community and wanted the people of Wales to feel that they had ownership of the store.

- Producing the third edition of its Guide to Bilingual Design. More than ten years have passed since the Board first produced this publication, which offers advice to business and other bodies on how to produce materials, signs and publications bilingually. The publication has been revised this year to include extended sections on websites and bilingual software.

### **The Welsh Language Board and the Voluntary (third) sector**

6.12 The contribution of the third sector is vital to our goal of seeing more services available through the medium of Welsh.

6.13 To this end, the Welsh Assembly Government has asked the Welsh Language Board to develop its work with the sector. The WLB launched its Voluntary Sector Strategy in January 2008, and since then the Board has developed a relationship with over 125 third sector organisations who wish to develop their bilingual provision. The Strategy has given organisations a clear structure so that they can understand how the Board can help them develop their Welsh language services.

6.14 In 2008-09, 22 new and revised Welsh language schemes in this field received the approval of the Welsh Language Board and 27 voluntary body Annual Reports on the delivery of Welsh language schemes were responded to. The grant support money that was delivered through the 'Estyn Llaw' Fund (which was funded by the Welsh Assembly Government via the Welsh Language Board) has given an important boost to several important projects in the sector.

6.15 A great number of third sector organisations have made an invaluable contribution towards the continued and sustainable growth of the Welsh language as a thriving community language. The sector has a long tradition of promoting the language. Many organisations exist with the main objective of promoting the language. According to the Wales Council for Voluntary Action, there are approximately 30,000 voluntary and community organisations in Wales. There are many ways for the third sector to contribute to the vitality of the language and the Welsh Language Board will continue to work in partnership with the sector to encourage this. They also hope to see a continued increase in the number of approved Welsh language schemes from the sector.

### **The Welsh Language Board and the public sector**

6.16 Over a period of 18 months the Board implemented a pilot project with two public bodies, commencing in April 2007. These bodies were the Countryside Council for Wales and Her Majesty's Courts Service Wales. Previously the Board had trialled a bilingual administration scheme during 2006-07 in two public organisations, Ceredigion County Council and North Wales Police, with a view to creating opportunities and an appropriate climate for individuals to use the Welsh language in the workplace.

This project corresponds fully with the Assembly Government's vision for the Welsh language as it is stated in *Iaith Pawb* that initiatives should be developed which '*...give people more opportunities to use Welsh in their everyday lives*'.

6.17 Therefore, in 2007-08, for a period of 18 months, the activity was further extended and two further bodies given the opportunity to take steps to develop their internal administration, building on the experience and work of the first year.

6.18 Again the Board worked closely with the two bodies to develop their capacity to work through the medium of Welsh having regard to the administrative culture of the organisation; the language used for internal training; paper-based work; resources and professional advice.

#### **a) Countryside Council for Wales**

6.19 The Council employs a staff of 510 in 13 offices in Wales. It was decided at the project's outset that every member of staff would participate. The project was completed within the parameters of the original plan. The achievements resulting from the implementation of the project may be summarised as follows:

- a revised internal policy on bilingual working;
- provision of a bilingual summary of all Council papers;
- meetings of the Senior Executive Team held bilingually;
- staff seminars are now held bilingually;
- all internal meetings are opened and concluded bilingually, as a minimum;
- simultaneous translation equipment purchased in order to hold bilingual video-conferencing sessions;
- staff self-service available bilingually through a Human Resources computer system;
- budget identified in order to ensure that case work can be recorded bilingually on its internal computer system;
- authorisation, where practicable, for staff to complete the performance management process bilingually;
- staff enabled to change their computer interface to the Welsh version;
- an audit of staff language skills held, identifying language skills for posts and a skills programme which will commence from September 2008, with 64 participating in a training programme;
- enthusiastic learners placed to work alongside Welsh speakers in order to practise language skills;
- encouragement for the informal use of e-mails to practise the use of Welsh;
- departmental vocabulary toolkits created for specialist fields;
- enhanced recruitment policy;

- action plans prepared to increase the use of Welsh internally by every department;
- information provided or links to on-line aids;
- seminar held on bilingual skills for chairing meetings; and
- marketing scheme implemented on language practice e.g. internal presentations, newsletters, e-mails, social opportunities.

6.20 The final project report highlighted the intention to strengthen the section of the language scheme dealing with internal working, further specialisation in the area of skills, and monitoring of progress on departmental action plans.

#### **b) Her Majesty's Courts Service - Wales**

6.21 The organisation has 155 Welsh-speaking members of staff in Wales (approximately 12%). A further 82 are learning Welsh. The project came in direct contact with about 70 of the organisation's staff. The achievements of the project may be summarised as follows:

- a Welsh-medium induction course is available to new recruits to the Courts Service;
- the Courts' Board meetings are held bilingually in North Wales, plenary meetings - 2 out of 6 of the benches in North Wales, and Carmarthenshire is moving in this direction. Meetings of the judicial affairs group are held bilingually. Translation equipment has been purchased in three areas in order to hold internal meetings bilingually;
- paperwork for the performance management process is bilingual and to date the process has been implemented through the medium of Welsh at Caernarfon;
- Welsh-medium vocational courses are available e.g. the diversity course 'Gwahanol Bobl, Gwahanol Anghenion';
- Language Champions have been established in every office and court in Wales (42) and 3 seminars held to develop their functions;
- training provided to encourage staff to use Welsh during internal meetings;
- special project implemented in order to look at barriers to using Welsh in the workplace and actions agreed; and
- seminar held on bilingual skills for chairing meetings.

6.22 The Courts Service has stated its intention to further develop the work, e.g. the champions will be responsible for identifying actions to promote Welsh in the workplace; managerial aspects will be strengthened; in North Wales a close relationship has been established with Coleg Menai in order to hold on-line language improvement courses and this practice will continue.



## Use of Welsh by Young People

6.23 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 2008-09 designed to engage with young Welsh speakers. A key aspect of this is the support provided to develop the Welsh language music scene and to opportunities to harness young talent.

6.24 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 begun in 2003-04 and is run in partnership between the Board, S4C, and BBC Radio Cymru. During 2008-09 the project organised or jointly **organised 16 gigs, supported 10 new Welsh groups/artists and held a total of 29 workshops.**

6.25 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 **2008 tour** held in the autumn visited **20 schools across Wales** and reached an audience of **8,000 young people**. At least 400 young people attended workshops as part of the tour.

6.26 **Grants** were provided to organisations to help provide social activities for young people through the medium of Welsh. The organisations included the ***Mentrau Iaith, the Urdd, the Duke of Edinburgh Award, the Sports Council for Wales, and the Young Farmers Clubs.***

6.27 The aim of the Board's project to **support the use of the language** amongst young people is to encourage young people to show initiative, develop new skills and work together creatively to promote the use of Welsh in their schools, as well as giving them the freedom to explore their own relationship with the language.

6.28 The Welsh Language Board, teachers and local Welsh language initiatives worked together, to ensure that young people from 10 schools in South west Wales were given the opportunity to develop individual projects within each school to create interest in the language and, most importantly, make it relevant to themselves and their peers. During 2008-09, financial assistance was offered to these 10 schools and various activities were held between October 2008 and March 2009.

6.29 The Board's Children and Young People Team has also been working strategically to enhance the opportunities for young people to use Welsh, through the provision of Welsh-language youth services. Visits to 6 Local Authorities have been conducted to discuss and assess their levels of provision of Welsh language youth services.

## Welsh in ICT

6.30 The Welsh language must have a prominent place in the field of technology to ensure that it continues to be relevant for future generations.

6.31 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, and the strategy aims to increase widespread use of these and to further develop this area.

6.32 During 2008-09, the Board concentrated its efforts in promoting the use of Welsh language software currently available. The Board continued its practice of commissioning companies to promote Welsh language software within the private sector, and provide training and guidance on its use. The Board also held discussions with the Welsh Assembly Government, who are implementing a programme to ensure that the **free Welsh Language Interface Pack for Microsoft Office 2003** will be made available on all its desktop computers.

### **Terminology and Translation**

6.33 A Task and Finish Group comprising of the Welsh Language Board, the Welsh Assembly Government and other partners in the field of terminology standardisation submitted recommendations to the Minister for Heritage on the establishment of a National Centre for the Standardisation of Terminology. Discussions are continuing between officials in the Welsh Assembly Government and the Welsh Language Board to determine the way forward following receipt of the group's recommendations.

6.34 Meanwhile, the partnership work between the WLB and the Translation Service continued in the field of terminology. The Translation Service also undertook work to improve the sustainability and functionality of the TermCymru website.

6.35 The process of **standardising place names** for local authorities in Wales continues. The Welsh Language Board has been working closely with councils across Wales as a part of this initiative and convened several meetings of the Place Names Advisory Committee to take forward this agenda.

6.36 The **Linkline to Welsh** continued to provide short translations and proofreading of short pieces of text for free and **responded to nearly 17,000 enquiries**.

6.37 An independent review has been conducted on the **role of the Translation Service** within WAG, and the final report is expected during 09-10.

### **The Welsh Books Council**

6.38 The Welsh Books Council received grant funding of £1,356,000 from the Welsh Assembly Government to **support Welsh-language publishing** in 2008/09. This funding was distributed by the Welsh Books Council to support the publishing of new books and magazines, to support authors and illustrators, to support independent booksellers, to provide performance payments to publishers and to support marketing of new books.



## Use of Welsh by sporting bodies

6.39 The Welsh Assembly Government continues to support the governing bodies of sport to promote and increase the use of Welsh in sport.

6.40 As an indication of its commitment towards the Welsh language, in March 2008, the Welsh Rugby Union (WRU) announced its commitment to developing a Welsh language policy.

6.41 During 2008-09, a partnership between the Welsh Assembly Government, the Sports Council for Wales and the WRU delivered three projects to promote and highlight the importance and relevance of the Welsh language to the sport of rugby union. The projects delivered increased bi-lingual signage at the Millennium Stadium, bi-lingual material on the WRU website (which is an on-going project) and bi-lingual tickets and programmes for the Under 20s Rugby World Championships, held in June 2008. The WRU also increased the amount of Welsh on 6 Nations tickets.

6.42 Swim Wales introduced in Ceredigion the first ever Swim Wales level 1 bi-lingual 'Swim Teachers Award'. The local authority is now able to offer bi-lingual junior 'learn to swim' sessions in all its swimming pools.

6.43 In Rhondda Cynon Taff, the local authority is working with the University of Glamorgan to develop a pool of Welsh speaking volunteers to deliver sport and recreation provision through the medium of Welsh.

6.44 With the support of the Sports Council for Wales, Squash Wales has embraced the Welsh language and is now producing Welsh language/bi-lingual newsletters, whilst also training coaches to work through the medium of Welsh.

## Welsh in the Arts

### Theatr Genedlaethol Cymru

6.45 At the end of its tour of *Bobi and Sami* in March 2009, Theatr Genedlaethol's fifteenth production, **50,124 tickets** had been sold for the company's productions since its launch in 2004. The creation of Theatr Genedlaethol Cymru was an initiative of the Welsh Assembly Government to address the lack of larger scale mainstream drama available to tour arts centres and theatres across Wales.

6.46 Under the artistic leadership of its' Director, the company has succeeded in producing the variety of types of play that was envisaged when the company was created.

6.47 From the beginning, the company has embraced new writing with its opening production of Meic Povey's *Yn Debyg lawn i Ti a Fi* to the recent popular success of Aled Jones Williams' new play *Iesu!*

6.48 The classic repertoire has not been forgotten ranging from Daniel Evans' memorable production of Saunders Lewis' *Esther* to the recent *Bobi and Sami* which placed Wil Sam's work firmly within the context of the Europe-wide Theatre of the Absurd movement.

6.49 *Hen Rebel* and *Porth Y Byddar* saw the company creating plays documenting key events in the history of Wales.

6.50 The company now has a custom built rehearsal and office base on the Trinity College site in Carmarthen. They, with the college, are developing schemes to support the training of Welsh-speaking technicians, stage managers and set and lighting designers.

### **Music Theatre Wales**

6.51 ACW awarded a Lottery grant to Music Theatre Wales (a collaboration with two new venues in Wales, Galeri and the Wales Millennium Centre) to run an additional project entitled "***Stories in Music/Straeon mewn Cerddoriaeth***".

6.52 Designed for smaller-scale venues that are unable to offer their larger productions, it is the first example of the Company working through the medium of Welsh. This collaboration included work of a new Welsh composer and a Welsh-speaking choreographer and director to help nurture and develop new Welsh talent in music theatre. Gwyneth Glyn was commissioned to translate Stravinsky's "The Soldier's Tale" into Welsh.

### **More localised arts-based projects**

6.53 During the reporting period, Theatr Felinfach appointed a Dance Development Officer and it is she who coordinates dance provision in Ceredigion. The ability to communicate in the Welsh language was deemed essential, hence development work continues in very much the same way as previously delivered by Dawns Dyfed.

6.54 Additionally, ACW is currently working closely with Community Dance Wales with a view to making progress on the Dance and Welsh language strategy in partnership with Education.

### **Welsh on an international stage**

6.55 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 received **£47,000** from the Welsh Assembly Government during the 2008-09 financial year.

6.56 The project involves the secondment of teachers from Wales to key communities, the development of teachers from the local community, the establishment of structured courses and the promotion of Welsh language activities.

The activities supported by the Assembly Government benefit both the communities of the Chubut Valley (including Gaiman and Trelew) and those in the Andes (such as Esquel and Trevelin).

6.57 During 2008-09, the project developed close links with **Menter Patagonia** in association with the Urdd, Cymdeithas Cymru Ariannin, the British Council and support from private businesses. The Menter, which is similar in focus to the Mentrau Iaith which operate throughout Wales, provides opportunities to socialise through the medium of Welsh in Chubut.

6.58 Wales was the featured nation at the **Smithsonian Folklife Festival** in **Washington DC** in June/July of 2009. This was the biggest **Welsh Assembly Government-led international cultural project** held outside of Wales and every opportunity was being taken to showcase the Welsh language from holding Welsh language classes on the Festival site through to bilingual signs, so that people could see and hear the Welsh language in everyday use.

## Part 2 : Welsh Language Scheme Self-Assessment Questionnaire and Compliance Report 2008-09

### Introduction

This section provides an overview of our internal achievements during 2008-09, and highlights areas for further work in the future. We draw upon a range of evidence, including an annual self-assessment questionnaire and compliance reports submitted by 16 Departments to the Welsh Language Unit, to demonstrate compliance with the WAG Welsh Language Scheme<sup>4</sup>.

The Scheme sets out how the Welsh Assembly Government will deliver the principles 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.

The monitoring undertaken over the years has shown a steady development in the implementation of the Scheme. Previous monitoring reports, together with departmental Welsh Language Action Plans, have identified a number of priorities to be taken forward in order to progress implementation of the Scheme and mainstreaming Welsh Language issues. Those priorities are listed below together with a brief update on achievements.

The monitoring and data provided has shown that there is continued reliance on the translation services and limited staff within Welsh Assembly Departments who speak Welsh and are prepared to work through the medium of Welsh.

### Priority Areas

Priority	Progress
<b><i>Policy and delivery functions</i></b>	
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 has been given in 2008-09 to develop tools to assess impact. The Welsh Language Unit has kept a log of policies that have used the checklist during 2008/09. The Welsh Language Unit plans to develop further guidance in collaboration with the WAG Strategic Policy Unit during 2009/10.

<sup>4</sup> <http://new.wales.gov.uk/topics/welshlanguage/publications/06wlangscheme/?lang=en>.

Priority	Progress
To publicise and disseminate the new checklists for use when developing new policies, services and initiatives.	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 has been 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.
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.	The guidance has been shared with bilingual co-ordinators in meetings. Further work has taken place in 2008-09 to mainstream the guidance into Assembly Government grant awarding processes.
<b>Front line customer services</b>	
Ensure that the Customer Service Improvement Programme, and any spin-off projects, continue to treat bilingual provision as an integral aspect of good customer service in line with the Making the Connections core principles.	The Welsh Language Scheme team attended a series of stakeholder workshops, and has continued to be engaged with the Programme's spin-off projects in 2008-09.
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).	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. The <i>mae gen ti ddewis..</i> leaflets and other associated marketing materials have been distributed to staff at WAG knowledge fairs throughout the year and are distributed by in-house and external interpreters at events.

Priority	Progress
<b>Raising awareness</b>	
<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 team 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 has taken place in 2008-09 to identify opportunities to incorporate Welsh language issues into generic training.</p> <p>The Welsh Language Scheme team has also met with Eliesha (WAG's core training provider) on several occasions, to ensure that more courses are delivered through the medium of Welsh and that the leaflet produced by the Welsh Language Unit during 08-09 (to raise awareness of the Welsh Language Scheme) is included in each and every training pack where possible.</p> <p>Articles have appeared on Horizon (the WAG Intranet home page) directing staff to the Welsh language unit intranet site for information on tools developed for those wishing to check their Welsh text etc, including those sourced in-house by the Translation Service.</p>
<p>Raise awareness of the Scheme requirements with regard to meetings, conferences and events, including best practice for use of interpretation.</p>	<p>Guidance has been produced by the Welsh Language Unit and Translation Service and needs to be further publicised throughout the organisation in 2009-10 alongside the <i>mae gen ti ddewis...</i> leaflet (see above). Raising awareness materials have been used in initiation courses, a WAG Culture, Welsh Language and Sport Divisional (CWLSD) away day session, and a session with CYMAL.</p> <p>With regard to the generic courses the Welsh Language Unit has worked with Eliesha to ensure that the Action Centred Manager course is available in both Welsh and English and the new, Welsh language</p>

Priority	Progress
	option is advertised to a greater extent. More work is required in 2009-10 and beyond to ensure that more (and eventually all) courses are available in Welsh.
<b><i>Working bilingually</i></b>	
Implement recommendations of an internal Task and Finish Group which looked at issues surrounding bilingual working.	The recommendations have been taken forward in 2008-09, including a review of the role of the Translation Service within the organisation. This review will be completed in 2009-10. Work will also be undertaken on the Welsh Language Improvement programme. The Welsh Language Improvement Project team will be tasked with developing and implementing a Welsh Language Improvement Plan for the Welsh Assembly Government over a 3 year programme, to ensure that the organisation is prepared to deliver best practice in response to the proposed Welsh Language Measure.
<b><i>Bilingual skills planning</i></b>	
Ensure the future sustainability of bilingual skills planning and ensure that other processes and policies are compatible with ongoing bilingual skills work.	Bridging meetings were facilitated by an external consultant and were held for departments, Bilingual Service Co-ordinators, 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 ensuring that different policies are linked up and complementary.

## 7. Results and Analysis

This section shows the key findings from the Welsh Language Scheme Self-Assessment Questionnaire and Compliance Report. This questionnaire aims to ascertain how the Welsh Assembly Government reflects Welsh language considerations in all policy areas and delivers Welsh language services to the public.

### 7.1 Key Findings

#### **Of the 16 Departments which responded:**

- 14 stated that they currently have formal arrangements in place to ensure the Welsh Language Scheme is driven forward;



- 12 stated that they provide front-line public services, all of them said that at least some of their teams had bilingual staff in place;
- around half of the divisions that responded said that they revised drafts of translated documents and proof read in both languages at least 'sometimes'; and
- overall, the results show that there is an improvement from 2007-08 in the number of the divisions able to undertake routine tasks which require some Welsh language skills.

## 7.2 Departmental responses

Sixteen Departments within the Welsh Assembly Government were asked to answer 14 questions regarding their compliance with the Welsh Language scheme in the period 1 April 2008 to 31 March 2009.

Each of the questions covered a particular theme or topic. These included:

- Marketing of Bilingual Services;
- Language Awareness;
- Encouraging and Facilitating Bilingualism in Policy Areas;
- Publications and Forms;
- Conferences and Public Meetings;
- Internet sites;
- Interactive Internet Services;
- Publicity Campaigns, Exhibitions and Advertising;
- Services undertaken on a department's behalf by third parties;
- Staffing – front line public services;
- Arrangements for implementing the Welsh Language Scheme;
- New Brands;
- Helplines and Dedicated Lines;
- Evidence on take-up of Welsh medium services (where applicable);
- Additional Comments.

## 7.3 Marketing of Bilingual Services

Departments were asked:

***'During 2008-09, did you let the public in Wales know that you provide services through the medium of Welsh?'***

The term 'public' included voluntary organisations, public bodies and others representing limited companies.



Of the 13 departments for whom providing public services was applicable:

- 7 responded with, 'yes, at every possible opportunity'. The same number of departments gave this response last year;
- 11 stated that they refer to the existence of Welsh language services on their web pages and inform members of the public (in advance) that they may speak Welsh in public meetings; and
- 4 stated that they undertake specific marketing and PR exercises designed to draw attention to Welsh language services.

#### **7.4 Language Awareness**

Departments were asked:

***'How many of your staff have received training to ensure they know about the Welsh Language Scheme and how it affects their work?'*** (This question was not limited to 2008-09).

Of the 16 departments:

- Over half responded that most of their staff were aware of, and had received training on the Welsh Language Scheme. This is slightly higher than last year's results;
- 14 stated that the Welsh Language Scheme and Departmental action plan is discussed during induction for new staff in the department. Of the two that didn't discuss the Scheme and Departmental action plan during their inductions, it was noted that this was an area for development; and
- 12 stated that the commitments set out in the Scheme are reflected in staff handbooks, guidance and desk instructions. 11 departments stated that email reminders are sent to all staff from time to time, reminding them about the existence of the Scheme and the Departmental Action Plan.

Some departments commented that awareness of the Scheme is primarily maintained through the induction process. Discussions within team meetings and regular updates via heads of divisions, as well as discussion groups have also been implemented. For example, the Welsh Language Working Group within the Statistical Directorate have recently updated their divisional Welsh Language Guidance.

#### **7.5 Encouraging and Facilitating Bilingualism in Policy Areas**

Departments were asked **"if they had integrated linguistic considerations into their:**

- policy areas;
- ICT systems
- research;

- grant funding; and
- services to the public

## 7.6 Policy areas

Of the 12 departments for whom integrating linguistic elements into their policy work was applicable:

- more than half stated that they did so all the time; and
- 10 stated that their consultation documents include consideration of the Welsh Language.

The Public Administration Division have stated that while they have produced very few new policies of late, any new work is considered in the context of the Welsh Language Scheme, e.g. public inquiry rules.

## 7.7 ICT Systems

Of the 13 departments for whom integrating linguistic considerations into their ICT systems was applicable:

- Over half stated that they did so all the time, whilst 4 reported that they did so sometimes. This is an improvement from last year.
- 10 stated that they could provide examples of new/renewed ICT systems that provide a bilingual public facing interface and outputs.

The Statistical Directorate commented that they are currently investigating how their statistical dissemination tool, StatsWales, can be made fully bilingual, and how the Welsh Language Scheme requirements relate to StatsWales.

## 7.8 Research

- 9 of the 11 departments for whom research work was applicable stated that they mainstreamed Welsh language considerations in 2008-09 at least 'sometimes'.
- 10 departments stated that their tender specification documents for research work include the need for the *conduct and content* of research projects to be in line with Scheme requirements and reflect the bilingual nature of Wales, for example bilingual interviews, questionnaires, correspondence, seminars, that Welsh speakers were sampled, and that language was used as a variable when analysing data.
- The Welsh Assembly Government has worked closely in 2008-09 with the Office for National Statistics on the development of the 2011 Census. This partnership led to the employment of a Welsh language specialist within ONS to work on the 2011 Census Welsh questionnaires. This was to ensure that the Welsh version of the form is developed and tested in conjunction with the English version for the first time. This approach allows

maximum opportunity for concurrent testing in both languages and by using this method, issues unique to each language are given consideration at every stage of the development cycle. This work is supported by two working groups including representatives from the Welsh Assembly Government's Statistical Directorate, Translation Service and the Welsh Language Unit along with specialists from external bodies such as the Welsh Language Board, Canolfan Bedwyr and the Local Government Data Unit.

- Proposals for the 2011 Census were outlined in the White Paper 'Helping to Shape Tomorrow' which was published bilingually in December 2008. A Welsh language proficiency question will also be asked – the same question as asked in 2001. An English and Welsh questionnaire will be sent to all households in Wales.

## **7.9 Grant Funding**

Of the 12 departments for whom funding was applicable:

- 8 departments said that they always integrate linguistic considerations. This is an increase from last year; and
- 11 stated that they use the latest version of the Welsh Assembly Government's core terms and conditions of grant (which include conditions on the Welsh Language).

The Welsh Language Board grant funding guidance checklist is increasingly being used within the Department for Economy and Transport, for example within the Welsh European Funding Office, and as part of the Property Spending Programme Area's new Welsh Language Signage Scheme.

Legal Services has specifically required a funded project to improve its bilingual provision as a condition of future funding levels. When asked to increase funding to Wales Legislation on-line, it was made a condition of considering such an application that they increase their bilingual provision.

## **8. Services to the public**

Of the 11 departments for whom integrating linguistic considerations into their service to the public was applicable:

- 8 said that they always integrate linguistic considerations into their services to the public. This is unchanged from last year; and
- 7 stated that procedures have been put in place to ensure that new services cannot be developed without considering Welsh Language issues.

A fully bilingual library has been set up by the Equality Champion in the Department for Health and Social Studies for 'Easy Read', a service which provides accessible

information to the public and is resource efficient. Guidance for this service is also provided in English and Welsh.

### **8.1 Welsh Assembly Government's public face**

This section of the report outlines our performance in 2008-09 on presenting a bilingual corporate image through our stationery, e-mail, signs, publications, forms, internet site, press releases and advertising.

Our generic 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.

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 Communications directorate, as does the use of the existing logos by external agencies.

### **8.2 Signs on and in our buildings**

Internal monitoring work was undertaken by the WLU in 2008-09. Meetings have been held between the Welsh Language Unit and HR facilities department to ensure that all monolingual signs within CP2 and in other offices are translated. Progress has been made and we have been assured that all new signs will be produced bilingually. Regular meetings between the two parties to monitor progress in this area will continue in 2009-10. The reception area in Cathays Park now offers a service in Welsh, which is advertised via a notice placed on the reception desk and by staff wearing the Welsh Language Board's Iaith Gwaith badges.

### **8.3 Correspondence**

The Ministerial Services Division manages the process for dealing with Ministerial correspondence. The total number of answered items of correspondence in 2008-09 was 19,661. Of those, the total number of Welsh language items was 688, of which 573 were answered on time (83.0%). The total number of English language items received was 18,973 with 17,025 (89.0%) answered on time. It should be noted that an increased number of Ministerial correspondence was received and answered including ATs during 2008/09.

### **8.4 Publications and Forms**

Departments were asked **“if they were satisfied that that they had complied with the Welsh Language Scheme relating to publications and forms in 2008-09”**, whereby standard practice includes publishing written material for the public in Welsh and English together in one document using the translation prioritisation methodology<sup>5</sup>.

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<sup>5</sup> Paragraphs 5.4 and 5.5 of the Welsh Language Scheme.

Of the 14 departments for whom providing publications and forms was applicable in 2008-09:

- 10 answered 'yes, always' to this question. 10 departments also provided the same response last year; and
- 14 departments stated that all their publications and forms are assessed against the translation prioritisation scoring system to identify which documents should be published bilingually and slightly less than half said that they have a publications team who act as gatekeeper to ensure that publications are in line with the Scheme.

The Office of the Chief Social Research Officer have stated that further guidance on Welsh language and research publications will be developed once the Government Social Research publications protocol pilot has reported in December 2009.

### **8.5 Inspection reports**

CSSIW issued 3259 reports for registered care settings and 28 individual local authority reports during 2008-09. 810 reports, including all individual local authority reports, were produced bilingually in line with the Scheme. Of those produced bilingually, 62 (7.7%) were drafted in Welsh by CSSIW staff and translated into English, and the remaining 748 were drafted in English and translated into Welsh, using a dedicated contract resource established by the TS for use by CSSIW (and mirroring an arrangement also set up for Cadw and the publications section of DCELLS).

### **8.6 Forms**

#### *Health forms*

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.

Further progress has been made during 2008-09. The focus for the forthcoming year (2009-10) will be the updating of current products that are in the Health Commission 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.

### **8.7 Conferences and Public Meetings**

Departments were asked **“if they were satisfied that they had complied with the Welsh Language Scheme in 2008-09, by making arrangements to enable the public to participate in Welsh or English within public conferences and meetings, and making every effort to establish the language choice of those attending in advance to facilitate arrangements”**<sup>6</sup>.

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<sup>6</sup> Paragraph 4.5 of the Welsh Language Scheme.

Of the 14 departments that provided a conference or public meeting in 2008-09:

- 9 answered this question saying ‘most times’ and 3 answered with ‘yes, always’. None of the departments said that they ‘never’ complied with paragraph 4.5 of the Scheme, stating ‘We will make every effort to establish the language choice of those attending in advance to facilitate our arrangements’; and
- 12 stated that they could provide examples of conferences and public meetings held during the year in which the use of Welsh was facilitated and encouraged.

One department noted that they had received feedback on their Departmental Conference which drew attention to the lack of bilingual provision. As a result of this, bilingual provision will be made available in future years.

## 8.8 Internet sites

Departments were asked “**if the internet pages they are responsible for conform to the Scheme commitments, such as providing a language choice on the first page of a website**”<sup>7</sup>.

Of the 15 departments who had responsibility for internet pages:

- 10 said that all their pages conform. This is a slight increase from last year; and
- 13 stated that their departmental Web Team acts as gatekeeper to ensure that material is published through internet pages, in line with Scheme's translation scoring system.

A translator from the central team is dedicated daily to undertake the web translation work through the web content management system.

## 8.9 Interactive Internet Services

Departments were asked “**how many of their interactive internet services for which they are responsible are available in Welsh**”.

Of the 10 departments that provide Interactive Internet Services:

- 6 said that all of their interactive internet services are available in Welsh. This is an increase on the results from last year; and
- 9 departments said that when they post new interactive pages on their website, they do so in Welsh and in English.

The Department for Public Services and Performance noted that in 2009-10, there are plans to add discussion forums to the Public Sector Management Wales Internet pages, all of which will be available bilingually.

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<sup>7</sup> Paragraph 5.6 of the Welsh Language Scheme.



## 8.10 Publicity Campaigns, Exhibitions, Advertising

Departments were asked:

***Have all publicity and advertising activities conducted in Wales by the department in 2008-09 followed the requirements described in paragraph 5.8 of the Scheme?***

Of the 13 departments who stated that publicity and advertising activities were applicable to them:

- 10 said that they felt that all their publicity campaigns, exhibitions and advertising followed Welsh Language Scheme requirements; and
- 12 stated that they had procedures in place to ensure that both languages are taken into account at the design stage of any publicity activity.

## 8.11 Services undertaken on department's behalf by third parties

Departments were asked **“if they had ensured, where appropriate, that services they had contracted out to third parties in 2008-09 had included linguistic requirements in line with the Welsh Language Scheme”<sup>8</sup>.**

Of the 13 departments that said that this kind of work was applicable to them:

- all said that they were satisfied that relevant contracts had included linguistic requirements. This is an increase from the last year's results as the department for Children, Education, Lifelong Learning and Skills has improved in this area; and
- those 13 also stated that they included clauses referring to the Welsh Language Scheme in standard contracts and contract templates.

## 9. Mainstreaming

9.1 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. Overall, we have seen an increase in mainstreaming of the Welsh language.

9.2 A new policy checklist was introduced in 2007-08 as part of the ongoing effort to mainstream the Welsh language. The checklists have been designed to be used as part of the Welsh Assembly Government's Policy Gateway Integration Tool.

9.3 Of the 12 Departments that reported that integrating linguistic elements into their policy work was applicable (though this should be applicable in all cases), more than half stated that they did so all the time. Ten of the departments that responded stated that their consultation documents include consideration of the Welsh language.

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<sup>8</sup> Paragraph 3.5.2 of the Welsh Language Scheme.

## **9.4 Mainstreaming at Departmental level**

### **9.4.1 Arrangements for implementing the Welsh Language Scheme**

Departments were asked **“if they have formal arrangements in place (such as a language working group, or language champion in each Division) to ensure that the Scheme is driven forward within the department”**.

Of the 16 departments:

- 14 stated that they currently have formal arrangements in place to ensure the Scheme is driven forward. This is a slight increase from the results of last year. Of the two departments that do not currently have arrangements in place to ensure the Scheme is driven forward, both noted a Welsh Language Representative or champion would be nominated; and
- 14 stated that they had appointed a member of staff to take day to day responsibility for the scheme.

The Constitutional Affairs, Equality and Communications Departments noted that their Welsh Language Co-ordinators Group meet on a regular basis.

## **9.5 New Brands**

Departments were asked **“if they had introduced any new brands in 2008-09, and if so, how many had logos, slogans, titles, acronyms, etc, in Welsh only or bilingual”**.

- 7 departments introduced 14 new brands in 2008-09. Of the new brands introduced, 13 were bilingual. This is an improvement from 2007-08, when 6 departments introduced 11 new brands, 8 of which were bilingual brands.

## **9.6 Help-lines and Dedicated Lines**

Departments were asked **“if they had introduced any new helplines or dedicated lines during 2008-09, and if so, how many were able to provide services in Welsh”**. Of these able to provide services in Welsh, departments were asked how many were facilitated by a bilingual, automated, language choice option.

- Of the 6 new help-lines or dedicated lines introduced during 2008-09, all were able to provide services in Welsh. This is an improvement from last year when only 2 of the 3 newly established help-lines were able to provide Welsh services.
- In 2008-09, the bilingual helpline (0845 010 3300), which offers a language choice to customers through a bilingual greeting, received 67,993 calls. The Welsh language helpline (0845 010 4400) received 2,457 calls, 3.5% of the total 70,450 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.

## 10. Staffing

### 10.1 Staffing, translation, bilingual capability issues and providing a public service

People could be said to be the key resource in delivering the commitments in the WAG Welsh Language Scheme. Therefore, the Bilingual Skills Strategy is an important first step to effective staff planning to deliver bilingual services. Throughout the bilingual skills planning exercise which was commissioned in 2006, it has been a very difficult task to keep the information up-to-date. It has been identified that one of the key challenges for us would be the introduction of Welsh language skills of staff on U-Access (the HR IT System), a system detailing various information relating to members of staff.

In February 2009, Welsh language skills were added on U-Access. This has been a major development in helping us to identify gaps in our information. The section allows staff to record and update their Welsh language skills themselves, giving us an overall view of our Welsh language capacity (based on staff self-assessment of their skills) and supporting our compliance with our Welsh language scheme. Staff have been encouraged on a regular basis to update their details in this way.

In parallel, Business Units are currently updating the Welsh language requirements of posts on the HR IT system. Future Work for 2009-10 and beyond includes:

- Departments to update their Strategies and data annually, ideally 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.

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.

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 an independent consultant, WAG Departments and their HR Advisors have also been held, to review progress with bilingual skills planning and management in their areas. It was identified that further work needs to be done to ensure more ownership of bilingual skills planning and management activity at a Departmental and Divisional level, as it is linked to their Departmental ability to meet Welsh Language Scheme commitments and targets.

In truth, much has been achieved in the last year and it is now very much a case of embedding and sustaining the investment made.

## 10.2 Current Bilingual Capability

The following table provides a breakdown of the main results for the Welsh language skills of individuals as at the end of May 2009. The figures are based on data inputted on a total of 4,876 members of staff, 75% of the Assembly Government's workforce.

	<b>Numbers and percentage of staff able to use each skill in most or all work situations (levels 4 and 5 of the skills register)</b>
Speaking	726 (12%)
Understanding	720 (12%)
Reading	650 (11%)
Writing	509 (9%)

Of those who responded, almost 2,500 members of staff (41% of the current WAG workforce) have a level of Welsh language skills, ranging from level 1 (basic) to level 5 (fluent).

## 10.3 Current Bilingual Capability – departmental and divisional level

Twelve Departments reported that they had some teams which provided front line services and said that at least some of their teams had bilingual staff in place in 2008-09. This is a slight decrease on the results seen last year. All of these departments stated that they could provide evidence showing that they had conducted audits to assess staff language skills, they had undertaken an assessment to identify posts and workplaces which require Welsh-speaking staff, analysed gaps in the provision of Welsh-speaking staff, considered the need for Welsh language skills when they recruit more staff and ensured that Welsh language lessons are offered to staff.

Analysis has been carried out to determine to what extent Divisions undertook work in Welsh, without relying on the Translation Service (TS), as set out in section 6 of the Scheme.

In 2008-09, there was an overall increase in the proportion of divisions that undertook selected tasks without reliance on the TS. Below is a breakdown of the results by the different tasks:

- 83% understood the content of letters received in Welsh at least 'sometimes' (an increase of around 6 percentage points since 2007-08);
- 59% processed forms and responses to consultation exercises in Welsh at least 'sometimes' (up around 16 percentage points since 2007-08);
- 54% prepared written material under 500 words bilingually at least 'sometimes' (an increase of 19 percentage points since 2007-08);

- 65% prepared items with a small linguistic content (e.g. tables, navigation links, diagrams) in bilingual format at least 'sometimes' (up 17 percentage points since 2007-08);
- 48% updated websites in English and Welsh at least 'sometimes' (up 10 percentage points since 2007-08); and
- 57% stated that they revised drafts of translated documents and proof read in both languages at least 'sometimes' (up 13 percentage points since 2007-08).

Departments were asked how many of their teams providing front-line public services had bilingual staff in place in 2008-09.

Of the 12 departments for which providing front-line public services are applicable:

- all of them said that at least some of their teams had bilingual staff in place. This is a slight decrease on the results seen last year. For instance, the Human Resources department (now People, Places and Corporate Services) have seen a slight decline in this area. Moreover, they noted that although they provide limited front line public services, the Outreach Team from the Equality and Diversity branch visit careers fairs across Wales and on the whole have been able to provide a bilingual service at these events; and
- all stated that they could provide evidence showing that they had:
  - conducted audits to assess staff language skills;
  - undertaken an assessment to identify posts and workplaces which require Welsh speaking staff;
  - analysed gaps in the provision of Welsh speaking staff;
  - considered the need for Welsh language skills when they recruit or more staff and;
  - ensured that Welsh language lessons are offered to staff (where available).

## **11. Language training**

11.1 Acen is currently contracted to undertake Welsh language training for Welsh Assembly Government staff. It has been reported that a significant number of staff have experienced difficulty in enrolling on training courses during the course of the year due to a lack of funding. Training is offered to suit various levels, from pre-entry to proficiency, and specific resources were modified especially for the Welsh Assembly 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.

Thirty-eight courses were held between April 08 and March 09, these were held in 13 different locations across Wales, with 225 students participating. The annual budget for Welsh Language Training is currently £169,000.

During 2008-09, 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. Over 3800 hours of such activities were registered in Personal Learning Plans by 185 students. Some examples of activities were attending a 'Coffi a Chlonc' session, helping other learners, speaking Welsh in the workplace, learning about modern Wales, taking part in Welsh related events outside work, working with mentors, or attending Welsh courses outside Wales.

## **11.2 Vocational training**

During 2008-09, a number of vocational training courses have been organised through the medium of Welsh, by the Welsh Assembly Government's main training provider – Eliesha. These include sessions on Records Management, Subordinate Legislation, an introduction to Legislation, and Management Development Programmes.

## **12. Translation prioritisation system**

12.1 The written translation requirements of an organisation as large and diverse as the Welsh Assembly Government are vast, as it strives to meet the requirements of its Welsh Language Scheme in relation to publications and written materials. The translation volumes processed by the Translation Service are consistently high for all aspects of translation work.

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

Notwithstanding the improvement in confidence in policy Departments, the number of pieces of work referred to the Translation Service rose by 12% compared to 2007-2008. The increase in the number of words for translation rose by 7% and the number of pages proofread prior to publication in Welsh rose by 25%.

As a control point, the WLU receives all translation prioritisation forms electronically. For monitoring purposes in 2008-09, 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. 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 95 of the 120 items sampled, the categorisation was shown to be the correct one. Although 25 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 10 cases e.g. Category A items were scored as Category B1 meaning



they were translated anyway. 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 the accompanying guidance to ensure that it is applied in a consistent and correct manner.

## 12.2 Translation of documents

The current WAG Welsh Language 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 (96.31%) and B1 (0.03%) documents in 2008-09, and accepted 17 Category B2 documents.

<b>Category A, B1 and B2 documents received, translated and refused in 2008-09</b>				
Category	Items received	Items translated	Items in progress	Items refused
A	9,967	9,781	120*	66
B1	286	275	4	7
B2	78	28	12	38
no score/information	17	0	13	4

\*11 items on hold

*N.B. The table illustrates the number of items, by category, processed by the Translation Service during 08-09. The figures do not reflect the full extent of the translation work undertaken by the Assembly Government, particularly as they exclude the translation of documents separately administered by certain Departments (e.g. Cadw, CSSIW).*

## 12.3 Review of the Translation Service

The translation service is awaiting the outcome of an independent review. This work will be completed in 2009-10.

## 13. Welsh Language Unit

### 13.1 Administrative arrangements and future development plans - Welsh Language Unit

Administrative arrangements are in place to aid and monitor the implementation of the Scheme. These comprise of a Welsh Language Scheme Team, (consisting of 3 officers at time of publication), and the wider Welsh Language Unit and Bilingual

Service Co-ordinators (BSCs) which are located in each WAG Department. This section also outlines the briefings, guidance, information and training provided to develop staff awareness.

### **13.2 Responsibility**

A total of 6 BSC meetings were held in 2008-09. Some of the presentations made during the year included:

- the main findings of the 2008-09 Annual Report;
- Bilingual Skills Planning;
- internal use of Welsh; and
- Welsh Language Action Plans (WLAPs).

### **13.3 Inductions, guidance, briefings and training**

The WLU continues to conduct monthly induction course sessions in 2008-09, which, similar to last year, were attended by, on average, between 12 and 20 delegates per session (these courses are run by Eliesha Training). The content of the induction course includes awareness training on the Welsh Language Scheme and its implementation within the Welsh Assembly Government, Welsh Culture and data about Wales in general.

### **13.4 Publicising the scheme**

The Welsh Language Scheme Team has attended several internally-focused WAG knowledge fairs during the course of 2008-09 and have taken the opportunity at these to further publicise the Welsh Language Scheme to colleagues. The Welsh Language Scheme Team has also been working closely with the WAG Communications Directorate on a marketing campaign, which highlights a different aspect of the Welsh Language Scheme at different periods of the year.

The Welsh Language Unit has also published news articles on Horizon, on various issues, such as raising awareness of the Welsh Language Unit's intranet site.

### **13.5 Internal material**

The Internal Communications Team started work on a revised Welsh Language Policy document for staff in conjunction with the Welsh Language Unit and the WAG Translation Service in 2008-9 and this work will continue in 2009-10. In line with this, the 'Seren' (WAG internal) newsletter is produced bilingually, as are internal 'all staff' emails, all posters, and leaflets with minimal text.

Delegates at Leadership Events wishing to hold discussions in Welsh are given the option of doing so where there are sufficient numbers of Welsh speakers attending each event to make this feasible. The internal communications team have been working closely with stakeholders to extend the use of the Welsh Language in internal communications and expect to continue this work in 2009-10 and beyond.

## **13.6 Complaints**

The Welsh Language Unit registered 12 Scheme-related complaints during 2008-09 including those sent direct to Divisions. This year's data shows that we received one more complaint than last year.

## **13.7 Welsh in the Workplace Improvement Plan**

The Welsh Assembly Government intends to develop a Welsh Language improvement plan, in order to ensure that the organisation is prepared to deliver best practice in response to the proposed Welsh Language Measure. This will also help inform the preparation of our next Welsh Language scheme, which is to be in place by December 2010.

## **13.8 Review of Director Generals' Business Support Services**

As part of the Welsh Language Unit's ongoing programme of improving their policy and strategic support for the implementation of the Welsh Language Scheme, a 'Director General (DG) Welsh Language work-stream' was established in Spring 2009, and was headed up by the Welsh Language Scheme team. This work commenced to identify current functions and issues in relation to departmental operational and delivery aspects of the Assembly Government's Welsh Language scheme, with particular regard to the opportunities presenting themselves with the creation of the new DG business units. Agreement on the recommendations and proposals made by the task and finish group will assist in ensuring that appropriate resources and harmonised best practices are firmly in place going forward.

## **13.9 Welsh Language Action Plans**

Following an earlier review of action plans, they were streamlined in 2008-09 and now include a summary of the key strategic/policy priorities within the Action Plan. Further work has taken place during 2008-09 to embed this ongoing process, and this will continue into 2009-10.

## **14. Public Appointments**

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.

Analysis of new appointments made by the Assembly Government to AGSBs was carried out in 2008-09. In total 36 appointments were made. It was found that 18% of applicants were Welsh speakers; 32% of those selected for interview were Welsh speakers; and 25% of those appointed were also Welsh speakers.

As in previous years, all material used in this process is produced bilingually and interviews were conducted in the preferred language of the candidate, either by arranging an all-Welsh speaking panel or providing an interpretation service through the in-house team. The candidate is always made aware of the linguistic make-up of the panel so that they are able to make an informed choice, for instance, whether or not to request an interpretation service at the interview.

## 15. 2006 Welsh language Scheme Targets and progress to date

Target	Status (as at March 2009)
Departmental Welsh Language Action Plans will come into force	Achieved and ongoing (annually)
Departments to mainstream the Welsh Language into operational plans	Achieved and ongoing (annually)
The majority of staff to greet bilingually when answering the telephone by January 2008 (para. 4.4.1 of the WAG Welsh Language Scheme (WLS))	Achieved and ongoing
Develop a fully bilingual out of hours telephony service by 2010 (para. 4.4.1 of the WLS)	Not achieved
All e-mail addresses will be bilingual from March 2007 (para. 5.1 of the WLS)	Achieved and ongoing
Complete prescribed bilingual traffic sign drawings by Spring 2007 (para. 5.3 of the WLS)	Achieved and ongoing
Full access and analysis of Welsh Language Skills data will be available during the lifetime of this Scheme (para. 6.1 of the WLS)	Not yet fully achieved (due to major WAG re-structuring)
Review of the Implementation of the Bilingual Skills Strategy by December 2008	Not yet achieved (this is due to be actioned within 3 months of a new WAG Welsh Language Scheme coming into force)
Develop new Welsh language training provision for staff across Wales to commence in 2007 (para. 6.1 of the WLS)	Achieved and ongoing
Welsh Language Unit and HR Department will develop a Welsh language awareness training course by end of 2007 (para. 6.6 of the WLS)	Achieved and ongoing

Consider other means of recognising Welsh speakers e.g by using the laith Gwaith badges on e-mail, business cards and security badges (para. 6.7 of the WLS)	Achieved and ongoing
Develop an agreed approach to monitoring with the Welsh Language Board by March 2007	Achieved and ongoing

## 16. Targets for 2009/10

- Welsh Assembly Government to undertake a thematic audit of the implementation of the scheme to date and consider actions/improvements;
- WLU to undertake review of best practice and develop an improvement plan;
- WLU to start work on 2010 scheme – define user needs and develop a work programme;
- Departments to update their Welsh Language Action Plans and bilingual skills strategies and data annually, ideally every autumn;
- WLU to review existing WLS guidance and intranet information and develop closer monitoring regime of Departmental activities;
- develop and agree monitoring and operational processes and policies in conjunction with HR to ensure they are consistent and compatible with bilingual skills planning.