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# Welsh language: Annual report 2010–11



# Welsh language: Annual report 2010–11

<b>Audience</b>	Assembly Members; Welsh Language Board; general public; and all others with an interest in the Welsh language.
<b>Overview</b>	This report sets out the Welsh Government's achievements during 2010–11 in delivering its Welsh Language Scheme and working towards the goal of creating a truly bilingual Wales – the aim outlined in <i>Iaith Pawb</i> , the Welsh Language Strategy published in 2003.
<b>Action required</b>	None.
<b>Further information</b>	Enquiries about this document should be directed to: Welsh Language Unit Department for Education and Skills Welsh Government Cathays Park Cardiff CF10 3NQ e-mail: <a href="mailto:UnedIaithGymraegWelshLanguageUnit@wales.gsi.gov.uk">UnedIaithGymraegWelshLanguageUnit@wales.gsi.gov.uk</a>
<b>Additional copies</b>	This document is only available on the Welsh Government website at <a href="http://www.wales.gov.uk/educationandskills">www.wales.gov.uk/educationandskills</a>
<b>Related documents</b>	<i>Iaith Pawb: A National Action Plan for a Bilingual Wales</i> (Welsh Assembly Government, 2003); <i>Welsh Language Scheme 2006–11</i> (Welsh Assembly Government, 2006); <i>Welsh Language Scheme 2011–16</i> (Welsh Assembly Government, 2011)

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## Ministerial foreword

This report sets out the Welsh Government's achievements during 2010–11 in delivering its Welsh Language Scheme and working towards the goal of creating a truly bilingual Wales – the aim outlined in *laith Pawb*, the Welsh Language Action Plan published in 2003.

The key developments during 2010–11 were as follows.

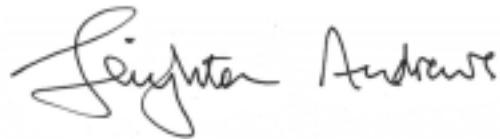
- In April 2010, the Welsh Government's first Welsh-medium Education Strategy was published. The strategy will develop effective Welsh-medium provision from nursery through to further and higher education, while building on the foundations laid by *laith Pawb*.
- In February 2011, Royal Assent was given to the Welsh Language (Wales) Measure 2011, which will change the legislative framework surrounding the Welsh language. The Measure establishes the post of Welsh Language Commissioner to promote the use of the language and enforce the rights of Welsh speakers.
- In March 2011, the Welsh Language Board approved the Welsh Government's new Welsh Language Scheme, which has a renewed focus on mainstreaming the language into everything that we do.

In addition, the Welsh Government is developing a new Welsh Language Strategy, which will replace *laith Pawb*. The strategy will reflect the new legislative framework provided by the Welsh Language Measure and will have a strong focus on increasing the use of Welsh and safeguarding its use in communities across Wales. It will also complement and support the vision set out in our Welsh-medium Education Strategy.

As we develop our new Welsh Language Strategy, and as we implement our new Welsh Language Scheme, it remains important for us to report on the progress made during 2010–11. To this end, this report provides details about the very wide range of activities undertaken by the Welsh Government and its partners in support of the language. I am delighted to see the language mainstreamed into more and more of our activities, from providing services to the public to developing new policies to benefit communities across Wales. We have a good story to tell – and I make no apologies for the length of this report which is, of itself, an indication of the extent to which the Welsh language is embedding itself as a cross-cutting theme within our work.

Our focus is on the future, however. To this end, the Welsh Government has secured the National Assembly's approval of the Welsh Language Commissioner (Appointment) Regulations 2011. Following this, Meri Huws was appointed, on 5 October 2011, as the first Welsh Language Commissioner, enabling her to have an early input into the important work that lies ahead.

I look forward to working with the Commissioner, and with other organisations working to promote the use of Welsh, as we continue to drive forward the work required to ensure a bright future for the language.

A handwritten signature in black ink that reads "Leighton Andrews". The signature is written in a cursive style with a large initial 'L'.

**Leighton Andrews**  
Minister for Education and Skills

## Introduction

The Welsh Government's goal for the Welsh language is to create a truly bilingual Wales, where people can live their lives through Welsh, English, or both languages. *Iaith Pawb: A National Action Plan for a Bilingual Wales* was published in 2003, describing how the Welsh Government of the day proposed to achieve that aim.

In addition, the Welsh Government operates a statutory Welsh Language Scheme<sup>1</sup>, in accordance with the Government of Wales Act 2006 and the Welsh Language Act 1993. It describes how we will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act that the Welsh and English languages should be treated on a basis of equality whenever we provide services to the public in Wales.

This report outlines the progress we have made during 2010–11 in implementing our scheme and in delivering the goal of seeing the Welsh language thrive.

Our key achievements include the following.

- The Welsh Language (Wales) Measure 2011 was approved by the National Assembly for Wales on 7 December 2010. The Measure received Royal Assent on 9 February 2011.
- The Welsh Government's first Welsh-medium Education Strategy was launched by the then Minister for Children, Education and Lifelong Learning in April 2010 to develop effective Welsh-medium provision from nursery through to further and higher education.
- In March 2011 the Welsh Language Board approved the Welsh Government's new Welsh Language Scheme, which has a renewed focus on mainstreaming the language into everything that we do.
- The Welsh Government awarded grant funding of £13,800,000 to the Welsh Language Board and £1,650,000 to the Welsh Books Council to support Welsh language publishing.

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<sup>1</sup> [www.wales.gov.uk/topics/welshlanguage/publications/06wlangscheme/?lang=en](http://www.wales.gov.uk/topics/welshlanguage/publications/06wlangscheme/?lang=en)

# The Welsh Language (Wales) Measure 2011

The Welsh Language (Wales) Measure 2011 was approved by the National Assembly for Wales on 7 December 2010. The Measure received Royal Assent on 9 February 2011.

The Measure:

- confirms the official status of the Welsh language
- creates a new system of Welsh language standards, to impose duties on bodies to provide services through the medium of Welsh
- creates a Welsh Language Commissioner with strong enforcement powers to protect the rights of Welsh speakers to access services through the medium of Welsh
- gives individuals and bodies the right to appeal to a Welsh Language Tribunal against decisions made by the Welsh Language Commissioner in relation to the provision of services through the medium of Welsh
- creates a Welsh Language Partnership Council to advise Welsh Ministers on its strategy in relation to the Welsh language
- allows for an investigation by the Welsh Language Commissioner of instances where there is an alleged interference with the freedom of Welsh speakers to use the language with one another.

## Directorate reports

This section of the report sets out each of the Welsh Government Directorates' achievements during 2010–11, with regard to promoting and facilitating the use of Welsh and complying with the Welsh Government's Welsh Language Scheme.

The Directorate reports also outline key activities to be undertaken during 2011–12.

A description of Directorate responsibilities is set out at the annex of this report.



## Sustainable Futures Directorate

Each Sustainable Future (SF) Department seeks to ensure that the Welsh Government's Welsh Language Scheme is considered in each stage of its work.

### Policy and service development

The Welsh Language (Wales) Measure received Royal Assent in February 2011. It confirms the official status of the Welsh language and will lead to the establishment of the post of Welsh Language Commissioner, an Advisory Panel for the Commissioner and a Welsh Language Tribunal. The Measure will also lead to the development of Welsh language standards, that will replace Welsh Language Schemes and establish rights for Welsh speakers in the provision of services. The Measure also includes provisions with regard to the freedom of people wishing to speak Welsh with one another. In addition, a statutory Welsh Language Partnership Council will be established to advise the Welsh Ministers about their Welsh Language Strategy.

An amended Welsh Language Scheme for the Welsh Government was approved by the Welsh Language Board in March 2011.

The consultation on a new Welsh Language Strategy *A living language: a language for living* ended in February 2011, following which the then Heritage Minister made a statement on 22 March outlining the next steps to finalise the strategy. The draft strategy set out the aim of seeing:

- an increase in the number of people who both speak and use the language
- an increase in the opportunities to use Welsh, allied with initiatives aimed at raising people's confidence and fluency in the language
- an increase in people's awareness of the value of Welsh, both as part of our national heritage and as an important skill in modern life
- directed initiatives throughout Wales to strengthen the Welsh language at community level.

The Welsh Books Council received grant funding of £1,650,000 from the Welsh Government to support Welsh language publishing in 2010–11. This funding was distributed by the Welsh Books Council to:

- support the publishing of new books and magazines
- support authors, illustrators, photographers and designers

- support creative editors in the publishing houses
- support independent booksellers
- provide performance payments to publishers
- support the marketing of new books.

This included an increase of £300,000 on the previous year's allocation. This additional funding enabled the Council to increase the number of creative editors in the publishing houses and to increase the funding available for authors and for artwork and design for more visually ambitious books.

The Welsh Government has lobbied the UK Government in relation to the reduction in S4C's funding. In addition, following the Comprehensive Spending Review announcement in October 2010 that S4C funding should in future become the responsibility of the BBC, we have continuously emphasised the importance of safeguarding S4C's independence. In October 2010, the four party leaders in the National Assembly for Wales wrote to the Prime Minister seeking an independent review of S4C, to be commissioned jointly by the UK Government and the Welsh Government. On 3 November 2010, the Welsh Government organised a forum on the future of S4C.

The main concern expressed at the forum was to stress the overwhelming importance of maintaining S4C's independence. There was also a strong desire to provide long-term clarity on funding beyond the period of this current settlement. The clear view was also expressed that there should be an appropriate level of Welsh stakeholder representation in any discussions taking place regarding structures and governance arrangements. The Welsh Government fully supported the comments made at the forum and has drawn them to the attention of Ministers at the Department for Culture, Media and Sport.

The daily Welsh online news service Golwg360 ([www.golwg360.com](http://www.golwg360.com)), owned by Golwg Newydd, which is a sister company of Golwg Cyf., was launched in May 2009, and use of the site has grown regularly since then; following a redesign, the number of monthly visits is over 160,000 (as at March 2011).

A review of the service was commissioned by the Welsh Books Council in the summer of 2010. This showed that readers were of the opinion that the journalistic quality of the service was of a high standard and compared favourably with similar services. The review contained several recommendations on how the service could be developed, and these were accepted by Golwg360. Following the review, the Welsh Books Council extended Golwg Newydd's contract for a further three years, from 2011, so that the company could build on its achievements and further develop the service.

In 2008, an historic agreement was signed with the Council of the European Union to allow elected politicians to speak Welsh at Council of Ministers' meetings.

In 2009 and 2010 respectively, similar agreements were reached with the EU advisory bodies, the Committee of the Regions and the Economic and Social Committee. Citizens are now able to write to the Council of the European Union, the European Commission, the Committee of the Regions and the Economic and Social Committee in Welsh.

Further to the use of Welsh at a Council of Ministers meeting and a plenary session of the Committee of the Regions in November 2008, an agreement with the European Commission on the correspondence element was signed in July 2009. At present, negotiations continue (at UK Government level) to also allow citizens to write in Welsh to the European Parliament and the European Ombudsman.

The Welsh Government continued to fund the Welsh Language Teaching Project in the Chubut province of Argentina. This project is managed for the Welsh Government by the British Council in collaboration with Cymdeithas Cymru–Ariannin (the Wales–Argentina Society) and the Welsh for Adults Centre at Cardiff University. The project received £54,000 from the Welsh Government during the 2010/11 financial year.

During 2010–11, the project continued to work closely with Menter Patagonia in association with other partners including the Urdd, Cymdeithas Cymru–Ariannin and the British Council. 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.

A major development arising from the Arts Council of Wales (ACW) Investment Review, the outcome of which was published in June 2010, was a drive to mainstream Welsh language through new agreements with revenue-funded organisations. These will come into force for 2011–12.

The ACW is currently updating and rewriting its Welsh Language Scheme, in liaison with the Welsh Language Board, and it is hoped that this will be approved in the autumn.

The ACW continues to provide support to the Urdd and Cwmni Mega's Welsh language pantomime.

The Anglesey-based drama company, Frân Wen, received grant support to develop a Welsh language stage adaptation of Rachel Trezise's *Fresh Apples*.

Galeri's Tymhorau project was supported by a Lottery grant and led to a show which is touring to venues in Wales. The idea combines the much-loved *Four Seasons* by Vivaldi with newly commissioned Welsh language poetry from Mererid Hopwood, who developed the pieces with groups of children.

Arad Goch received additional lottery funding to produce a Welsh language family show, *Stwffio*.

The Wales Millennium Centre (WMC) has adopted an integrated approach to promoting the Welsh language throughout the centre and to mainstream the Welsh language in its work as far as possible. The WMC is also committed to providing a high quality of service in both Welsh and English to its visitors and customers. The centre has worked with resident arts organisations and the centre's retail outlets to develop and implement its bilingual strategy – and to ensure consistent exposure for visitors and audiences to the Welsh language in those parts of the WMC where there is communal public access.

In 2010–11, there have been 126 Welsh language performances in the Weston Studio and on the Glanfa Stage in the WMC, which is an increase of 64 per cent.

In terms of Welsh language theatre, WMC has recently hosted productions by Cwmni Arad Goch, Cwmni Mega and Theatr Genedlaethol Cymru. The WMC has also entered into partnership with Galeri in Caernarfon for the production of Welsh language productions such as *Llyfr Mawr y Plant*, the first Welsh language musical to be staged at WMC.

The WMC is collaborating with Theatr Na N'og and Theatr Mwldan to show *Salsa*, a large-scale Welsh language co-production. The WMC also intends to host six Welsh language plays by the Cardiff-based Protest Fudur and there will also be new plays performed for the first time by local youth groups, schools and colleges. WMC, through its Incubator Project, gives Welsh companies a helping hand to develop new work and is also working closely with the Welsh theatre to build a Welsh language adult drama audience to encourage the production of new Welsh language productions.

From 1 April 2011, oversight of the WMC will transfer from the Welsh Government to the Arts Council for Wales. The ACW is in the process of discussing a new funding agreement for 2011–14 with the WMC. This will include a key performance indicator (KPI) which will monitor the number of Welsh language productions taking place there.

Sport Wales continues to work with partners across the sports sector including National Governing Bodies of Sport (NGBS), local authorities and third sector organisations, such as the Urdd, to promote the use of Welsh in the organisation and delivery of sporting opportunities.

In the coming year, a number of local authorities have included specific reference to investing in boosting Welsh language provision via the Local Authority Partnership Agreements that they have with Sport Wales.

Specific examples of current Welsh language provision include the following.

- **Vale of Glamorgan** – Working with the Urdd, a project was set up to develop a range of bilingual sporting opportunities for children and young people throughout the county to develop opportunities for young people to undertake leadership roles through the medium of Welsh. In January 2011 the project had established three community clubs in gymnastics, football and tag rugby. New community clubs are currently being developed for dance, football and hockey. Plans are now in place to look at how to enhance and sustain these clubs as well as increasing membership and encouraging volunteers.
- **Swansea** – At Penyrheol Leisure Centre in Swansea there are weekly lessons taught solely through the medium of Welsh. Several teachers are bilingual and can deliver both school and after-school lessons bilingually.

- **Ceredigion** – The Local Authority Partnership Agreement has arranged girls-only football sessions, which have been put in place to encourage more girls to stay in sport. The coaching sessions are delivered bilingually by the coach and young volunteers.
- **North Wales Outdoor Partnership (NWOP)** – The NWOP has been working to extend the range of opportunities it can offer to the Welsh-speaking community, to include:
  - working with national governing bodies of sport (NGBS) who are active in Wales to deliver Welsh language courses for instructors and leaders
  - promoting and marketing NWOP to local communities
  - extending the NWOP's Engagement Gateway and Individual Learning Management (ILM) programmes to include a high proportion of Welsh speakers
  - developing Welsh-speaking volunteers in outdoor activity clubs
  - identifying other priorities that will allow NWOP to effectively deliver its Strategic Environment, develop Welsh language opportunities and support cultural development in the outdoor sector.

Sport Wales is also in the process of reviewing its own Welsh Language Scheme, to ensure that it continues to support partners in the delivery of opportunities to Welsh-speaking communities. It is hoped that this will be submitted to the Welsh Language Board for approval in autumn 2011.

CyMAL's *Libraries Inspire 2012–2015* is a strategic framework to inform Welsh Government policy in its work relating to Welsh libraries. It has been the subject of a full Policy Gateway process and a public consultation, which closed on 31 March. The Welsh Language Unit was involved in the document's development at the Policy Gateway stage to ensure that Welsh language issues were addressed.

Sponsorship of the *People's Collection Wales*, as an advanced bilingual online portal to Welsh heritage, has provided an innovative approach to collecting, interpreting, displaying and discussing Wales' rich and diverse cultural heritage, encouraging individuals and community groups to contribute to the story of Wales on a bilingual online platform, alongside cultural heritage institutions.

CyMAL provides bilingual advice and support to the museum, archive and library sector and offers a Welsh language sponsorship service to the National Library of Wales. Welsh language services are advertised to the sector through existing channels such as the bilingual CyMAL magazine and the CyMAL bilingual website and online information.

Under a scheme to be administered by the Big Lottery Fund, money held in **dormant bank and building society accounts** can be reinvested in local communities. In order to secure a positive effect on the language we require that, in distributing dormant accounts money in Wales, the Big Lottery Fund 'must promote and support the Welsh language and reflect the bilingual nature of Wales, including giving effect to the principle of equality between the English and Welsh languages'.

A new package of revenue funding was agreed for the **National Botanic Garden of Wales**, to run from 1 April 2011 to 31 March 2014. The new agreement takes forward the existing requirement for the garden to promote the use of Welsh in all its activities, but this has been strengthened to include the need for it to adopt a Welsh Language Scheme by 31 March 2012.

The major policy development projects developed by Cadw during the year supported the realisation of the Heritage Minister's 2009 Ambition Statement for the Welsh historic environment, as follows: Cadw is coordinating the development of an all-Wales heritage interpretation plan, which seeks to present a coherent and authentic set of storylines for the telling of Welsh history. The role of the Welsh language is a central principle of all the plans. All Cadw interpretative products are bilingual and it is a condition of Cadw grant that any interpretation or publications supported by a grant will also be bilingual.

Cadw convened meetings with representatives of the Welsh universities to discuss ways in which the study of, and research into, Welsh history might be better promoted. This has led to the establishment of a partnership with History Research Wales (a consortium drawing upon all Welsh universities) and the National Museum of Wales to establish a **History Research Framework for Wales**. One of the first actions for this partnership will be to quantify the relative strengths and deficits in the academic sector currently. It has already been suggested that there is currently little delivery of heritage management through the medium of Welsh.

In 2010–11, Cadw undertook a £3 million project to conserve, interpret, present and improve physical and intellectual access to key historic sites associated with Welsh culture, heritage and nationhood.

Significant excavation and conservation work has been undertaken at 10 sites across Wales with connections to the Princes of Wales, including Owain Glyndŵr. This strategic programme of work has helped secure the future of key iconic sites across Wales. All interpretation associated with these projects is bilingual.

The bilingual **Food for Wales, Food from Wales 2010–2020 Policy** was published and launched by the Minister for Rural Affairs in December 2010 at the award-winning family farm shop at Cwmcerrig, Cross Hands. The launch was conducted through the medium of Welsh, including the main address by the Chair of the Food and Drink Advisory Partnership. All documents were bilingual and translation facilities were available. This approach, and compliance with our Welsh Language Scheme, will continue during 2011–12 as we implement the strategy.

Work to establish a single point of contact for all enquiries, information and advice on **Flood and Coastal Erosion Risk Management** has begun. A pilot is being hosted by the Environment Agency as part of their floodline service. It includes three local authorities, two internal drainage boards and Dŵr Cymru: Welsh Water. Floodline is already a bilingual service; the single point of contact will also be delivered bilingually.

The Environment Agency is undertaking an awareness-raising programme in relation to **flood risk**, on behalf of the Welsh Government, through a touring programme that is providing formal information points at local events and within town centres. The programme is supported by home visits undertaken by Environment Agency staff – a number of visiting officers speak Welsh. In addition, flood risk information is available bilingually.

Measures are in place to ensure that Welsh-speaking members of the public can access a bilingual Welsh licensing service; the service allows customers to access licenses that will allow them to kill certain pest species. The Welsh Government policy official dealing with **wildlife licensing** is a fluent Welsh speaker and many Wildlife Advisors are bilingual. Forms and guidance are available in both languages.

The Welsh Language Board has been in discussions with the Welsh Government with regard to the consultation relating to the development of the new **regulatory framework for housing**, particularly with regard to the element of a delivery outcome that aims to treat the Welsh and English languages equally. All information that is disseminated to major partners is bilingual; a recent example being the guidance issued on empty homes that was published in September 2010.



All engagement with the **tourism industry** is through bilingual websites, e-mails and Visit Wales newsletters. At industry events, such as trade shows, etc., facilities are provided to enable people to participate in English and Welsh, with simultaneous translation facilities available. At each event, participants are made aware that they can participate in either language. All related promotional materials and documents are bilingual.

Visit Wales can arrange for its Quality Assessors to carry out **star-grading assessments** of tourism businesses in Welsh; the report can also be provided in Welsh. Visit Wales keeps a database record of all tourism organisations that prefer to undertake their business through the medium of Welsh.

During 2011–12, there will be a focus on establishing the office of the **Welsh Language Commissioner** and implementing the Welsh Language (Wales) Measure; ensuring effective implementation of the Welsh Government's new Welsh Language Scheme; continuing work on a new Welsh Language Strategy; developing a strategy for safeguarding the **future of cultural services**; developing new policy directions for the **Big Lottery Fund** and the **Arts Council of Wales (ACW)**. The ACW 2011–12 remit letter includes a requirement to 'seek improved delivery of services in . . . Welsh language theatre'; this will be monitored.

### **Promoting the use of Welsh**

All of CyMAL's policy documents have sections specifically focused on the Welsh language. The **Welsh Public Library Standards** specify a minimum average spend on the purchase, marketing and promotion of Welsh language material in public libraries. *A Museums Strategy for Wales 2010–2015* contains a specific section to encourage the use of the Welsh language through high-quality exhibitions, publications and activities, including a case study to support Welsh language learners and a commitment to explore the development of Welsh language terminology for museums.

The consultation on the *Libraries Inspire 2012–15 Strategy*, includes references to promoting the Welsh language, particularly in terms of providing resources and increasing the amount of Welsh language material available on the web by digitisation. A bilingual chair was available for the public consultation events, and simultaneous translation equipment was also provided.

The remit letters for the **National Library of Wales** and the **National Museum Wales** contain requirements for them to mainstream the Welsh language. The National Library of Wales operates internally primarily through the medium of Welsh and has been used as an exemplar in the use of Welsh in the workplace for other organisations. The National Library provides a wide range of bilingual and Welsh language material, accessible to users in the National Library building and through its website [www.llgc.org.uk](http://www.llgc.org.uk). Amgueddfa Cymru provides a bilingual service to visitors and has won acclaim for its pioneering work to use its collections and resources as an aid to adult Welsh learners.

The Visit Wales' **Croeso Cynnes Cymreig** Award is a customer-service training programme for tourism employees, developed in partnership with the Welsh Language Board. Its purpose is to ensure that tourism and related businesses strengthen their skills of welcoming people in a distinctly Welsh way, including speaking Welsh, to create a unique Welsh sense of place.

The Welsh Government's Regeneration Strategy includes a commitment to support the Welsh language. The **Peblig, Caernarfon Project** supports Peblig residents to apply for jobs where Welsh is considered to be an important skill. One outcome has been the development of a Welsh-medium Language at Work course with Coleg Menai, to raise confidence and language skills in the context of the workplace and when seeking employment. The 2010–11 work programme has identified 'Entrepreneurship in Peblig' as a new priority. Peblig has the highest percentage of residents in Wales with Welsh as a first language and, in 2008 the ward was ranked 82 in the Welsh Index of Multiple Deprivation.

### **Research, inspection and review**

CyMAL research commissions require that contractors must ensure that the services that they provide are compliant with our Welsh Language Scheme. Resulting research publications are bilingual. Examples of areas where research has been commissioned by CyMAL include the following.

- The Welsh Public Library Standards assessment process, makes provision for library authorities to make Annual Returns in Welsh; all responses to assessment reports are provided in the language of the Return, with accompanying letters prepared bilingually.
- Welsh museums undertaking the Museum Accreditation process are supported to complete associated paperwork in their language of choice.

- Scotinform is evaluating the Libraries for Life 2008–11 Strategy Programme and is undertaking quantitative and qualitative fieldwork with face-to-face interviews, focus groups, online focus groups and surveys, and paper surveys. All fieldwork has been conducted in both languages. Scotinform has also considered the differences in the responses of Welsh and non-Welsh speakers.
- A Funding and Governance Review of the **National Botanic Garden of Wales** was undertaken during 2010/11 in order to inform the Heritage Minister's decisions with regard to its future funding. One recommendation was that the garden needed to improve the Welsh language information that it provided to customers. We are monitoring the implementation of this and other recommendations.
- Miller Research has undertaken an evaluation of the **Food Festival Grant Scheme** in order to assess the economic benefit of food festivals. The research methodology included a bilingual online survey of producers; seven responded in Welsh. A bilingual visitor survey was conducted using an interactive touch-screen system; it was successful in capturing the views of 2,790 visitors, with 9 per cent providing responses in Welsh.
- The annual **Farm Business Survey** involves the survey of 550 farm businesses in Wales, with each farm receiving a visit from a researcher. The farmer can choose whether the survey should be conducted in Welsh or English. The survey will be funded for another four years.
- **Knowledge Transfer for Community Development Officers** was a series of workshops undertaken to establish best practice for working with communities. The workshops were conducted bilingually.

### **Awarding grants**

Grant schemes managed by the Directorates take into account the Welsh Language Board's guidance on awarding grants and contracts.

CyMAL's annual grant scheme for **museums, archives and libraries** enables those organisations to develop their services, collections and staff to ensure that high-quality cultural experiences are provided in Wales. CyMAL's grant conditions include Welsh language requirements, particularly in relation to activities, exhibitions and

promotional material. Recently CyMAL has provided 'seed funding' for the provision of a permanent Welsh language education post at Wrexham museum. Bilingual paperwork is provided on CyMAL's website and grant applicants are encouraged to submit claims through their preferred language; at least one grant assessor is bilingual. When implementing the scheme, CyMAL's priorities relating to the Welsh language and its grants programme will be informed by research carried out by CyMAL and the sector, such as *Quantifying Diversity* and *Spotlight on Museums*.

The application form, guidance and explanatory notes for the **Community Radio Fund** explain that community radio stations in receipt of grant funding must broadcast material in Welsh. Each application is checked for compliance with this condition.

A requirement of a grant offer to the **Welsh Chess Union** is that the Union should ensure that it meets the linguistic needs of the community for which its services and activities are provided. The Union must ensure that Welsh language-related issues are reflected in all core activities pertinent to the grant, and that services provided under the grant are delivered bilingually.

The revenue funding agreement with the **Wales Millennium Centre (WMC)** for 2008–11 included that the WMC should ensure that it met the linguistic needs of the community or clientele for which it provided a service, project or activity; that it maintained and complied with a Welsh Language Scheme that had been approved by the Welsh Language Board; and that the WMC took reasonable steps to include Welsh language performances in the WMC's theatre programme.

A grant condition of the **Tourism Investment Support Scheme** is that businesses receiving support under the scheme must achieve the Croeso Cynnes Cymreig Award. Where signage forms part of a project, this will be bilingual or multilingual.

Application forms and advice leaflets for capital grants for the **repair and restoration of historic buildings or monuments** are bilingual; owners can correspond and, where possible, converse in Welsh or English.

Grant requirements include a condition that requires acknowledgement of Cadw's funding; a bilingual self-adhesive notice is provided by Cadw for display for the duration of the project.

Cadw offers grants of up to £5,000 to local communities for projects to promote **local heritage**, to provide plaques, heritage trails or publicity material. Grant conditions stipulate that resources funded in this way should be bilingual. For instance, Cadw has funded the Swansea Community Boat Trust to produce a bilingual information leaflet about the Tawe River Navigation Heritage Trail.

The Welsh language is one of four cross-cutting themes of the **Processing and Marketing Grant and Supply Chain Efficiency Schemes**. In cases where applicants were unable to demonstrate appropriate use of the Welsh language, a condition of grant was included in the approval letter, requiring the applicant to take action by a specific date.

The administration of the **European Fisheries Fund in Wales**, covering the period 2007–2013, included Welsh language provisions from the outset. Two designated Welsh language speakers within Fisheries Unit are able to deal with initial queries on the scheme that are made in Welsh.

The application form for the **Food Festivals** Grant requests a copy of a festival's Welsh Language Policy or a Welsh Language Statement. A bilingual copy of the terms and conditions of the grant are issued on confirmation of the festival being awarded funding. Food festivals are required to comply with the following condition: 'You shall ensure that you meet the linguistic needs of the community or clientele for which the service, project or activity is funded, or partly funded . . . In particular, you shall ensure that Welsh language-related issues are reflected in all core activities pertinent to the Event.'

Rural Payments Division (RPD) is working to implement **Glastir**, the new land-management scheme. All forms, accompanying guidance notes and literature have been produced bilingually. RPD is considering the development of an e-application system, which will be designed to enable applicants to choose their preferred language at the point of access.

Information about the £6 million **Flood and Coastal Erosion Risk Management Scheme** is available in Welsh; applications can be made in either language, and information updates are issued bilingually. The grant conditions include that 'the grantee shall apply its own Welsh Language Scheme if it has one and where applicable to the specific activities for which the funding is provided. Whether it has its own Welsh Language Scheme or not, the grantee shall ensure that Welsh language-related issues are reflected in all core activities pertinent to the grant; and services provided under the grant are delivered bilingually'.

All housing **regeneration** grant offer letters include similar wording to that provided for the Flood and Coastal Erosion Risk Management Scheme on page 19. The grantee might also be required to meet specific Welsh language conditions. For instance, in its management of a Town Improvement Grant in Aberystwyth, Ceredigion County Council must ensure that schemes that receive a grant should display bilingual signage.

### **Contracting out services**

During 2010, Visit Wales contracted out the development of an online **Destination Management Toolkit**. The tender documents specified the need to ensure that services provided through the contract were compliant with the Welsh Government's Welsh Language Scheme.

In a contract relating to the appointment of an external assessor to assess grant applications, **CyMAL** included the condition that the assessor should be bilingual. A contract for Community Learning Libraries stipulated that the annual report should be provided bilingually.

The **Cauldrons and Furnaces** Cultural Olympiad Heritage and Arts Programme engages with communities, artists and young people at eight Cadw sites; the programme must be fully bilingual to engage with its stakeholders. The contract was tendered in late 2009 and will run until 2012 with a bilingual coordinator.

A contract to manage the **True Taste Awards** was awarded to Freshwater, a PR, marketing and communications company. The organisation employs bilingual staff to ensure that a bilingual service is provided; all correspondence, marketing material and application forms are bilingual and in line with the True Taste brand. The following text is included in all contract specifications: 'The successful contractor will need to ensure that services provided through this contract are compliant with the Welsh Language Scheme for the Welsh Government. A link to the scheme is attached.'

The **Farming Connect** delivery contract requires contractors to be able to deliver services through the medium of Welsh when required. It is also desirable that key staff have Welsh language skills. A requirement to this effect has been included in the Farming Connect tender document.

## Main publicity campaigns

All websites and marketing campaigns developed as part of the **Libraries for Life: Delivering A Modern Library Service for Wales** 2008–11 Strategy were developed and conducted bilingually. The annual library festival campaign, led by Wrexham County Borough Council on behalf of all libraries in Wales, always has a bilingual name and content, bilingual promotional material and bilingual briefing documents for staff. The most recent festival, *Fancy That*, in January 2011 included the production of five animated short videos, created in Welsh and English with voice-overs in both languages. The library portal ([www.library.wales.org](http://www.library.wales.org)) is also bilingual and is administered by the National Library of Wales on behalf of Welsh libraries.

Following publication of the draft **Welsh Language Measure**, the Welsh Language Unit supported the Minister for Heritage at a series of public meetings across Wales to raise awareness of the Measure. All materials, which included a DVD, information leaflet and adverts for local press, were produced bilingually. The meetings were conducted predominantly in Welsh with translation facilities available.

Cadw's membership magazine **Heritage in Wales** is published three times annually in Welsh and English language versions. All Cadw promotional print is bilingual. In early 2011 Cadw launched an iPhone app, which is also bilingual.

Awareness-raising and publicity relating to the Catchment Sensitive Farming Scheme, heather and grass burning, and injurious weeds (ragwort) took the form of press notices and published articles in the bilingual publication *Gwlad*. Bilingual information about FERA Phytophthora was also issued at the Royal Welsh Show.

A one-hour programme covering the **Wales True Taste Food and Drink** Awards 2010 was broadcast through the medium of Welsh on S4C. Additional live coverage on the day was also broadcast in Welsh, with bilingual scripts provided for local radio station advertisements in the run up to the awards ceremony. The True Taste Kitchen is advertised bilingually within Wales.

## Helplines for which Sustainable Futures is responsible

The **True Taste Awards** helpline is a bilingual service provided by Freshwater, the awards contractor. The service is available for food producers to query the application process and receive feedback on the progress of their entries. The same number is used for the Welsh and English language service.

The bilingual **Sheep EID** helpline was established in 2009 to respond to queries resulting from a regulatory requirement to identify and retain records on sheep and goats. The helpline is staffed by policy officials. On occasions when the Welsh service is not available, due to staff absence for example, callers are asked if they are content to continue the conversation in English, or if they would prefer a Welsh-speaking official to return the call later. The helpline has been well received; it has allowed farmers and others to ask complex questions in their first language, enabling the rules of the scheme to be understood quickly, and allowing enquirers to decide early on which scheme option would best suit their farming enterprise.

The **Nest helpline**, managed by the Energy Saving Trust, deals with queries relating to the new Fuel Poverty Scheme. There are four Welsh speakers within the team, with more in the wider office. If a Welsh-speaking advisor is unavailable, the caller is offered a callback later, or to continue the conversation in English.

## **Publications**

All publications issued by the Directorates follow the commitments set out in the Welsh Language Scheme; some examples are described here.

The **CyMAL magazine** has a bilingual tilt-and-turn layout. With a print run of around 2,500, it is issued twice a year to a range of organisations including all libraries, museums and archives in Wales, Welsh MPs, Welsh AMs, council leaders, and relevant education, cultural and heritage bodies in Wales and the UK.

All **Cadw's free publications** are produced bilingually, usually in a single volume using tilt-and-turn or side-by-side formats; in the latter, Welsh precedes the English version. *Renewable Energy and your Historic Building* is an example of a clearly designed bilingual publication dealing with technical information; it was published in 2010. Occasionally, when the material is particularly technical, separate language editions are produced; for example, in the 'Understanding Urban Character' series, both language editions are published at the same time and made available equally.

Cadw publishes books that are sold at its sites, in the high street or via online/mail order trading, to generate income. **Cadw site guidebooks** provide information about the history of the buildings and the people associated with them; more general titles deal with



broader aspects of the **Welsh historic environment**. Customer focus groups have revealed that customers prefer to purchase separate Welsh and English editions. Research has also shown that Welsh and English readers would prefer a 'loose translation' rather than a 'literal translation' of a publication. Cadw will therefore commission texts to be rewritten once they have been translated from the original language. The first publication to embrace this approach was *The Making of Wales* by Dr John Davies. Cadw is working on a programme to roll out the first new guidebook to be produced in both Welsh and English – *Castell Cricieth/Criccieth Castle*. All new titles and fully revised editions will be produced in both languages. As Cadw reprints guidebooks that are currently produced in English only, it aims to gradually introduce Welsh language editions.

All True Taste publications are produced in a bilingual format, including the *True Taste* magazine which has a circulation of approximately 55,000 copies and is distributed within Wales and beyond. A particular success has been 'Great Local Fish and Shellfish Recipes', which has recently been reprinted to refresh the format. Records have shown that, of the publications displayed in Welsh Government offices such as Y Bont in Llandudno Junction, it has been the most popular leaflet selected by the public.

The five **Seed Marketing Regulations** are in the process of being consolidated to ensure that they are streamlined and concise. Five hundred pages of English-only legislation will be condensed into a bilingual version of around 90 pages. The Division will ensure that the resulting document complies with our Welsh Language Scheme. The original 2005 regulations were not translated into Welsh as they were considered extremely bulky, technical and of interest only to a relatively small number of Welsh seed producers.

The **Code of Good Agricultural Practice** provides advice and guidance for farmers and land managers on various aspects of land management. To reduce the printing, posting and packaging costs of producing a large bilingual document, the guidance will be sent to farmers on a bilingual CD; it will also be made available online and in print in both languages.

The promotion of **Welsh food and drink** is indirectly promoting Wales, its language and culture to a diverse audience in the UK and abroad. All marketing and publicity material is bilingual, and the True Taste brand and its obvious links to Wales and the language is visible in all shows and exhibitions held across the UK, including the Royal Welsh Show, the BBC Good Food Show and the Real Food Festival.

## Forms

The Directorates have adhered to the commitments set out in our Welsh Language Scheme with regard to forms.

All **Visit Wales** grant application and grading application forms are available back-to-back in Welsh and English.

All **Cadw** forms for use by the public are either bilingual (with Welsh appearing first) or are available in both languages.

All forms for the **Food Festivals** grant are available bilingually. Applicants are given the option to choose their preferred language when applying for a grant and all correspondence and confirmation of festival funding is subsequently issued to an applicant in their preferred language.

The guidance notes for the **Processing and Marketing Grant (PMG)** and **Supply Chain Efficiencies Scheme (SCE)** are available in both Welsh and English; the application forms for both schemes are available in English only. To date no requests have been received for the Welsh version of the application form; neither has a business plan been submitted in the Welsh language. These schemes are now closed to new applications. Additional funding will be available in a future competitive bidding process, when guidance notes and application forms will be provided in both Welsh and English.

Rural Payments Division issues a number of different forms and explanatory material to **farmers** in Wales. The most commonly used forms are the Single Application Form, Field Maintenance Form and Customer Details Form. All are bilingual.

The following forms are used by the public and are available in both Welsh and English:

- application forms for the Fuel Poverty Scheme and Expressions of Interest forms for Ynni'r Fro
- forms for registration at climate change events and to allow pledges by the Climate Change Champions
- forms to register for the Sustainable Development (SD) Challenge Fund and SD Charter.

## Internet

The **Visit Wales website**, which targets audiences outside Wales and overseas, includes a page on the Welsh language and its history, with some simple phrases in Welsh to encourage visitors to use the language when they visit Wales. The site has links to Welsh language learning sites and sites offering residential courses. Visit Wales is currently working on the development of a bilingual **Visit Wales in-Wales website**. Its aim will be to encourage people living in Wales to holiday in Wales. The website is to be launched in autumn 2011.

During 2011, Visit Wales launched a bilingual **Destination Management website**, an online portal that provides advice and guidance to those involved in the development and management of tourism destinations, such as tourism businesses, local authorities, the voluntary sector and local communities.

The four **Regional Tourism Partnerships**, funded by Visit Wales, are required to operate in accordance with our Welsh Language Scheme and to have bilingual corporate websites.

There are Welsh and English versions of **Cadw's** existing website; PDF downloads are also available in Welsh and English. The interim Cadw events website and iPhone app also provide an option to read and interact in either language. Cadw's new bilingual website was launched in summer 2011.

The new funding agreement that followed the review of funding arrangements for the **National Botanic Garden of Wales** stipulates that the garden must make swift progress towards introducing and maintaining a fully bilingual website. The garden is working to meet this objective.

CyMAL has coordinated and funded the initial development phase of the bilingual website the People's Collection Wales ([www.peoplescollectionwales.com](http://www.peoplescollectionwales.com)), which was launched at the National Eisteddfod in August 2010. CyMAL will continue to support and monitor the delivery of this programme from 1 April 2011.

The consumer and trade **True Taste websites** are bilingual. The three websites are in the process of being consolidated; both languages will be available on the new web portal simultaneously.

The **Wales Air Quality Database Website** Project is funded by the Welsh Government's Environmental Research Programme. The site is fully bilingual.

## Working in Welsh

The Directorate's Bilingual Service Coordinator and Divisional Coordinators encourage staff members to work through the medium of Welsh, where possible. All staff members are encouraged to use a bilingual greeting when answering telephones, and have a bilingual voice message in place. E-mail signatures and out-of-office replies are monitored to ensure that they are bilingual.

Welsh language dictionaries are available to staff throughout the Directorate General, along with guidance on Welsh language grammar. Many staff are also able to use online translation technology to help translate from English to Welsh and vice versa. The Cysill and Cysgair programmes are available on some staff computers, as well as Term Cymru.

CyMAL works bilingually, with around 50 per cent of staff being Welsh speaking – and at least one fluent Welsh speaker in each team. **CyMAL's** Bilingual Skills Strategy identifies key areas where Welsh language skills are required, and considers the balance of skills in each team and in the Division as a whole. For the specific posts designated as 'Welsh essential or desirable', permanent staff currently in these posts meet the required criteria. Some internal meetings within CyMAL and with senior civil servants (SCS) and the then Minister for Heritage were conducted through the medium of Welsh. Sponsorship services to the National Library of Wales are provided through the medium of Welsh.

CyMAL has provided significant investment of time and resources to develop the language skills of staff. During the year 15 staff members undertook **formal learning** in varying forms. CyMAL also offers a variety of **informal learning** support, for example the Divisional Bilingual Service Coordinator (DBSC) produced a report that identified opportunities to embed the Welsh language into everyday life and promote alternative informal learning activities. The DBSC also provides regular updates to staff on issues including good practice, compliance requirements and opportunities. A comprehensive Welsh language toolkit was produced by the DBSC, providing guidance and information on a range of Welsh language issues including signposting tools and resources for learning and using Welsh. As well as being circulated to CyMAL staff, the toolkit has been circulated across the Directorates and to the Welsh Language Unit for wider circulation.

CyMAL undertook the lead to coordinate a pilot of informal sessions to encourage the practice of **spoken Welsh** in the Rhodfa Padarn office during summer 2010. The pilot was well received and is continuing, with assistance from other bilingual coordinators in the building. The fortnightly sessions, named 'Siarad Cymraeg/Speak Welsh' are well attended; they are coordinated by the local Communications Team and assisted by a rota of volunteer session leaders.

The need for Welsh language skills was considered when staff were recruited to **Culture Welsh Language and Sport Division (CWLS)**; there were enough Welsh speakers in the Division able to respond to written material received in Welsh. Three members of staff are being supported to undertake Welsh for Adults courses. The Division's Welsh Language and Media Policy Unit operated almost entirely through the medium of Welsh, and during 2010–11 every member except one was a fluent Welsh speaker, able to deal with individuals and organisations that prefer to work through the medium of Welsh. By the end of the year every member of the Unit was fluent in the language. The Unit will begin work during 2011–12 to develop recommendations to increase the use of Welsh in the workplace across the Welsh Government.

**Cadw** actively supports the use of Welsh in the workplace, and staff are expected to employ a bilingual greeting face-to-face and on the telephone. Cadw has Welsh-speaking staff across its workforce, although some small teams of specialists have no Welsh speakers in their current complement. Numerous staff across Cadw are being supported to undertake Welsh language courses and three such courses are held in Cadw's offices every week.

The practice is to have at least one Welsh-speaking staff member on duty at Cadw sites at all times, and in some areas almost all staff are Welsh speaking. Welsh language skills are considered in all custodian recruitment exercises, but in south-east Wales it has proved difficult to recruit sufficient Welsh-speaking staff to ensure that there is coverage throughout the seven-day working week all year round. The amount of written communications received by Cadw is more than can feasibly be handled in-house; there continues to be a reliance on commercial translation services for translation of lengthy correspondence and publications.

**Visit Wales Strategic Quality Development** is made up of the Star Grading and Industry Engagement Teams. These teams have the most contact with the general public and tourism businesses. The staff complement of the grading team has been set up to ensure that there are sufficient Welsh speakers able to conduct grading assessments in Welsh. The administrative team also has sufficient Welsh speakers able to deal with enquiries made through the medium of Welsh.

Visit Wales promotes the Welsh language by facilitating **Tourism Information Centre (TIC)** staff to study languages as part of a staff-development skills programme, where grants are provided for staff to study a language of their choice, including Welsh. The TIC Networking Arrangement maintains a database of staff with language skills, which is used by the Information Centres when seeking a linguist.

**Food, Fish and Market Development Division (FFMDD)** offers a bilingual service to all its stakeholders. The Head of Division is a fluent Welsh speaker and is active in promoting the use of Welsh throughout the Division. As one of three Senior Responsible Officers in the Aberystwyth office he is working with his colleagues on a bilingual working pilot that will encourage a completely bilingual working environment for staff. There is at least one fluent Welsh speaker within each team, and FFMDD is able to deal with individuals and organisations that prefer to work through the medium of Welsh. There are also some staff who can accurately translate written material on behalf of their colleagues. An exception is the south-east regional team; the team is supported from elsewhere in the division. The need for Welsh language skills is considered during staff recruitment exercises.

Many staff in **Rural Payments Division** are fluent Welsh speakers or have Welsh language skills, particularly in the Caernarfon Divisional Office and the Tir Gofal branch; business in these branches is mainly conducted through the medium of Welsh. Some time ago the Division developed a Gap Skills Analysis; it outlined where there were gaps in Welsh language provision, and is consulted when new staff are recruited. It has proved helpful in identifying staff in other branches who have the relevant skills, for example if reception staff in the Ffynnon Las or Llandrindod Wells offices receive an enquiry in Welsh, they are able to call on staff in other teams. A number of staff are also being supported to undertake Welsh language courses.

### **Sustainability and Environmental Evidence Division (SEED)**

has recently prepared a Skills Audit, which has highlighted where there is a need for Welsh speakers in the division, and is a useful tool when recruiting staff. SEED has sufficient Welsh speakers able to deal with individuals and organisations who prefer to use Welsh when contacting SEED's offices, apart from at the Llandrindod Wells office, where there is little demand for contact with Welsh-speaking officials. Four staff members are being supported to undertake Intermediate and Advanced Level Welsh for Adults courses.

### **Environment and sustainability**

There are many fluent Welsh speakers across the Department. Although the Flood and Coastal Erosion Team does not have fluent Welsh speakers, two officials are able to speak and understand Welsh to a reasonable standard. Others in the Division assist the team when necessary.

During the year, it was noted that **every housing Regeneration Area** in Wales had access to at least one team member who was a fluent Welsh speaker and therefore able to deal with individuals and organisations that prefer to work through the medium of Welsh. It is intended that this will continue. In the Môn a Menai and North Wales Coast Regeneration Areas, both Directors are fluent Welsh speakers; Regeneration Managers in Môn a Menai, Aberystwyth, Western Valleys and Swansea are fluent in the Welsh language. Some staff in Barry and the Heads of the Valleys Regeneration Areas are learning the language. Partnership Board meetings are conducted bilingually in the Môn a Menai Regeneration Area.

### **Governance**

In 2010–11, the Director of Culture was the senior official with responsibility for the Welsh Government's Welsh Language Scheme.

The Welsh Language and Media Policy Unit is responsible for driving compliance with the scheme across the organisation as a whole. The Unit meets regularly with the Welsh Government's Bilingual Coordinators, providing guidance regarding compliance and best practice.

The Sustainable Futures Welsh language Coordinator supports a network of Divisional coordinators across the five Directorates, and:

- responds to queries from colleagues in the Directorates and the Welsh Language Unit about Welsh language issues

- circulates advice and information relating to the operation of the Welsh Government's Welsh Language Scheme
- prepares and monitors a DG Action Plan and discusses progress with the Welsh Language Unit
- organises regular meetings for Divisional Coordinators to attend, to discuss Welsh language issues.

Coordinators are supported by their senior management; most have their own Action Plans.



## **Department for Children, Education, Lifelong Learning and Skills (DCELLS)**

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

The Department for Children, Education, Lifelong Learning and Skills (DCELLS) – subsequently renamed as the Department for Education and Skills (DfES) from June 2011 – aims to improve education and training provision to secure better outcomes for learners, business, and employers in Wales.

This section of the report sets out the progress made by DCELLS during 2010–11 with regard to the Welsh language.

### **Policy and service development**

DCELLS aims to mainstream the Welsh language into all of its policy and service development in respect of education, training and skills. In support of embedding the Welsh language into our mainstream activities, a number of key initiatives were implemented during 2010–11, key to those being the Welsh-medium Education Strategy which was launched by the then Minister for Children, Education and Lifelong Learning in April 2010.

The six strategic aims contained in the Strategy are to:

- improve the planning of Welsh-medium provision in the pre-statutory and statutory phases of education
- improve the planning of Welsh-medium provision in the post-14 phases of education and training
- ensure that all learners develop their Welsh-language skills to their full potential and encourage sound linguistic progression from one phase of education and training to the next
- ensure a planned Welsh-medium education workforce that provides sufficient numbers of practitioners for all phases of education and training with high-quality Welsh language skills and competence in teaching methodologies
- improve the central support mechanisms for Welsh-medium education and training
- contribute to the acquisition and reinforcement of Welsh language skills in families and in the community.

Since the launch of the Strategy, good progress has been made on the work of delivering against the Strategy's six strategic aims, including:

- the new Welsh in Education Strategic Plans which will build on existing Welsh-medium Education Schemes to enable local authorities to focus on the Strategy's targets
- work to raise standards in both Welsh as a first and second language
- all Welsh-medium and bilingual secondary schools in Wales meeting their local curriculum requirements for September 2010
- the establishment of three Welsh-medium regional forums to promote 14–19 Welsh-medium and bilingual education by providing a mechanism for cross-local authority border cooperation
- an increase in targeted support to the Post-16 sector to develop Welsh-medium and bilingual provision
- the successful piloting of the Sabbaticals Scheme training at Foundation Level which has been expanded to provide a national network of courses at three levels; improving the Welsh language and methodological skills of the education workforce will be key to achieving higher levels in Welsh language and Welsh-medium and bilingual provision.

In order to monitor future progress on the Strategy, an evaluation framework has been commissioned by DCELLS Social Research team. A three-year full evaluation will follow from autumn 2011 onwards, during which time a number of specific interventions will be researched and evaluated separately.

A Ministerial Advisory Group has been established to provide advice on major elements of the Welsh-medium Education Strategy Implementation Programme. The inaugural meeting of this group was held in March 2011, where discussions took place on the Implementation Programme and the Strategy's draft Annual Report. The Annual Report, which outlines the key developments and progress with implementation to date, was published in May 2011.

## **Increasing capacity in the education workforce**

The Welsh-language Sabbaticals Scheme was established in 2006 to improve the linguistic skills of practitioners to enable them to teach through the medium of Welsh or bilingually. Building on the original pilot and two external evaluations, the pilot expanded during 2009–11 to include higher-level courses in three locations (Bangor, Cardiff and Carmarthen) and Foundation Level courses (aimed at improving the linguistic skills of primary teachers working in English-medium or bilingual schools) at Carmarthen and Aberystwyth.

To date, 311 practitioners have undertaken the course with a 99 per cent completion rate. The Sabbaticals Scheme will now be extended to run until 2014 to provide entry, foundation and higher-level training courses to be held at three locations (north, south-west and south-east Wales). The entry-level courses will be specifically for classroom assistants who wish to train alongside teachers.

## **Welsh-medium provision in the early years**

Previous annual reports have provided the background in relation to the impact of the *Foundation Phase Framework for Children's learning for 3 to 7-year-olds in Wales*, on the successful delivery of Welsh Language Development, and included the funding and role of Mudiad Ysgolion Meithrin (MYM).

Cam wrth Gam (Step by Step) is the training for Early Years Welsh-medium practitioners at NVQ Level 3. An additional 1,100 classroom assistants have been trained to work in the Early Years sector since 2004/05.

Geiriau Bach provides Early Years practitioners with a Certificate of Higher Education in Welsh and Bilingual Practice in the Early Years (Level 4), which is a useful qualification for those working with young children. Since this contract began in 2004/05, some 337 practitioners have successfully completed the course.

## **Linguistic Immersion Project**

The DCELLS-funded Welsh Language Board Linguistic Immersion Project provides learners in Year 6 of primary education with the opportunity to transfer to Welsh-medium secondary education. Learners are immersed in the Welsh language at the end of Year 6 and receive additional support during the first two years at secondary school before fully integrating with their peers in Year 9.

In 2010–11 a total of 12 schools participated in the project, from 10 local authority areas, with a total of 195 learners transferring to Welsh-medium and bilingual education in Year 7. A feasibility study to establish possible models for a county-based immersion programme has been held, featuring three local authority areas in Wales.

## **14–19 education**

Eighteen 14–19 Networks continue to be funded to develop Level 2 and Level 3 Welsh-medium vocational courses and in some cases, academic provision, addressing the six key priorities (Childcare/Early Years; Agriculture/Land-based studies; Tourism and Leisure; Care; Business Administration and IT; and Media Studies/Performing Arts). 14–19 Networks also provide courses in areas such as construction and engineering which are local economic priorities for some counties.

The three Welsh-medium forums are also developing collaborative Level 3 vocational courses to ensure that there is linguistic continuity and a range of Welsh-medium and bilingual courses available post-16.

In 2010–11 a total of 131 Welsh-medium or bilingual new courses were supported with 36 of these at Level 3.

Following evaluation of the existing pilot project for Bilingual Champions in further education (FE) colleges, four additional FE colleges have been awarded with the Bilingual Champion Grant for 2011–14. The aim is to provide a supportive structure for the development within each college of Welsh-medium and bilingual provision. Sgiliaith has continued work in support of post-16 practitioners by providing bilingual methodology training, and supporting and mentoring bilingual practitioners.

For the first time, a requirement to have or develop a Welsh Language Policy was included in the new work-based learning programme specification in 2010–11 for implementation in forthcoming contracts.

## **Technical and vocational qualifications**

Work continued during 2010–11 to extend the number and range of vocational qualifications available to candidates through the medium of Welsh. Grants were awarded to seven awarding organisations to provide 28 additional vocational qualifications through the medium of Welsh in response to demand, and grants were also issued to 10 sector bodies to pump-prime Welsh-medium provision into the new Qualifications and Credit Framework.

Guidance was issued to sector bodies on measuring demand for Welsh-medium skills, standards and qualifications.

A new section on Welsh-medium qualifications was included on the Welsh Government's website, which includes an updated list of Welsh-medium qualifications and a form for centres to complete to note additional requirements relating to Welsh-medium qualifications.

A Task and Finish Group consisting of key internal and external partners has been established to consider options for increasing the number of Welsh-medium assessors and verifiers, with the first meeting held in February 2011. Work will be implemented during 2011–12.

## **Higher education**

The Welsh Government is committed to seeing more Welsh-domiciled higher education (HE) students in Welsh higher education institutions (HEIs) undertaking some element of their course through the medium of Welsh. The Welsh Government has a target of 7 per cent of Welsh domiciled students undertaking at least part of their degree studies through the medium of Welsh by the end of 2010–11.

A Welsh-medium Scholarship Scheme has been established for HE students. The undergraduate scholarships will be administered by Coleg Cymraeg Cenedlaethol with funding allocated by the Higher Education Funding Council for Wales (HEFCW) from 2011–12. These are part of a wider strategy to promote and develop the provision of Welsh-medium study in the HE sector in Wales.

In 2010–11, almost £2.7 million funding was provided to the Centre for Welsh-medium Higher Education to support the National Development Plan for Welsh-medium HE provision (including funding for the scholarship and fellowship schemes).

Coleg Cymraeg Cenedlaethol is in the process of being established, based on the recommendations set out in Professor Robin Williams' 2009 report, *Y Coleg Ffederal*. The Coleg will build on and incorporate the activities of the Welsh-Medium Higher Education Sector Group and the Centre for Welsh-Medium Higher Education. Funding from the Welsh Government and HEFCW for the development of Welsh-medium higher education provision in Wales will be channelled through the Coleg.

The Coleg is on track to become fully operational by autumn 2011. An implementation board was established to oversee the development of the Coleg. A Chair and Board of Directors has been appointed for the new body, which was incorporated in March 2011.

The Coleg works with higher education institutions to deliver sustainable Welsh-medium learning and teaching opportunities to contribute to a professional, well-trained, bilingual workforce.

### **The Welsh language in the statutory phase**

Raising standards in literacy in Welsh as well as English was a priority in 2010–11. The document *Supporting learners' higher-order literacy skills* (Welsh Assembly Government, 2009) was developed to assist teachers to recognise and promote higher-order reading and writing skills within Key Stages 3 and 4.

In response to a report from the Enterprise and Learning Committee on Welsh second language, a number of short-term projects were approved to raise standards in the teaching and learning of Welsh second language. These will be taken forward in 2011–12.

### **Welsh for Adults**

The ongoing importance of Welsh for Adults (WfA) was noted in the Welsh-medium Education Strategy. The Strategy outlined a number of objectives for the future development of the programme through the six WfA Centres.

WfA continued to be one of the largest adult learning programmes in Wales. Provisional data indicates that there were 17,865 learners following WfA courses during the 2009/10 academic year. A wide variety of courses is available across Wales, from weekly evening classes to more intensive courses and courses tailored for families and the workplace.

Providing high-quality tutor training continued to be a priority in WfA, in line with the commitment in *One Wales*. The Welsh Government continued to support national training initiatives by holding a national training conference and supporting a national qualification designed specifically for WfA tutors. A total of 57 tutors successfully completed the qualification between 2008 and 2010, with a further 51 currently following the course across Wales.

A number of significant developments took place in support of WfA. These included:

- completion of an external evaluation of the programme
- commissioning of a major research project to consider how the way Welsh is transferred to adults could be improved in the future
- development of new teaching and learning materials to support Welsh for the family
- securing of European funding to support Welsh in the workplace.

### **Provision of teaching and learning resources**

The Commissioning Branch within the Welsh Language Development Unit commissions Welsh and bilingual classroom resources to support the teaching and learning of:

- Welsh as a subject – as first language, second language and Welsh for Adults
- all other subjects through the medium of Welsh.

A total of approximately 70 projects were commissioned in 2010–11 with an annual budget of £3 million resulting in over 300 new titles. The materials (print and digital) cover the whole range of curriculum areas taught in schools and colleges, for learners and students aged 3 to 19, of all abilities. The range of subjects covered was extended in 2010–11 to include law, business administration, psychology and sociology.

The materials commissioned are prioritised on the basis of a consultation exercise with teachers from schools and colleges and with other stakeholders in order to identify needs.

Among projects published and funded during the year were *Prosiect X*, a new reading scheme for primary schools, a Welsh language speech engine produced by the RNIB (in cooperation with the Welsh Language Board) and an extensive range of free online resources.

The Numeracy and Literacy Branch have produced the four-year **National Literacy Plan** outlining how DCELLS will raise both Welsh and English literacy standards and reduce the gap between girls and boys within the target 7–11 age bracket.

The Welsh Government has ring-fenced £1.6 million per annum, under the **14–19 Learning Pathways Policy** to increase the availability of Welsh-medium courses, particularly vocational courses. This has had a positive impact for Welsh-medium/bilingual schools who are already meeting and, in some cases, exceeding the 2012 Key Stage 4 requirements.

The **Digital Wales eSkills Action Plan** commits to delivering bilingual teaching and learning resources. In 2011–12 the Infrastructure Unit will develop proposals for a nationally coordinated approach to learning platforms to support Welsh- and English-medium learning.

A bilingual service for the **repayment of student loans system** will be provided by 2013–14 by the Business Innovation and Skills and the Student Loans Company.

The **Welsh Language Speech and Language Therapy Committee** provide funding for the translation of ELKLAN resource materials in 2011 to train speech and language therapists and specialist teachers to help educate children with speech and language difficulties throughout Wales.

In 2011–12, the Welsh Government's National Literacy Plan will be promoted by the Welsh Books Council by:

- holding activities for **World Book Day** and preparing Welsh-medium materials to distribute to schools
- producing eight new titles of short books (**Stori Sydyn**) for adults, and especially unwilling readers; four titles must be Welsh-medium books.



Funding is provided to support the expansion of 14–19 provision to ensure that learning providers meet their local curriculum requirements and secure **linguistic progression** for their learners. The funding has been particularly focused on increasing the provision of vocational courses and three Welsh-medium/bilingual regional forums. These forums will promote the development of provision and cross-border cooperation, through good practice, sharing delivery and coordination of courses.

**Transformation Plans** are analysed to assess the impact on Welsh language provision. Providers have to demonstrate how Welsh provision would be developed and give assurances on the enhancement of Welsh-medium provision.

A specific section on **Welsh-medium qualifications** for the Welsh Government website has been developed and further options for further development will be considered during 2011–12.

### **Research/inspection and review**

Funding is provided under the **Minority Ethnic Language and Achievement Project** to extend Local Authority Ethnic Minority Achievement Services and include funding for research into Welsh as an Additional Language.

Monitoring and evaluation of the **Post-16 Transformation Policy** will include an assessment of Welsh-medium courses in 2011–12 to ensure they are fit for purpose.

The **National Planning and Funding System** review will look at how Welsh for Adults is funded. Welsh for Adults is a Welsh Government-funded programme that promotes the learning of Welsh among adults and provides supporting materials.

The Management Board for the **National Review of Basic Skills Need for Adults** included experts from the Welsh language research field to ensure the Welsh language was incorporated in the research brief.

All the Welsh Language Development Unit (WLDU) research and review work incorporates elements relating to the Welsh language. Examples include:

- evaluation of the Welsh-medium Education Strategy
- Welsh-language Sabbaticals Scheme for educational practitioners – the use of Welsh made by ex-participants in their place of work

- evaluation of the Welsh for Adults programme
- fact-finding review of Athrawon Bro – a specialist team of Welsh language teachers working in schools and with teachers from across four local authorities, promoting best practice and high-quality teaching and learning in Welsh
- research on how the transfer of Welsh language skills to adults could be improved.

An action plan for 2011–12 had been produced based on the recommendations arising from an analysis of the usage, benefits, added value and impact of **Welsh-medium assessment-related vocational qualifications**.

### **Awarding grants**

All grant-related documentation was produced bilingually or in line with the recipient's requirements.

Grant schemes administered by the **WLDU** to promote the use of Welsh include:

- **Welsh-language Sabbaticals Scheme** – where the supply costs for practitioners attending Welsh-language training as part of the National Practitioners Training Programme are reimbursed to their employers
- **Bilingual Champions in further education establishments** – to promote the use of Welsh in those establishments
- **Immersion Scheme** – residential centres where those wishing to learn Welsh in an intensive way can stay and communicate almost entirely in Welsh
- **Welsh for Adults Centres** – places where adults learning Welsh at whatever level can get support and be provided with resources to help them learn the language
- **Sgiliaith** – the Sgiliaith Centre offers support on bilingualism and Welsh and English communication skills to FE colleges
- **Welsh in Education Grant (recently set up for 2011/12)** – aims to drive the implementation of the Welsh-medium Education Strategy (2010) at local authority level.

Conditions of grant specify that organisations awarded grants must 'apply their Welsh Language Scheme to the activities funded, ensure Welsh language matters are reflected in their activities, and provide services bilingually'.

Examples of the **Post-16 Transformation Policy**, which supports projects where Welsh-medium provision has been a grant requirement, include:

- **Wrexham** – study into options for Post-16 education delivery and training makes reference to assessing the impact on Welsh-medium provision
- **Gwynedd/Ynys Môn** – collaboration planning agreement includes the requirement to consider the possible effect on Welsh language provision.

The **Welsh-medium Awarding Organisations (AOs) Grants Programme** awarded grants to seven AOs to provide 28 additional vocational qualifications through the medium of Welsh. Ten sector bodies received funding to pump-prime provision within the new Qualifications and Credit Framework.

The **Financial Contingency Fund (FCF) Further Education Hardship Grant** is awarded to individual institutions, including the six Welsh for Adult Centres, to support those in danger of dropping out because of financial difficulties.

Five provider-led action research projects with a Welsh language element were supported via the **Quality Improvement Fund**.

- **Coleg Ceredigion** developed a recording system/audit tool to capture data on how learners engage and progress with the Welsh language.
- **Pembrokeshire Learning Network** held Learner Voice Conferences and developed a Welsh language and culture tutor resource.
- **Welsh Language Centre West Wales** developed and piloted a system for providing tutorial support for Welsh learners to help them identify and use suitable learning strategies.
- **Welsh Language Centre North Wales** developed effective and appropriate Individual Learning Plans for Welsh for Adults.
- **Isle of Anglesey County Council** developed a responsive strategy for teaching and assessing bilingually and through the medium of Welsh.

The **Learning Provision BEL** funds learning activity in FE colleges, school sixth forms, Adult Community Learning (ACL) and work-based learning – including uplifts for the delivery of Welsh-medium provision. Annual planning requirements for ACL and FEIs specifically focus on the development and promotion of Welsh-medium delivery.

### **Contracting out services**

A competitive tendering exercise was undertaken for the development of foreign language qualifications and units for the **Welsh Baccalaureate Qualification** language module. The specification set out our Welsh Language Scheme requirements and required the development of applied units, through English and Welsh, to promote access and inclusion.

Contracts awarded by the **WLDU** during 2010–11 included:

- sixty contracts to produce Welsh and bilingual teaching materials
- four new Bilingual Champions in FEIs across Wales
- a Linguistic Continuity Scheme
- a Welsh-language Immersion Scheme.

WLDU also commissioned external publishers to develop and publish Welsh and **bilingual classroom materials** to support the teaching of Welsh as a subject and all other subjects through the medium of Welsh.

The 14–19 Learning Pathways Branch has commissioned Learning Coach Units for the new **National Learning Coach Training Programme**. The contract required that all units be bilingual for delivering training in both Welsh and English.

The National Grid for Learning (**NGfL Cymru**) website contract requires compliance with our Welsh Language Scheme in its design and development. NGfL Cymru develops and hosts digital teaching resources for learners aged 3 to 19 including resources for Welsh-medium education and teaching of Welsh as first or second language. During 2011–12 a contract for NGfL Cymru successor scheme/learning platform development will be awarded.

## Publicity

The **Make Time to Read** bilingual campaign for parents and carers promoting the importance of reading with children was launched. The publicity campaign has involved pamphlets, posters, the internet, train station adverts and football programmes. The Urdd and the Welsh Books Council have been used to support the campaign and to distribute materials, for example through the Welsh Book Council's World Book Day pack.

A **campaign to promote numeracy and literacy among 7 to 11-year-olds** through cinema adverts and a website has commenced; Welsh language companies have been commissioned to create the film and the website in both Welsh and English.

The WLDU commissions regular bilingual marketing plans to raise awareness of projects, including the **Sabbatical Scheme** and **Welsh for Adults**, supported by publicity events at the National and Urdd Eisteddfod.

The Welsh Government and the Welsh Language Board jointly hosted a conference to publicise the **Welsh-medium Education Strategy**.

## Helplines operated by DCELLS

These include the following.

- The **Publications Branch** operates a fully bilingual service (telephone and e-mail) for the ordering of and queries about curriculum-related publications.
- The **Numeracy and Literacy Branch** deal with telephone and e-mail enquiries from the public and stakeholders in Welsh and English.
- The **Welsh Video Network Support Centre** operates a helpline for FE, HE and sixth form establishments, providing support in Welsh and English.
- The **Information Management Systems Branch's** helpline can deal with enquiries in Welsh or English.
- The **Student Finance Wales** contact centre offers a fully bilingual service.
- The **DCELLS/Careers Wales** helpline is bilingual and received 98 calls in Welsh between April 2010 and February 2011.

## Publications

DCELLS has its own dedicated **Publications Branch** that offer a fully bilingual publishing service. They provide design, typesetting and printing services, as well as a translation service, to Policy Teams. They ensure that publications follow branding and housestyle guidelines, and proofread in both English and Welsh to ensure consistency and accuracy prior to being published. They are also responsible for the gatekeeping function of all DCELLS materials prior to publishing.

Examples where DCELLS has published bilingual material for the public include:

- *Making Languages Count: Modern Foreign Languages Action Plan*
- the guidance document *Financial education for 7 to 19-year-olds in Wales*
- consultation and response proforma on INSET days for 2010–11 onwards
- *Statutory assessment and reporting arrangements for the school year 2010/11*
- Year 5 Optional Skills Assessment Materials (OSAMs)
- 21st Century Schools information document
- Student Finance Wales publications (e.g. application forms and guides) and information notices
- 'Frequently Asked Questions' for governors on free school meals
- 'Appetite for Life' publications, such as a leaflet for parents/carers on free school meals
- advice for teachers on physical intervention
- *Access to Education and Support for Children and Young People with Medical Needs* (web-based guidance)
- guidance in completing the Pupil Level Annual School Census first language returns in both Welsh and English.

Sixty-nine projects resulting in 300 new Welsh language titles being published to **support teaching Welsh** as a subject and all other subjects through the medium of Welsh, were commissioned.

Funding was provided to the RNIB to produce a **Welsh-language speech engine**. The engine enables the computers of blind and partially sighted people to read aloud information in Welsh, from the screen. This software helps people with sight loss to access vital information online.

### **Forms**

DCELLS conforms to our Welsh Language Scheme by publishing forms for the general public in Welsh and English. The most frequently used are grant forms, data provision forms, events booking forms, evaluation forms and application forms for the Sabbatical Scheme.

Capital funding forms are currently in English but will be made bilingual in 2011–12.

### **Internet**

DCELLS operates a number of bilingual websites – some of which are separate from the main Welsh Government website:

- [www.darllenynwell.co.uk](http://www.darllenynwell.co.uk) / [www.betterreading.co.uk](http://www.betterreading.co.uk) as part of the promoting reading campaign
- the **Welsh for Adults** website is a sub-site of the Welsh Government's website which provides a range of resources for people wishing to learn Welsh or who are already undertaking a course
- the thinking and assessment for learning sub-site on **NGfL Cymru** holds all of the fully bilingual materials that relate to the programme
- **My NGfL Cymru** can be used in Welsh or English; twitter updates are also provided in Welsh and English, and new teaching content developed for the site is provided bilingually unless there is a clear pedagogical reason not to do so
- the **Financial Education** website supports the teaching of financial education in primary and secondary schools; the welcome main menu and summary pages provided for each item of digital teaching content are bilingual.

The **21st Century Schools Programme** bilingual website provides materials and information that will help and support a range of stakeholders including local authorities, schools, young people, FEIs, diocesan authorities, professional bodies, contractors, suppliers and the media.

The **Student Finance Wales** bilingual website has been redeveloped to provide guidance to students and their parents/carers on what financial assistance is available.

A bilingual newsletter on the **Physical and Nutrition Network Wales website** aimed at school meal providers is published monthly.

The bilingual [CareersWales.com](http://CareersWales.com) has been developed by **Careers Wales** as part of a Welsh Government contract to provide free careers information and advice for young people, adults, parents/carers and employers.

### **Working in Welsh**

DCELLS has a **Bilingual Skills Strategy** through which it seeks to provide bilingual services to stakeholders. The strategy compares the actual bilingual skills of staff with the skills required, which is used to inform the delivery of training and development, and the development of options for service delivery to meet demand. Currently, approximately 18 per cent of staff in DCELLS can speak Welsh fluently and 14 per cent can draft in Welsh. The strategy will be updated by the end of 2011.

In some areas of DCELLS there is a high level of skills and working in the medium of Welsh. The **Publications Branch** offers a fully bilingual publishing service, including proofreading and editing of all materials in Welsh and English, and their printing and distribution. They also manage a Translation Lot, which is part of the wider Welsh Government Translation Contract, that deals primarily with translation of materials destined for settings/schools across Wales. The **Assessment Branch** works through the medium of Welsh, translating letters and news articles, and dealing confidently with customers preferring to communicate in Welsh. Around 50 per cent of the **Numeracy and Literacy Branch** works fluently in Welsh, including taking telephone calls, handling correspondence and holding meetings in Welsh. All **WLDU** staff work fully through the medium of Welsh and English. They regularly attend events relating to Welsh-medium education and often field questions in both languages. All **Qualifications and Learning Division** staff are able to deal with individuals and organisations preferring to communicate in Welsh.



Training and development is provided to increase skills and build capacity within DCELLS. Welsh language training **opportunities** are promoted via all-staff e-mails, the Training and Development Newsletters, and Inside Knowledge. A series of 20 Welsh language lessons for Level 1 and 2 Welsh learners was provided for staff at the Llandudno Junction office coupled to a **Bilingual Working Pilot** in which staff wore coloured lanyards indicating Welsh-language skill levels to facilitate the use of spoken Welsh. A **Mentoring Scheme** is also being piloted in which 70 mentors/mentees have been paired and are supported by guidance and learning resources.

### **Governance**

In 2010–11 a full-time Welsh Language Manager (WLM) worked in DCELLS to support compliance with our Welsh Language Scheme. The Welsh Language Action Plan (WLAP) sets out our commitments in respect of bilingual service delivery and progress against these commitments is monitored and reported to the central Welsh Language Unit quarterly.

A Welsh Government-wide Welsh Language Thematic Review was undertaken by the Internal Audit Team in 2010 which recommended that DCELLS:

- raises awareness of the Welsh Language Coordinator role
- agrees divisional Welsh language objectives for the Welsh Language Action Plan
- consults the Bilingual Skills Strategy during recruitment and prioritising training.

The WLM met all Heads of Division in DCELLS during 2010–11 to discuss our obligations under the Welsh Language Scheme and to promote an understanding of our responsibilities throughout their teams – DCELLS' Internal Governance Team monitors progress against the Internal Audit Service (IAS) recommendations quarterly. DCELLS compliance with Welsh language issues was also reported within the annual Departmental Internal Audit response for 2010–11.

Six Divisions have a nominated Bilingual Representative to act as a conduit between the WLM and the Division to cascade and collect information about the use of the Welsh language more effectively.

## Health and Social Services Directorate

### Policy and service development

All of the Directorate's work is delivered within the requirements of our Welsh Language Scheme.

As NHS Wales is directly accountable to the Minister for Health there is a certain level of responsibility placed on the Directorate to ensure that health and social services in Wales are able to provide bilingual services to patients, service users and the public. Apart from ensuring that the provision of services and care are of the highest standard there are indirect connections to the Welsh language in terms of ensuring that staff in NHS Wales and Social Services are supported to use the Welsh language in their work and that no policies or changes in services adversely affect the Welsh language and Welsh-speaking communities.

### ***Doing well: Doing Better: Standards for Health Services in Wales (which replaced the Healthcare Standards for Wales)***

The Standards for Health Services were published on 1 April 2010 and supporting guidance to accompany the standards was issued on 25 October 2010.

The Standards for Health Services are applicable to the NHS in Wales. They state the need for services to take into account language needs across the range of their activities, including the commitment of the Welsh Government to ensure that access to services through the medium of Welsh becomes a reality to Welsh-speaking families. A Welsh language policy assessment was undertaken as part of the initial stage of the Policy Gateway process undertaken during development of the standards.

Supporting guidance to accompany the standards has been issued as a draft and work is underway with the service to ensure they are 'fit for purpose' to support them in meeting the standards. The guides will contain further detail on language requirements.

The standards will require NHS organisations to recognise the specific legal status of the language – and the need to consider Welsh in the planning, design and delivery of services. The Standards for Health services are bilingual but the supporting guidance (technical guidance) is available only in English.

Further detail on mainstreaming Welsh in the NHS will be addressed through the NHS Wales Governance e-Manual.

## **NHS redress**

The Putting Things Right Project aimed to develop integrated arrangements for the effective handling of complaints, claims and investigations arising from reported patient safety incidents. This includes a single thorough investigation and appropriate redress, including financial compensation, if appropriate. Equality of access to arrangements, including language considerations, forms an integral part of the development of the detailed arrangements.

Implementation of Putting Things Right was effective from April 2011.

## **Public and Patient Involvement Policy development**

The NHS should aim to derive the maximum benefit from public engagement to help it to provide relevant, high-quality services that the public want and value. Previous guidance (Signposts 1 and 2) provided the NHS with examples of good practice to enable it to achieve an NHS that is genuinely shaped by, and meets the needs of, the people it serves. Reflecting the NHS reforms, there now needs to be a review of what further support and guidance is needed in the NHS in Wales in terms of public engagement. Language needs are an essential feature of engagement. Throughout the current documents the requirement for communication in a range of formats in Welsh is emphasised.

Any new policy documentation would restate the need for the NHS to meet individuals' language needs, particularly the Welsh language.

The NHS Welsh Language Unit within Health and Social Services Directorate General (HSSDG) is tasked with facilitating the improvement of Welsh language services within the NHS Wales and Social Care. The main work of the Unit over 2010–11 included the following.

### **NHS Welsh Language Officers**

Following a Ministerial Letter issued in 2008, all local health boards and trusts have appointed a full-time Welsh Language Officer (following restructuring the health service, some of these bodies now have a team of Welsh language officers). The Unit supports this group by arranging network meetings and training sessions for the officers to share best practice and ensure a consistent approach across the NHS Wales.

### NHS Welsh Language Champions

Following the restructuring of NHS Wales in October 2009, all new health bodies have now appointed a Welsh Language Champion who sits on the Board. A Ministerial Seminar, chaired jointly by the Deputy Minister for Social Services and Chief Executive of the Welsh Language Board was held on 8 July 2010 for the Champions to agree targets and plans to improve Welsh language provision within the service.

### Welsh Language in Healthcare Conference and Awards

The NHS Welsh Language Unit organises an annual conference to share and award good practice within the service. This annual event has firmly established itself as a significant occasion for sharing and celebrating best practice in strengthening the Welsh language dimension in the health and social care sectors.

In 2010 the theme of the conference was 'Language need – the key to improving the patient's experience'. Language choice has been a popular phrase when talking about the provision of quality services in Wales. However, for certain patient groups, receiving services in Welsh is a matter of language need, as it is a matter of necessity for their treatment.

The plenary session included a panel of international speakers talking about their experience in providing bilingual or multilingual care services. The Deputy Minister for Social Services was also present to present awards to the winners.

The awards attracted 40 nominations from 12 categories. The winning organisations and individuals received a total of £10,000 in prize money, which will be used to develop their initiatives or Welsh language provision.

The judges decided to award special recognition to a trust in England which provides tertiary services for patients from Wales. This was despite no statutory obligation for it to do so, and is something which could be emulated by other health organisations in England who provide services to patients in Wales.

Further information about the conference and awards can be found at [www.wales.nhs.uk/sites3/home.cfm?orgid=415](http://www.wales.nhs.uk/sites3/home.cfm?orgid=415)

### Welsh Language in Health and Social Services Task Group

The Ministerial Task Group, chaired by the then Deputy Minister for Social Services, provided valuable leadership and direction to the service and has been a stimulus to both the service and key partners. During the course of the year, it considered a number of issues including:

- work being undertaken by the Care Council for Wales to raise awareness and understanding of bilingualism within its work
- developing bilingual provision in healthcare education programmes
- workforce planning, organisational development and creating a bilingual workplace
- the Welsh Language Board's overview report on Welsh language provision within the health service
- toolkits and approaches developed by Care and Social Services Inspectorate Wales (CSSIW) and Healthcare Inspectorate Wales (HIW) to test Welsh language services
- mainstreaming the Welsh language dimension into the work of the National Leadership and Innovation Agency (NLIAH)
- language need of priority groups.

In view of the need for a more strategic approach as recognised in the ministerial seminar, and the decision to develop a strategic framework, the membership and remit of the Task Group was reviewed and refreshed towards the end of 2010. This has ensured a more balanced membership between the NHS and Social Services and, as a result, the Task Group has the necessary skills to move forward with their work within the context of developing the strategic framework.

### **Care and Social Services Inspectorate Wales (CSSIW) and Healthcare Inspectorate Wales (HIW)**

The Task Group asked the two Inspectorates to develop a framework to inspect Welsh language provision and to consider how they mainstream the language into their day-to-day work. During the year, CSSIW developed a comprehensive pack for this purpose. HIW's approach is focused on embedding consideration of language issues in all its review programmes.

### **Task and Finish Group for the Welsh Language in Mental Health**

The Minister for Health set up a Task and Finish Group to look specifically at how to improve Welsh language provision within mental health service – and in particular to make sure that the Welsh language was embedded into the Welsh Government's five-year Mental Health Plan and Dementia Plans.

### Welsh Language Awareness Training

The Unit commissioned research to look at the effectiveness of 'lechyd Da', the Welsh language-awareness training pack for the NHS developed in 2004. The Task Group looked at the recommendations and decided on appropriate action to embed the training in the NHS and ensure that as many staff as possible were trained.

### Ministerial Seminar on Welsh Language in the Health Service

The Deputy Minister for Social Services held a joint seminar with the Welsh Language Board for senior officers within local health boards (LHBs) and other national bodies and education organisations on 8 July. The seminar discussed how to strengthen provision for Welsh-speaking patients in the health service over the next decade. Attendees agreed to the development of a strategic framework for the Welsh language in health and social services.

The strategic framework will confirm the Welsh Government's commitment to strengthen Welsh language services for service users and their families. It is recognised that although progress has been made during recent years, services are still patchy and all too often it is a matter of luck whether service users receive care through the medium of Welsh.

The framework will aim to tackle this issue, along with strengthening provision and ensuring more effective partnership working across the health and social services sector. The focus will be on developing front-line services, in order to improve the experience of users and their families.

A steering group has been established to take this work forward. The steering group is chaired independently of the Welsh Government and the membership is drawn from the NHS, social services, service users, practitioners and academia.

The group will develop the strategic framework by early next year, with a view to implementing it from April 2012 onwards.

The work of **All Wales Obesity Pathway** established a pathway for obesity interventions from a basic level up to bariatric surgery. The pathway and explanatory documentation was produced bilingually and issued to health boards bilingually to seek their views, gather information on their services against the pathway and provide feedback to use on any gaps in provision. There was provision in the Branch to deal with any enquiries in Welsh regarding the pathway.

## Research/inspection and review

The work of the National Institute of Social Care and Health Research (NISCHR) and the work of the NISCHR Clinical Research Infrastructure is of interest in the context of a number of language issues relevant to research and development. These issues include patient recruitment, use of the language in the service by users and researchers, and use of the language in awareness-raising and dissemination activities.

NISCHR includes an 'involving people' group (Cynnwys Pobl) within the NISCHR Clinical Research Centre (NISCHR CRC), and a Welsh language awareness group (LLAIS).

The role of Cynnwys Pobl is to recruit and train patients and service users to ensure that they can engage effectively in the development of research projects that affect them.

It was decided that Welsh language awareness should be fully integrated within the core functions of the NISCHR CRC. LLAIS will receive grant funding from NISCHR between 2010–2013 to advise on, and oversee, Welsh language-awareness integration. NISCHR CRC has a post with specific responsibility for Welsh language awareness. The mission of LLAIS is to ensure that health and social care research in Wales takes full account of the bilingual nature of Wales and its speakers.

The vision of LLAIS is to work towards ensuring that health and social care research in Wales is responsive to the needs of Welsh speakers, enhancing the validity of research findings and their impact on policy and service provision in the bilingual context.

The remit of LLAIS includes:

- providing specialist support on language awareness in active research studies
- helping the NISCHR CRC to take account of the Welsh language and bilingualism in the development and management of a research workforce
- establishing language-awareness and language-methodology training within the NISCHR CRC training programme
- identifying, supporting and promoting best practice models for patient and public involvement for Welsh speakers within the infrastructure
- the translation and validation of Welsh language research tools.

LLAIS will continue to be subject to contract management and monitoring by NISCHR.

In addition, the following activities support the adequate and appropriate use of the Welsh language across other NISCHR initiatives.

- Terms and conditions accompanying all NISCHR research grants continue to make researchers aware of their responsibilities in providing appropriate materials when dealing with patients, services users and members of the public. The terms and conditions further compel grantees to adhere to their published Welsh Language Scheme or, if they do not have one, to adopt the Welsh Government's scheme.
- Men's views on breastfeeding were sought as part of the breastfeeding awareness week activity. The **breastfeeding survey for men** externally hosted online questionnaire was fully bilingual and promoted bilingually on the Welsh Government website. This work was supported by a Welsh-speaking member of staff.

### **Awarding grants**

**ASH Wales** Grant – a Welsh language section was included in the terms and conditions to ensure Welsh language-related issues are reflected in all core activities pertinent to the grant, and to ensure that services and printed materials provided under the grant are delivered bilingually.

**Cancer Research UK SunSmart** Grant – as part of the grant agreement the Welsh Government directly funds the costs of producing bilingual campaign materials for distribution in Wales.

**Alcohol Concern and Strengthening Families** Grant – a Welsh language section is included in the terms and conditions to ensure that Welsh language-related issues are reflected in all core activities pertinent to the grant, and that services and printed materials provided under the grant are delivered bilingually.

**Healthy Sounds** Grant – a grant scheme for amateur musicians in Wales. It supports musicians to perform to patients in healthcare settings. Promotion and provision of Welsh is included in the terms and conditions. In addition, the scheme information is available bilingually and the charity that runs the scheme can deal with amateur musicians interested in performing in both Welsh and English.



The Food and Physical Activity Branch manages several grant schemes, including the following.

**Dietetic Capacity Grant Scheme, Obesity Referral, Community Food Co-operative Programme in Wales, Breastfeeding Strategic Management and the National Exercise Referral Scheme** – Each of these, and all other, grant schemes issued by the Food and Physical Activity Branch include standard paragraphs in their terms and conditions on supporting the Welsh language and are issued with bilingual terms and conditions and grant offer/award letters. They have bilingual templates for the grant award process. Two members of the Branch are proficient in Welsh, so grant claims and the management of the grant process can be done bilingually.

**Health Challenge Wales Voluntary Sector Grant Scheme; Health Challenge Wales Wellbeing Activity Grant Scheme** – Both of these schemes cover the use of the Welsh language in their terms and conditions.

**Health and Social Care Research Funding Scheme (RFS); Social Care Small Grant Scheme; Health and Social Care PhD Studentships; Research Fellowships** – When a grant call is launched for any of these schemes, a bilingual advert is placed on the NISCHR website notifying researchers based in Wales about the opportunity they have to apply for competitive grant funding.

All grants issued by NISCHR have Welsh language clauses attached to them.

### **Contracting out services**

**Evaluation of the Community Food Co-operative Programme in Wales**  
The contract with BMG Research to evaluate the programme required the company to produce all questionnaires in Welsh and English, use telephone interviewers who could communicate in Welsh and English and provide a bilingual executive summary of their report.

All materials linked to Smokebugs and Smokefree Class contracts are produced bilingually.

A contract was awarded in 2010–2011 for the management and delivery of employer assessments for the Corporate Health Standard. The contract includes a group of bilingual assessors to deliver assessments through the Welsh language.

A contract for research on employer outcomes through the Corporate Health Standard is likely to be procured in 2011/12, which will follow the Welsh Language Scheme.

Change4Life/Newid am Oes included the provision of bilingual sign-up of families and bilingual fulfilment of personalised resources to families through a contract with the Lateral Group. Families are able to register for this social marketing programme online in Welsh or English or via a bilingual hard copy questionnaire. Families' responses are used to draft a personalised action plan. The personalised action plan is sent to the family in the language of their choice (decided by which language they use to register). The processing time is the same regardless of language used. The result is not a standard bilingual resource, but an improved resource, personalised to the answers the family have given, and in the language they have requested. All further seasonal material then continues to be delivered in the language of choice.

### **Publicity**

The **You, Your Child and Alcohol** leaflet was produced bilingually.

The stroke risk reduction campaign 'Ask First' was launched in March 2010, featuring bus shelter adverts, radio adverts, posters in primary care settings, testing events in workplaces and PR activity. Translation was engaged to provide a campaign slogan that worked in Welsh.

The poster was bilingual and met Welsh Government design criteria concerning the use of the Welsh language. The radio advert was broadcast in Welsh and English versions. Website information was produced bilingually. PR case studies and interviewees included Welsh speakers. Of the two pieces of correspondence received about the campaign, one has been in English and one in Welsh.

All of our publications, for professionals and the public, are scored against the Welsh language translation guidance. Over the past four years, the vast majority have been produced bilingually. There are occasions, for example with our Community Food and Nutrition Skills courses, where the courses are delivered through the medium of Welsh or English, where we produce more copies in one language than the other to satisfy demand, however the resources are still made available in Welsh or English to satisfy customers' preference.

When we established **Change4Life/Newid am Oes** as a brand, we produced all the resources bilingually. We set up a mailbox that the public and our partners could use to communicate with us, and this was set up with a Welsh and English address, which we publicise on the bilingual website, in publications, in correspondence and verbally ([newidamoes@cymru.gsi.gov.uk](mailto:newidamoes@cymru.gsi.gov.uk) / [change4life@wales.gsi.gov.uk](mailto:change4life@wales.gsi.gov.uk)). A Welsh-speaking member of staff monitors the mailbox and produces draft replies to Welsh correspondence. We use the mailbox to communicate with our local supporters, of whom there are currently 760. We issue e-bulletins to those supporters every couple of months, and these are fully bilingual, with Welsh text first and English second (with a note at the top to explain that it is a bilingual e-mail and that the reader can scroll down for the English version).

The Change4Life/Newid am Oes publications make use of an informal style of English and this has been very well replicated in the Welsh translation undertaken by the Welsh Government's translation service. The resources include word searches, jokes, informal language, rhyming language and recipes – and much of the text is designed to appeal to a younger audience. The Welsh translation service has worked to ensure a similar and appropriate style in Welsh – see [www.cymru.gov.uk/newidamoes](http://www.cymru.gov.uk/newidamoes) or [www.wales.gov.uk/change4life](http://www.wales.gov.uk/change4life) for examples.

**Choose Well/Dewis Doeth** was launched in February 2011, with the aim of boosting awareness of the range of NHS services available to the public. This means that patients will receive the best treatment for their needs, and hopefully ease pressure on Emergency Departments and on Ambulance Services.

We took steps to ensure that this campaign was accessible in both Welsh and English. A bilingual press release was issued to mark the launch of the campaign, and bilingual bus shelter adverts were used to raise awareness. We have recently commissioned a bilingual press advert, and are currently developing the Staff Guide, which will be issued in both Welsh and English.

Members of the team represented the Choose Well brand at the Wrexham Eisteddfod, and bilingual material was developed for the event.

In the future, we aim to evaluate the impact of the campaign on health services in Wales, and ascertain brand awareness – these surveys will be undertaken bilingually.

## Helplines

**Smokers Helpline Wales** – This service is offered in Welsh and English (through the same telephone number) by offering callers a choice at the start of the call. The Welsh and English services are equal. Bilingual publications are distributed on request.

**Sexual Health Helpline** – This service is offered in Welsh and English (through the same telephone number).

The **Health Challenge Wales** literature line 0845 606 4050, which is delivered by the Health Promotion Library in Llanishen, makes available the Department's health protection and promotion publications. One of the team of four speaks Welsh and handles the Welsh enquiries. When that person is not in the office the service is English-only. The telephone number is the same for English and Welsh enquiries. About 2 per cent of callers ask to speak in Welsh.

The **Health at Work Advice Line** uses a freephone number 0800 107 0900, and the service is bilingual. All promotional material, literature and marketing has been bilingual throughout the pilot period and will continue to be, as we sustain the service in the longer term within the Healthy Working Wales Programme. Similarly, a bilingual service is provided by operators who are the first point of contact at the call centre and following transfer, by the Occupational Health Nurses who deliver the telephone-based occupational health advice. The provision of a bilingual service was specified in respective contracts. To date, no callers have wished to conduct their call in Welsh.

## Publications

Publications are produced in line with print guidance with officials working closely with the design and typesetting teams and the translation service to ensure that bilingual, Welsh and English materials are produced in line with the Welsh Language Scheme and are as effective, clear and targeted as possible.

**Welsh Network of Healthy School Schemes (WNHSS)** – if authorities request documents in Welsh, these are assessed by the Welsh Government scoring system and produced bilingually if they meet the required scoring criteria.

## Forms

The Directorate produces numerous forms. Examples of those produced or amended in 2010–11 include:

- general dental forms for dental treatment and orthodontic work produced as separate Welsh and English documents
- the Patient Consent to Dental Treatment form now produced in a bilingual format
- the Registration with GP form produced in a bilingual format.

A Welsh Government Bilingual Conversion Programme of NHS Primary Care Forms has been set up to ensure that all forms for the public are produced in Welsh.

## Internet

[www.smokingbanwales.co.uk](http://www.smokingbanwales.co.uk) (a sub-site of the Welsh Government website) is fully bilingual.

Healthy Working Wales – this employer site is fully bilingual.

Healthy Working Wales – GP – this is not bilingual due to the specialist nature of the advice it contains.

Healthy Working Wales' literature is available bilingually and is published on the Welsh Government's corporate website.

The Welsh Network of Healthy School Schemes Database is available bilingually at [www.healthyschoolswales.org.uk](http://www.healthyschoolswales.org.uk)

## Working in Welsh

Welsh language skills development is an ongoing priority for Organisational Development and Learning (OD&L) who manage the Directorate's OD and Skills Programme.

In order to rigorously meet our responsibilities under the scheme, a cohort of 15 staff was established to undertake short drafting and translation tasks required to meet Section 6.2 targets.

The cohort consisted of fluent Welsh speakers and writers, and high-calibre Welsh learners.

Strengthening the Welsh language skills of the workforce is core to improving bilingual service within the NHS. The NHS has a HR/payroll database – the Electronic Staff Record (ESR). Work was undertaken to ensure that meaningful Welsh language skills questions were included in the ESR. The questions are based on the ALTE (The Association of Language Testers of Europe) self-assessment system.

This section of the ESR went live in summer 2010. As with all elements of the ESR (except payroll details), completing this section of the questionnaire is voluntary. As such, work was undertaken to develop an electronic tool in order to collect this data quickly and effectively.

### **Governance**

Coordinators have been appointed in each Directorate with two central Bilingual Coordinators arranging bimonthly meetings. The Welsh Language Unit within the DG coordinates Welsh language for the NHS in Wales.

The Directorate has identified specific targets across the Directorate which will lead to mainstreaming the Welsh language across the DG.

**Welsh Language Awareness Training Programme** – to pilot awareness sessions for each division in September with an aim of 40 per cent staff having received language awareness training by March 2011.

**Policy Mill/Gateway** – through the Policy Gateway, Welsh Language Impact Assessments ensure that bilingual provision is considered at the beginning of policy development and that officials developing policies refer to the Bilingual Service Coordinator for guidance.

**The Coordinators' Group** – meets bimonthly. Membership is to be reviewed in 2011–12, following restructuring, to ensure suitable representation from each Directorate.

**Bilingual Skills** – meetings were held with Directors and Divisions during September/October to highlight the need to consider where bilingual skills were needed and to ensure that appropriately skilled staff were in those posts/teams.

The DG has an up-to-date Welsh Language Action Plan.

## **CAFCASS Cymru Division (Child and Family Court Advisory and Support Service)**

The Division's direct contact with the public, involving both adults and children, means that the Welsh language is vitally important to everyday work.

### **Policy and service development**

The Division continues to seek opportunities to mainstream the Welsh language into service development; however, CAFCASS Cymru does not hold any responsibility for the development of policy.

Work undertaken during the year included one major service development administered by CAFCASS Cymru to implement the Revised Private Law Programme Practice Direction, which was issued by the President of the Family Law Division. To ensure that due regard was given to the language, the following steps were taken.

- A proportion of the Family Court Advisory (FCA) staff assigned to this new role will be fluent Welsh speakers so that referrals could be passed to Welsh-speaking FCAs when required.
- All standard letters sent to local authorities and police forces requesting safeguarding information are fully bilingual.
- The standard letters sent to service users informing them of the process are fully bilingual.
- The leaflet produced for HMCS to send to all new applicants is fully bilingual.

Next year will see a focus on the further centralisation of the revised Private Law Programme work and the need to consider the impact on the Welsh language will be incorporated into the planning process.

### **Promoting the use of Welsh**

We have not undertaken any activity to promote the use of Welsh with the general public above the remit of our service delivery work. However, our services are available bilingually and we promote use of the Welsh language with our service users. All forms of correspondence and publications used are also fully bilingual to reinforce this.

## Helplines

The Division is currently responsible for one helpline, which is a Children's Complaints Line. The availability of this helpline has been promoted in both Welsh and English through the CAF/CASS Cymru website, the complaints leaflets available in all of our branch offices and the pocket-sized children's complaints guide handed to children on their first meeting with our practitioners. Although the helpline has been promoted, no calls in Welsh have been received to date. Due to the low call volumes expected, a system where callers can select the language they wish to use has not been possible to implement; however the office where the helpline is answered is always staffed by at least one Welsh speaker so that the call can be diverted to that person, when required.

## Publications

We have adhered to the commitments set out in the Welsh Government's Welsh Language Scheme with regard to publications, recognising that the standard practice is to publish written material for the public in Welsh and English, together in one document.

As we are in constant written contact with members of the public, we have worked to improve our bilingual letters and any new letter templates are set up in a format with Welsh and English side by side, rather than separate Welsh and English versions of the same letter.

Next year we will focus on making the same changes to our existing letter templates.

## Forms

We have adhered to the commitments set out in the Welsh Government's Welsh Language Scheme with regard to forms. For example, our Diversity Monitoring Forms are issued to all service users in Welsh and English.

Some internal forms have also been issued bilingually to be completed in either language, such as the Language Skills Audit form sent to all staff members. Consideration will be given to all future internal forms with best practice being to provide bilingual copies.

## Internet

The Division does have a website separate from the main Welsh Government website at [www.wales.gov.uk/cafcasscymru](http://www.wales.gov.uk/cafcasscymru) and [www.cymru.gov.uk/gcclbtscymru](http://www.cymru.gov.uk/gcclbtscymru)



There are protocols in place to ensure that the content in both languages is consistent, so that every time new information is placed on the internet we ensure that it is available in both languages simultaneously.

### **Working in Welsh**

The Division fully supports the use of Welsh in the workplace, and is active in promoting opportunities for increased use of Welsh across our branches.

Due to the geographic spread of the Division, there are varying proportions of Welsh speakers in each office. The Caernarfon office, for example, operates almost entirely through the medium of Welsh. In the meantime, some other offices do not have any Welsh speakers. However, reciprocal arrangements exist with other Welsh Government operational areas to provide a Welsh-speaking practitioner when this requirement has been identified.

All written material submitted to CAFCASS Cymru in Welsh can be dealt with without the need for translation, by referring the material to one of our Welsh speakers.

The need for Welsh language skills is considered as and when staff are recruited to all parts of the Division.

To assess our current level of Welsh language skills, a fully bilingual electronic form was developed to allow staff to provide details of their linguistic ability.

The Cysill and Cysgair programmes are available on staff computers to assist with drafting in Welsh.

Across the Division, one member of staff is currently being supported to undertake a Welsh for Adults course.

CAFCASS Cymru will begin work during 2011–12 to develop recommendations with regard to increasing the use of Welsh in the workplace across the division.

### **Governance**

The Division cooperates with the CAFCASS Cymru Welsh Language Coordinator in accordance with the Welsh Government's Welsh Language Scheme. The coordinator meets on a regular basis with the Welsh Government's Welsh Language Unit to discuss guidance with regard to compliance and best practice.

The Divisional Senior Management Team are also fully briefed on a monthly basis to ensure awareness of ongoing work and to monitor compliance with, and implementation of, the CAFCASS Cymru Welsh Language Action Plan.

## **Public Services and Local Government Directorate (PSLGD)**

Public Services and Local Government Directorate (PSLGD) sees 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.

### **Policy and service development**

The Directorate continues to seek opportunities to mainstream the Welsh language into policy and service development.

**Communities First Partnerships** cover around 20 per cent of the population of Wales in its most deprived communities. Some of these communities are predominantly Welsh speaking and our guidance advises partnerships with regard to the need to reflect the bilingual nature and requirements of the community in the activities that they undertake. We ensure that all grants funded under the Communities First Programme are compliant with the Welsh Government's Welsh Language Scheme.

We have delivered a range of measures to improve **financial inclusion** and financial literacy. In particular, we continue to encourage those providing advice services, training and publicity for the public to do so bilingually.

The **third sector** has an important role in supporting the use of the language at a community level, working in partnership with the Welsh Language Board and the Welsh Government. The Third Sector Partnership Council's Funding and Compliance Sub-Committee has updated the Welsh Government's Code of Practice for Funding the third sector to address Welsh language issues.

The delivery of bilingual services is fundamental to the Welsh Government's **Child Poverty Strategy**. Services and support (for example in relation to social services, health, education and parental employment) are delivered bilingually where appropriate, ensuring that children in low-income families, whose first language is Welsh, are catered for. Additional funding was agreed in November 2009 to further develop the child poverty website over a three-year period and this work continues. All public promotional work relating to Child Trust Fund Cymru and Credit Unions is bilingual and uses Welsh media channels.

Our digital inclusion initiative **Communities 2.0**, delivers its services to people in the most deprived parts of Wales through the language of their choice. It works with groups to undertake digital inclusion work and support online activities, ensuring appropriate use of Welsh. A Digital Inclusion Framework for Wales was published in 2010, taking into account the recommendations of the Welsh Language Board.

Draft Technical Advice Note 20 *Planning and the Welsh language* was issued for public consultation in March 2011. It builds on existing guidance by encouraging local planning authorities to use Language Impact Assessments as part of the sustainability appraisal process that takes place when Local Development Plans are prepared.

The Directorate's Bilingual Service Coordinators have liaised with senior staff in PSLGD and the Inspectorates to help ensure that the Welsh language is considered from the outset when **new policies, guidance and services** are developed. They also liaise with the Directorate's Policy and Legislation Coordinator to keep an overview of planned policy development.

The main areas of policy development in 2011–12 are likely to be Communities First (where there will be significant Welsh language considerations due to the whole of Wales nature of the programme), the Anti-poverty Plan and increasing the number of Police Community Support Officers.

Key services to be developed in 2011–12 include changes to the Blue Badge Scheme for disabled motorists and extension of the concessionary fares scheme for public transport. The ability to deliver these services in Welsh will be a key consideration.

### **Promoting the use of Welsh**

No action was taken during 2010–11 with the express and main aim of promoting the use of Welsh by individuals, organisations or communities.

### **Research/inspection and review**

The Care and Social Services Inspectorate Wales (CSSIW) assesses the adequacy and quality of the provision of service in Welsh as part of its routine inspections of social care and local authority settings. An inspection methodology will be implemented as soon as possible with regard to the Welsh language.

## **Contracting out services**

PSLGD issued a contract in 2010–11 for the All-Wales Domestic Abuse Helpline (Community Safety Division).

The contract requires the delivery of a fully bilingual helpline service to victims of domestic abuse across Wales. It also specifies that legal frameworks should adhere to the Welsh Language Act 1993 and that all services delivered to the public, such as the helpline itself and all publicity and marketing material, should be fully bilingual and compliant with the Welsh Government's Welsh Language Scheme.

## **Awarding grants**

The Directorate delivers a variety of grants and funding through schemes such as Communities First, the Community Facilities and Activities Programme, and the Post Office Diversification Fund. Schemes are checked regularly to ensure that the terms and conditions issued to Grant Recipient Bodies state that Welsh language-related issues need to be reflected and actioned accordingly in all core activities. Organisations are also reminded that activities funded by the Welsh Government should be delivered bilingually in line with the organisation's own Welsh Language Policy.

## **Publicity**

Two major publicity campaigns were undertaken by the Directorate in 2010–11, both aimed at tackling domestic violence.

In June 2010, the One Step Too Far campaign was launched to raise awareness of violence against women and sexist behaviour. A bilingual campaign was planned from the outset and the campaign was managed by a Welsh speaker. Bilingual publicity material appeared on television, posters and websites. Feedback on the website was invited in both Welsh and English. Other online publicity using social networking and blog sites such as YouTube and Facebook could be added in English only. Since 52 per cent of traffic to the campaign website came via Facebook, we consider being able to add Welsh language content to Facebook for future campaigns as an important step forward.

The Christmas 2010 campaign, Stop Blame, was also bilingual from the outset. Translators were involved early on in the development of straplines and text for the posters. A TV advert was produced which was silent apart from separate English and Welsh voiceovers. Again, 82 per cent of traffic to the campaign website came via Facebook so being able to use bilingual adverts on Facebook will certainly be an advantage in future.

A new domestic violence campaign was programmed for September 2011 and all Facebook content will be bilingual.

### **Publications**

We have adhered to the commitments set out in the Welsh Government's Welsh Language Scheme with regard to publications. Where possible, all written material for the public has been published in Welsh and English together in one document. Where this has not been possible, separate Welsh and English versions have been published simultaneously.

During 2010–11 we introduced a newsletter aimed at the Armed Forces Community in Wales. The bimonthly, fully bilingual newsletter raises awareness of the needs of serving personnel, their families and veterans living in Wales, as well as the services available for them.

### **Helplines**

The Directorate is responsible for two helplines – the Drug and Alcohol Helpline and the Wales Domestic Abuse Helpline. Both can deal with calls in Welsh and English.

An additional helpline will fall within the Directorate when the Welsh Government's transport function joins us in 2011–12. Traveline Cymru is a public transport enquiry service that provides a fully bilingual service to its customers.

### **Forms**

All forms produced by PSLGD have adhered to the commitments in the Welsh Government's Welsh Language Scheme. A sample selection of forms is checked by the Bilingual Service Coordinator on a quarterly basis to ensure compliance.

## **Internet**

The Welsh Government's website pages for PSLGD are fully bilingual at all times.

The Care and Social Services Inspectorate Wales (CSSIW) and Healthcare Inspectorate Wales (HIW) are operationally independent from the rest of the Directorate and have separate websites which are also fully bilingual.

All documents held on the sites are published in both languages simultaneously. The CSSIW site includes a copy of its Welsh Language Action Plan along with a bilingual statement that CSSIW welcomes contact in Welsh and English.

The Welsh and English versions of all the sites mirror each other for ease of navigation.

## **Working in Welsh**

The Directorate supports the use of Welsh in the workplace and has sufficient Welsh speakers to deal with individuals and organisations who prefer to communicate through the medium of Welsh. The need for Welsh language skills is considered during the recruitment of staff to all parts of the Directorate.

Various Welsh language resources are available to staff and the Bilingual Service Coordinator for PSLGD has drawn the attention of staff to online translation tools, as well as Cysill and Cysgair.

Several members of staff are receiving Welsh lessons through Acen and have agreed to help with Welsh language queries and work across the Directorate as and when possible. A good deal of Welsh language correspondence is dealt with internally, without recourse to the translation service. Welsh language 'drop-in sessions' have been arranged by the Bilingual Service Coordinator, although uptake was limited.

Several members of staff have expressed an interest in developing their spoken Welsh and their ability to use their language skills at work so, in order to further promote the use of Welsh, a Welsh language conversation and working group is planned for 2011–12.

## **Governance**

Welsh language issues are regular agenda items at senior management team (SMT) meetings. A paper containing recommendations from a wide-ranging report, which highlighted action that could be taken by CSSIW to strengthen its capacity to operate bilingually, was approved by the CSSIW Management Board in March 2011. The CSSIW Welsh Language Action Plan is being updated to include these recommendations.

Also in CSSIW, a Welsh Language Group has been established to add impetus to the Welsh Language Scheme Action Plan. A summary of discussions is fed back to staff as part of a regular Welsh language update in the staff e-bulletin.

Public Service and Local Government Delivery (Directorate), Care and Social Services Inspectorate Wales (CSSIW) and Healthcare Inspectorate Wales (HIW) all have Welsh Language Scheme Action Plans which are updated and reviewed on a regular basis.

The Bilingual Service Coordinator for PSLGD meets quarterly with the coordinators for the Care and Social Services Inspectorate Wales (CSSIW) and Healthcare Inspectorate Wales (HIW) and work closely together on cross-cutting issues. The coordinators send regular e-mails to staff reminding them of key aspects of the organisation's Welsh Language Scheme and their responsibilities with regard to, for instance, answering the telephone or dealing with the Welsh-speaking public.

There is generally a good level of awareness across the Directorate of the requirements of the Welsh Government's Welsh Language Scheme and the Bilingual Service Coordinator sends out regular e-mails reminding staff of important aspects of the scheme. The number of enquiries to the Bilingual Service Coordinator has greatly increased since the introduction of the regular e-mail update.



## Directorate for the Economy and Transport (DE&T)

The work undertaken by the Department for the Economy and Transport (DE&T) focuses on creating a vibrant Welsh economy, delivering strong and sustainable growth, by providing opportunities for all, through a variety of policy areas which also play an important role in promoting and facilitating the use of Welsh.

### Policy and service development

#### Director General – Operations Team and Strategy

This Division continues to seek opportunities to mainstream the Welsh language into all policy and service development; this is aided by the Department's Equality Support Unit which provides specialist advice to ensure that Welsh language considerations are included in our policy and service delivery work.

A Welsh language impact assessment of the policy document *Economic Renewal: a new direction* was undertaken in 2010. The policy team engaged with a broad range of Welsh stakeholders, including groups representing Welsh speakers. Their views and comments relating to the Welsh language and the economy, both with regard to the benefits of bilingualism and issues for businesses in working with the Welsh language were considered during development of the strategy. Research was undertaken on bilingualism as a skill, Welsh speakers as entrepreneurs and regional concerns regarding the Welsh-speaking heartlands has been documented. For more information, see

[www.wales.gov.uk/topics/businessandconomy/economicrenewal/programmepapers/110712erpequalityevidence/?lang=en](http://www.wales.gov.uk/topics/businessandconomy/economicrenewal/programmepapers/110712erpequalityevidence/?lang=en)

During the year, the Equality Support Unit also developed its *Update on Working Bilingually* guidance, which has been promoted across the Department through the intranet. The guidance sets out practical ways in which staff within the Department can develop their bilingual capacity and improve consistency with regard to service delivery.

#### Sectors and Business Group

Sectors and Business is a new group within the Department, aligned to the sectoral focus of Economic Renewal; Divisions are in the process of putting together their strategies and action plans, which are required to consider cross-cutting themes, including consideration of the Welsh language.

### Entrepreneurship and Business Information (E&BI)

Certain functions have been carried forward from the previous Flexible Support for Business (FS4B) Programme to support entrepreneurship and business information. Several activities to support the Welsh language have continued into the new programmes, as outlined on the next page.

The Business Information Helpline (formerly the FS4B Contact Centre) has a Welsh Language Policy in place and all the monitoring systems, including voicemail services, are available bilingually. Following the relocation of the service to the Welsh Government's new office in Llandudno Junction, recruitment is underway to fill positions within the team and half of the enquiry posts will be Welsh-speaking, to ensure that Welsh-speaking clients will be able to access the service through the medium of Welsh.

Between 1 April 2010 and 31 March 2011, 2.5 per cent of calls that came through the helpline service were in Welsh, and those clients were thereafter dealt with in Welsh.

The Self-Employment and High Potential Starts Teams gather evidence on the demographics, including the Welsh-speaking ability of individuals who have accessed the start-up service, on a quarterly basis. This data has been used to review the effectiveness of business start-up providers, to provide a service that is inclusive in the areas they operate in and target engagement activities.

Menter a Busnes received a contribution to its core funding during 2010/11, to promote the business benefits of the Welsh language, both in terms of using Welsh as a business language and as a positive trading feature.

In partnership with Menter a Busnes, a Welsh 'Dragon's Den'-style event was held at the 2010 National Eisteddfod in Ebbw Vale to encourage Welsh-speaking entrepreneurs. The aim of the competition was to support new business ideas that demonstrate the entrepreneurial spirit of the people of Wales in a difficult economic climate.

To promote business start-up as a positive option to Welsh speakers, E&BI have worked with eight business start-up providers across South Wales to ensure that bilingualism is at the forefront of delivery. This support was a direct response to the demographics of Welsh speakers accessing the start-up service within South Wales being consistently low, and that Welsh speakers receiving support were not requesting delivery through the medium of Welsh.

The main aim of this work was to develop the 'look and feel' of the service so that the provider presented a bilingual image when meeting or talking to clients at initial contact stage.

The support to develop bilingualism among eight start-up service providers entailed:

- an audit of the providers in terms of their bilingual websites/literature, and their bilingual greeting when answering the telephone
- Welsh language-awareness sessions with advisers and frontline staff
- steps to strengthen the presence of the Welsh language when visitors/clients arrive (in terms of signage/bilingual greetings, etc.).

In addition to these steps to encourage participation of Welsh-speaking clients, E&BI have commissioned outreach engagement activity that took place across South Wales. These events have been successful in demonstrating that clients do increasingly wish to receive mainstream support bilingually.

Under the Supplier Development Service we have held 'How to Tender' events through the medium of Welsh in Llanrwst, Caernarfon and Prenteg. Businesses in Anglesey, Gwynedd, Conwy and Denbighshire were invited. All networking events held in north and mid-Wales are held bilingually (32 held during 2010–11). The Regional Centres have referred 65 clients through to the Welsh Language Board which have gone on to adopt Welsh Language Policies, and committed themselves to improving the use of Welsh both in the workplace, and by the delivery of the business to the public. These policies are increasingly used by companies to promote the businesses to the general public and are seen as a mark of quality which makes the business distinctive to its competitors.

The Regional Centre in Merthyr Tydfil also jointly ran an event with the Welsh Language Board designed to promote the use of Welsh in business. The event was also supported by Merthyr Tydfil County Borough Council, and attracted 45 businesses in an area where historically it has been very difficult to engage local business people regarding greater use of the Welsh language. The event included presentations on the benefits of using Welsh in your business, and workshops to develop a vision statement and Welsh Language Policies. Similar events are being planned across south-east Wales in 2011–12.

Work undertaken over the past year also included the launch of the Big Ideas Wales Campaign website and the In Wales Campaign, both of which are bilingual.

Of all the presentations delivered through the Dynamo Network to promote entrepreneurship to young people, 8.9 per cent of these have been delivered in Welsh.

Public meetings were conducted predominantly bilingually with translation facilities available, where appropriate.

### **Research/inspection and review**

The core principles for surveys have been agreed and these are in line with the Welsh Government's customer service performance principles. There are five set questions asked in each survey and one of these is on the Welsh language, which asks 'Were you able to use the language of your choice when you last contacted the service?'

The findings from surveys undertaken in 2010–11 were as follows.

- Start Up (non-growth) survey: 94 per cent used their language of choice; 1 per cent did not use their language of choice.
- Networks customer satisfaction survey: 99 per cent used their language of choice; 1 per cent did not know.
- Construct Wales customer satisfaction: 95 per cent used their language of choice; 5 per cent did not use their language of choice.

### **Promoting the use of Welsh**

Next year will see a focus on considering the Welsh language impact in several areas, including completing work on our new Welsh Government Language Strategy and developing future commitments that are achievable and challenging.

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 Sector and Business Group Divisions are currently considering the future role of the Welsh Language Economy Group and will be preparing a position paper on the proposed way forward, which was to be presented to Ministers by early autumn 2011. Current thinking is to establish an internal group to consider day-to-day issues in promoting and sharing best practice across Departments and establish an external 'think tank' that would include membership from academia and the private sector. This would undertake research, social marketing and policy prototyping and could become a test bed for new techniques in the use of Welsh and its economic benefits.

The Division has made a commitment in its Welsh Language Policy Statement to grow the volume of Welsh language guidance on the Business Information website.

### **Awarding grants**

The grant scheme that we administered, pre-Economic Renewal Programme, for flexible business support which was open for bids, was the Single Investment Scheme. The application form, guidance and explanatory notes explained that, in receipt of the grant, the individual/organisation must pay due regard to the Welsh Government's Welsh Language Scheme. Each bid was checked for compliance with this condition as grant applications were assessed.

### **Contracting out services**

Any successful contractor must ensure that services provided through our contracts are compliant with the Welsh Government's Welsh Language Scheme. Links to copies of the scheme are provided to all contractors who wish to tender for opportunities.

### **Publications, forms and publicity**

We have adhered to the commitments set out in the Welsh Government's Welsh Language Scheme with regard to publications and forms, recognising that the standard practice is to publish written material for the public in Welsh and English, together in one document.

This included the Youth Entrepreneurship Dynamo material and the YES Strategy and Action Plan 2010–15, which are bilingual.

The department has already translated and maintains 80 bilingual guides ([www.business.wales.gov.uk](http://www.business.wales.gov.uk)) and has translated a further 60 non-Welsh guides in 2010–11. An additional twenty new guides were created during the year.

### **Internet**

A policy statement has been agreed by the Welsh Government, the Welsh Language Board, the Business.gov Programme, and representatives from Whitehall Departments, which:

- recognises the responsibilities of UK Government bodies for providing [businesslink.gov.uk](http://businesslink.gov.uk) (and therefore FS4B) content and services in the Welsh language
- provides a basis for the Welsh Government to work with UK Government in future years, with a view to continually increasing the level of Welsh language content and services.

Responsibility for publishing UK Government-owned content bilingually will continue to lie with the bodies responsible for that content, in line with their Welsh Language Schemes (where these apply).

### **Working in Welsh**

The Department supports the use of Welsh in the workplace, and is active in promoting opportunities to increase the use of Welsh across the Welsh Government.

Welsh language dictionaries are available for all staff, along with guidance on Welsh language grammar, and staff are able to use online translation technology to help translate from English to Welsh and vice versa. The Cysill and Cysgair programmes are available on staff computers to assist with drafting in Welsh.

Over the past year, the Relocation Strategy has seen fourteen offices in North Wales coming together at the Welsh Government's new office in Llandudno Junction. This brought a number of different organisational cultures together. As part of the integration, a pilot project on Working Bilingually with the Enterprise Division was instigated as part of the Llandudno Junction Project (which is discussed on page 101).

## **Governance**

We intend to ensure the effective implementation of the Welsh Government's new Welsh Language Scheme through the development of a DE&T Welsh Language Group. This will draw together expertise from across the department, with representation from the Sectors and Business Team, Marketing, Entrepreneurship and Business Information and other identified areas of expertise.

Welsh language and bilingual information and advice is to be included in the Sectors and Business Operations Manual.

The Equality Support Unit is responsible for driving compliance with the scheme across DE&T. It meets on a regular basis with Welsh Government Welsh Language Coordinators and provides guidance with regard to compliance and best practice.

## Welsh Government Central Departments

### Policy and service development

We have continued to seek opportunities to mainstream the Welsh language into policy and service development. This has included:

- ensuring that Policy Departments consider the impact of new policies on the Welsh language – from April 2010 to February 2011 inclusive, Policy Support Unit recorded 18 announced policies as having progressed through the Welsh Government's Policy Gateway process; the Welsh Language Checklist has to be used on every policy and service going through the Policy Gateway to ensure that impact on the language is considered
- provision of advice and guidance on the application of the Welsh Language Act and implementation of our Welsh Language Scheme through discussion with policy colleagues.

The Department played a key role in developing and delivering the policy that resulted in the Welsh Language (Wales) Measure 2011. The Department took a large role in policy development on this project because of the numerous and complex legal issues that were linked with the Measure.

One of our priorities for 2010–11 was to provide increased capacity and flexibility with regard to the Welsh Government's Translation Service and contract both internally and externally, with the added provision to regionalise a centrally managed contract.

In addition, during 2010–11, it was decided to continue with the restructuring of the Translation Service and to allow recruitment to all vacant posts within the service.

To support the new structure of the Translation Service, which will be focused on delivering services according to DG portfolio, a new electronic workflow system was piloted and rolled out to some key customer portfolios, with the system rolled out to all internal customers by the beginning of July 2011.

A second priority was to ensure bilingual staff for the Finance Payments Helpdesk, with regard to performing the 'business as usual' function, both internally and externally.



Bilingual colleagues are available at all times to respond to Welsh language callers. Statistics over a four-week period in February/March 2010 found that 6 per cent of all queries were dealt with through the medium of Welsh. All correspondence containing the helpdesk's contact details is sent out bilingually.

All helpdesk staff profiles in the Business Directory record Welsh language ability and the Bilingual Skills Coordinator has provided advice to colleagues with regard to adding the 'Working Bilingually' icon to their e-mail signatures.

Externally, all official letters and remittance advice documentation is issued bilingually. If anyone e-mails the mailbox they should receive an automatic bilingual reply stating that their enquiry is in a queue and will be answered within 48 hours.

The remittance advice and payment enquiry mailbox has been amended to include the following formatted text: 'Rydym yn darparu gwasanaeth dwyieithog/We provide a bilingual service.'

In 2011–12, we will be ensuring that the development of assessment centres for progression and recruitment reflect our Welsh Language Scheme.

### **Promoting the use of Welsh**

The Department has a wide variety of functions, most internally and others externally facing. The Department continues to look for opportunities to promote the use of the Welsh language, particularly during the events it is responsible for.

Following the opening of the Llandudno Junction office, Welsh language-awareness sessions were held in order to promote interest in the language. As a result of these sessions, two new classes have started, enabling 15 members of staff to start Welsh classes. In addition, across Welsh Government there are 150 members of staff undertaking Welsh language training funded from a core budget.

The Communications Directorate is responsible for the Welsh Government's corporate presence at the Urdd and National Eisteddfodau. During these events, a number of activities are arranged on the Welsh Government's exhibition stand for Welsh speakers and learners.

All channels produced by the Department for communicating with our stakeholders and the public are bilingual, in line with our Welsh Language Scheme, including magazines and e-newsletters. The Department is also responsible for the Welsh Government's social network channels and has a presence on YouTube, Twitter and Flickr. All these channels are bilingual and facilitate bilingual exchanges with the Welsh Government.

All events of national importance are bilingual. For instance, our St David's Day Dinner and the announcements in the Recognising Achievement Receptions, which recognise individuals for their contribution to Wales and Welsh society, were hosted bilingually.

Central Departments have a number of staff with Welsh language skills. For instance, the Legal Services Departments have 33 staff with Welsh language skills at Level 3 and above (for reading, writing and speaking) and Central Departments also have a training budget to support staff who wish to learn Welsh but who do not qualify for centrally funded courses.

### **Recruitment**

As an organisation, we have had a moratorium on external recruitment in place for most of 2010. However, where Welsh language skills were seen as a key requirement for a post, we have given exceptional approval to external recruitment to help build our skills base.

### **Research, inspection and review**

One of our priorities for 2010–11 was to identify opportunities where research may be planned, gathered, monitored and evaluated bilingually, including publication of the research.

Central Departments continue to support the provision of robust evidence on Welsh language matters through employee, stakeholder and customer research, and policy-focused research development.

The staff/customer research programme has included a 'spotlight' (sample) survey of staff on Welsh language issues and focus groups with staff to consider the constraints and opportunities for staff to use Welsh more effectively in the workplace. The biannual Stakeholder Survey measured stakeholder accessibility to the Welsh language and follow-up qualitative research resulting from the survey focused on Welsh-speaking stakeholders' experiences of using the language with Welsh Government officials.

Policy-focused research included:

- developing an Evaluation Framework for the Welsh-medium Education Strategy for DCELLS – this is currently being undertaken via an external commission and, when completed, will result in the commissioning of research to evaluate the Strategy over the next three years
- a review of the Athrawon Bro service (Welsh language support to schools) – the findings from which will be taken up by the Welsh Language Development Unit within DCELLS
- a research project under the New Ideas Fund on ‘Exploring the role of classroom language transmission practices in developing Level 1/Level 2 fluency in Welsh’ – to report in September 2011.

Social Research colleagues have recently commenced a review of the implementation of all aspects of the publication guidance and Quality Assurance Framework including Welsh language aspects.

A review of tribunals has taken place and Cabinet have agreed that they should be brought together under one administrative arrangement. Implementation of the Welsh Government’s Welsh Language Scheme is currently variable across the tribunals and, as such, a number of Welsh Language Scheme issues will be addressed during 2011–12.

Where reviews within Departments have been undertaken during 2010–11, such as the recent administrative support review undertaken within Legal Services, the results will be acted upon, including any recommendations which have a direct bearing on Welsh language issues.

### **Awarding grants**

A small number of grants are managed within the Central Departments. They include the Invest-to-Save (I2S) Fund. The administration of the fund follows the principles of the Welsh Government’s Welsh Language Scheme, with guidance literature, application forms and promotional material all being available bilingually. In addition, the first point of contact for the fund has Welsh language skills. The majority of I2S awards are allocated via other Welsh Government Departments; however, a number relating to local government and other external public sector bodies are awarded directly and, in these circumstances, the offer letters include Welsh language requirements in the terms and conditions.

In addition to the management of these grants, a new approach to grants management is being taken forward within the Welsh Government and processes are in place to ensure that Welsh language issues are considered at every point in the project.

### **Contracting out services**

Processes are in place to identify all contracts with external providers in excess of £25,000 let through Corporate Procurement Services. The following clause has been added to all appropriate contracts: 'The successful contractor will need to ensure that services provided through this contract are compliant with the Welsh Language Scheme for the Welsh Government.'

In line with the above, where appropriate, Welsh language conditions are included in contracts with external training providers. For instance ACEN (who deliver in-house Welsh language training for Welsh Government staff), Eliesha (the Welsh Government main core training provider) and Faculty who provide high-level training and developments to the Management Board, senior teams and Senior Civil Servants all have such contract conditions.

In respect of training materials, where appropriate, contracted-out services include a provision that training materials may need to be provided bilingually, depending on the language preference of delegates, and that it is the responsibility of the training provider to undertake the necessary translation.

The contracting out and procurement of external legal services under the Legal Services (Framework) Contract oversees the appointment and maintenance of the list of Panel Counsel. Solicitors appointed to the Legal Services Contract must demonstrate their ability to comply with the Welsh Government's Welsh Language Scheme and their ability to conduct work through the medium of Welsh.

### **Publicity and publications**

All materials intended for publicity purposes, whether at meetings, published on our internet site or issued through other media, have been produced bilingually. The Welsh Government's website is one of the main methods of communicating with the public in Wales and content is published in line with the principles of the Welsh Government's Welsh Language Scheme. All of our policy publications have been produced and published bilingually.

All publicity campaign materials continue to be produced bilingually in line with the Welsh Language Scheme. All materials follow the Welsh Language Board's guidelines for bilingual design including equal size and font for the Welsh and English languages.

All written Cabinet Statements are published bilingually to our website. This is not required under Standing Orders but is done to comply with our Welsh Language Scheme. To comply with Standing Orders all documents are laid bilingually, where reasonably practical to do so.

### **Helplines**

The HR Helpdesk and Finance Payment Helpdesk Service Centre have limited capacity to deliver the service fully bilingually. Recruitment is underway to address this. There is capacity within the Shared Service Centre to provide assistance should there be a requirement on the Helpdesk.

### **Forms**

All forms intended for use by the public are produced bilingually.

There is some capacity within Departments to process forms without recourse to the Translation Service. For instance, within the Expert Services Division there are three Welsh speakers and there are seven Welsh speakers working in Human Resources, PPCS (People) who are able to process forms without recourse to the Translation Service.

### **Internet**

The responsibility for the Welsh Government's corporate website, which operates bilingually within the framework of our Welsh Language Scheme, lies within the Central Departments. Welsh and English versions of press releases are published on the website simultaneously unless it is necessary, for reasons of urgency, to post the English version only (with an undertaking that the Welsh version will be published as soon as possible thereafter).

### **Working in Welsh**

The Central Departments fully support the use of Welsh in the workplace, and are active in promoting opportunities for increased use of Welsh across the Welsh Government.

The online recruitment system (ORMS) is provided in both languages and applicants have the choice of making their application in Welsh or English.

There have been a number of opportunities for staff to become involved in activities designed to promote and improve Welsh language skills within the Department. These have taken the form of a series of drop-in clinics covering a variety of subjects, including understanding the translation prioritisation system and understanding the need to consider Welsh language issues as part of the policy-development process.

The Communications Teams based at the Aberystwyth and Llandudno Junction offices have played active roles in promoting informal opportunities to speak Welsh – such as fortnightly half-hour sessions encouraging Welsh learners to meet fluent speakers and, as a result, improving their confidence to use Welsh.

In addition, Departments have undertaken a bilingual skills analysis during the year. For 2011–12, Departments will consider the implications of the new Welsh Language Scheme and aim to conduct a further bilingual skills analysis to help ensure that the scheme commitments can be delivered.

Work is underway to develop an internal communications campaign to encourage staff to work through the medium of Welsh.

The current Welsh language training contract is due to expire in autumn 2011. It is the intention for a Wales-wide framework contract to be produced for this service which can be used by all public organisations in Wales. It is hoped that this will increase the flexibility with regard to how our staff can learn, thereby making it easier for people to commit to learning in the hope that this will increase the number of people learning Welsh across the organisation.

Where practicable, translation time has been factored in for all initiatives that require bilingual written material when preparing legislation timetables. Each of the bespoke timetables for different types of legislation require policy departments to include time for legislative translation and bilingual text checking for each item of legislation being proposed.

A series of legal talks by external speakers in Welsh has been held.

Statutory Instruments are made bilingually and specialist staff are employed, including a bilingual text editor to ensure that the quality of these Instruments is to the highest standard.

Training on Statutory Instrument drafting has been provided on two occasions in the past year – this included a session on ‘Drafting in English with the Welsh language in mind’ and an exercise which highlighted the obligation to prescribe forms bilingually in legislation. Other sessions included elements in relation to Welsh language checking and best practice in the eyes of the Constitutional Affairs Committee of the Welsh Government, including best practice with regard to the Welsh language.

In terms of decision making, the Welsh Government’s Legal Department receives training updates in relation to changes to statutory obligations. There have been no such changes during 2010–11. However, training on the Welsh Language (Wales) Measure 2011 and its implications for the work of the Welsh Government is planned for when that Measure coming into force.

Legal Services are asked to provide comments on any legal aspects of submissions sent to them, and are expected to take into account Welsh language obligations.

The following table provides information with regard to making legislation in Welsh.

		Target	Actual
Number of Statutory Instruments made and number produced bilingually	Made:	300	319
	Bilingual:	(95%+)	(99%) 316
Number of draft Assembly Measures and number produced bilingually	Number of drafts:	6	6
	Bilingual:	(100%)	(100%) 6
Number of draft Legislative Competency Orders (LCOs) and number produced bilingually	Number of drafts:	4	3
	Bilingual:	(100%)	(100%) 3

## **Governance**

Welsh language issues have been added as regular items at Central Services Management meetings through the year, to include progress on the Welsh Language Action Plan, the outcome of the bilingual skills analysis and the need to set aside time to consider the implications of the new Welsh Language Scheme.

## **Future objectives for 2011–12**

Going forward, a review of mandatory training courses that the Welsh Government offers is being undertaken. Once this has been completed, work will begin with the central training provider to ensure mandatory courses can be provided in Welsh, according to demand.

Work will commence with the central training provider to ensure Welsh is mainstreamed into training courses, as appropriate, for example:

- chairing meetings
- procurement/contracts
- grants management
- recruitment and staffing.

Marketing and promotion of the Welsh-medium training availability to staff will be improved, to encourage uptake by Welsh-speaking staff.

Public Service Management Wales (PSMW) is in the process of working with the Welsh Language Unit in the development of an online Welsh Language Awareness module for all Welsh Government staff.

The Translation Service has instigated a project on Sharing Welsh Translation Services across the public sector, in accordance with the current efficiencies agenda and aligned to the policy of encouraging cross-border working and delivery of services by local authorities.

Conferences on Finance Leadership will be introduced where Welsh speakers will be available to translate questions and answers.



The Supplier Qualification Information Database is to include some draft questions relating to Welsh language. It is also intended that they will be included in the 'Capacity and Capability' section. The first question will ask suppliers to confirm that they have not had a contract breached for reasons relating to Welsh language requirements, without taking action to put the problems right. The other question will ask bidders to describe their experience of, and/or their approach to complying with, the Welsh Language Act 1993.

Translation of the current National Procurement website was undertaken in line with the Welsh Government's Welsh Language Scheme. Translation for the new website is being undertaken as part of a refresh project.

Corporate Procurement Services oversee a number of tenders that provide advice directly to citizens; therefore Welsh language provision is vital. Divisions delivering such contracts are acutely aware of the need to ensure compliance with our Welsh Language Scheme. To ensure this happens, a standard paragraph has been included in the specification that covers compliance with the scheme – and the Procurement Team routinely explore such issues at the planning stage of each contract.

Departments are committed to implementing and, in some instances, to going beyond the requirements of the Welsh Government's Welsh Language Scheme. For instance, each Unit within the Statistical Directorate has a designated Welsh speaker to respond to any correspondence received in the Welsh language, and to undertake minor translation tasks.

The Bilingual Skills Strategy has been used in Central Services to ensure that the Welsh language skills of posts/Branches are fully utilised.

A number of Welsh-speaking staff who are able to translate and proofread documents in Welsh continue to provide in-house support.

The Welsh Language Unit is consulted in preparing work on streamlining and drawing together different requirements to assess the impact of new developments in policy and legislation. This is with the aim of ensuring that implications for the Welsh language are also considered at an early stage.

The fourth Welsh Government elections in May 2011 saw the creation of a new Welsh Government. Staffing arrangements in the new private offices have taken into account the number of Welsh-speaking Ministers, to ensure that all such Ministers have full bilingual support to meet their communication requirements. In managing this process, the latest bilingual skills analysis will be utilised.

Provision has been made to ensure that the procurement process for the Legal Services Contract will again require solicitors to demonstrate their ability to comply with our Welsh Language Scheme and to conduct work through the medium of Welsh. In the event that new panel Counsel is established, the process will again seek to ensure the appointment of Counsel able to conduct cases in the medium of Welsh and the ability to provide advice on matters involving bilingual legislation.

Currently, the UK Parliamentary authorities are reluctant to allow bilingual legislation to go through UK Parliamentary procedures, because most MPs and Peers are unable to carry out effective scrutiny of the Welsh-language version. This sometimes causes obstacles to the Welsh Ministers legislating in the most effective and efficient way (when this would mean legislating compositely with UK Ministers), as well as causing constitutional difficulties given the importance placed on the Welsh language by Welsh Governments to date, and the duties placed on the Welsh Ministers, relating to the Welsh language, under the Government of Wales Act 2006. As a result, Legal Services is liaising with Assembly Business and Legislation Management and Constitutional Affairs and Policy Support Departments to explore if the attitude of the Parliamentary authorities can be influenced to allow bilingual instruments to be laid before Parliament, at least in certain circumstances.

## The Welsh Language Board

This section of the report provides an overview of the activities undertaken by the Welsh Language Board (WLB), on behalf of the Welsh Government, aimed at promoting opportunities to use Welsh, and increasing its use in all spheres of life. More detailed information about the work of the WLB can be obtained at [www.byig-wlb.org.uk](http://www.byig-wlb.org.uk)

Through its Mae Gen ti Ddewis Campaign, the WLB worked directly with public institutions to promote and facilitate language choice within their services. The campaign gained further momentum in 2010–11, as 10 organisations worked with the WLB to develop Mae Gen ti Ddewis Campaigns.

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

Over the past year, the Welsh Language Board has continued its engagement with businesses, with a view to further increasing the use of Welsh by private sector businesses. Between 1 April 2010 and 31 March 2011, the Board had agreed language policies with 174 businesses. This brings the total number of businesses that have adopted Welsh Language Policies to 417.

The WLB continued to promote its well-established Iaith Gwaith (Working Welsh) Scheme, which helps customers recognise Welsh-speaking staff, through distributing badges and other resources. The Board also organised a seminar to discuss the use of Welsh by private sector businesses, which was attended by 80 delegates.

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

In 2010–11, 11 third sector organisations received approval from the Welsh Language Board for their new or revised Welsh Language Schemes, bringing the total number of third sector bodies with voluntary language schemes to 85. Twenty-five annual reports on the delivery of Welsh Language Schemes by third sector organisations were responded to. The development fund that was delivered through the Estyn Llaw Project (which was funded by the Welsh Government via the Welsh Language Board) has given rise to a range of innovative projects for developing Welsh language provision.

### **Use of the Welsh language by young people**

The Welsh Language Board continues with its Supporting Young People's Language Practices Project, which aims to empower senior learners to persuade younger learners to increase their use of Welsh in informal situations. During 2010–11, the project took place in 28 educational establishments across Wales.

The purpose of the Community Welsh Language Music Project is to increase the use of the Welsh language by young people in social settings by promoting contemporary music at community level. The project began in 2003–04, in partnership between the Welsh Language Board, S4C and BBC Radio Cymru. During 2010–11, 14 new music tutors were trained on the Welsh-medium tutor training course and 62 contemporary music workshops were held at community level. Eleven new artists or bands were also advised.

In partnership with BBC Radio Cymru and Community Music Wales, the Schools Tour was held in 2010–11, visiting eighteen schools across Wales. As well as attending the gigs, during the tour, 520 learners took part in 31 music workshops.

### **Language Progression Project**

The aim of the project is to improve progression in Welsh education, in terms of subject area and learning medium, between Key Stages 2 and 3. During 2010–11, the project was operational in seven different school catchment areas, within five local authorities. In each catchment area, the contractor held meetings with headteachers and governors and also workshops with teachers, parents' evenings and activities with learners from Years 4, 5 and 6. Measuring the progress of each catchment against their initial profile gave clear evidence of the Language Progression Project's positive impact on language progression.

### **Immersion Education Project**

The Immersion Education Project was operational in ten secondary schools across Wales during 2010–11. The project offers an intensive course, over a period of around five weeks, for learners who, at the end of Year 6, have not experienced Welsh-medium education, and offers ongoing support up to the end of Year 8. More than a thousand learners have been involved in this project since it began in 2004.

### **Families**

Language transmission within the family is one of the key elements of the Iaith Pawb Strategy. The Welsh Language Board manages the Twf Project which encourages parents to introduce Welsh from birth. To spread the message to parents about the benefits of the Welsh language, Twf officers across Wales meet with new and prospective parents and also work closely with midwives and health visitors.

In 2010–11:

- 13,894 one-to-one conversations were held with parents
- Twf worked with 93 per cent of rural midwives, 94 per cent of rural health visitors, 71 per cent of urban midwives and 70 per cent of urban health visitors
- a presentation was held on the benefits of Welsh to 192 students following midwifery or health visitor courses in Wales, ensuring that all students in Wales get to hear about the Twf message
- every scan unit in Wales distributed Twf resources to expectant mothers
- 31,270 new mothers received information through the Bounty Packs distributed to all new mothers that have given birth in hospitals in Wales.

Some parents are eager to speak Welsh with their children but lack the confidence to do so. The Mae dy Gymraeg di'n Grêt (Your Welsh is Great) Project, through a series of sessions for parents, provides them with practical support to use the Welsh language by offering opportunities to converse with each other in an informal atmosphere.

In 2010–11, 10 Mae dy Gymraeg di'n Grêt sessions were held in 10 areas in south and north-west Wales. Eighty-six parents attended these sessions and, in many parts of Wales, the parents themselves or other agencies will continue to run the sessions.

## **Welsh in the community**

The Welsh Language Board offers grants to a number of organisations which promote the Welsh language in the community, including the Mentrau Iaith, Mudiad Meithrin, Merched y Wawr, the Urdd, Young Farmers Clubs, the Cymdeithas Eisteddfodau Bach (Small Eisteddfod Association), the Eisteddfod Genedlaethol and the Papurau Bro (Welsh language community newspapers).

During 2010–11, the WLB held a number of meetings, seminars and conferences to share information, good practice and training with its grant partners.

Following work in the migration field in 2009–10, the WLB in 2010–11 recognised the Aman Tawe area as one of special linguistic significance. The WLB's aim is to encourage Welsh-medium activities and to increase the use of Welsh in this part of Wales, which is experiencing a reduction in the number who can speak Welsh. The WLB worked alongside other agencies and organisations that are operational within the area, to focus their efforts in support of the Welsh language. During 2010–11, a comprehensive report was published which outlined the current state of the Welsh language in the area, as well as a Strategic Plan to develop the work. A timetable is now in place for this work to progress during 2011–12.

The Welsh Language Board has 10 Language Action Plan Officers working in areas of special linguistic significance. These officers aim to influence agencies working in the community to mainstream the Welsh language into their work.

### **Welsh in ICT**

During 2010–11, the WLB continued to concentrate its efforts in promoting the use of Welsh language software currently available. The WLB commissioned a project to install Welsh-medium software in five secondary schools in north Wales, and five secondary schools in south Wales. The WLB also worked in partnership with 10 organisations to provide training on bilingual technology design principles.

### **Terminology and translation**

Discussions have been ongoing during 2010–11 about the creation and role of a National Standardisation Body for the Welsh language. This work will continue in 2011–12.

The Linkline to Welsh remains a resource which provides short translations and the proofreading of short pieces of text for free. It responded to more than 18,500 enquiries during 2010–11.

Work is also proceeding on publishing a digital version of Geiriadur yr Academi/The Welsh Academy English/Welsh Dictionary.

## Welsh Language Scheme: general issues

Welsh Ministers and their officials share responsibility for meeting the requirements of the Welsh Language Scheme in respect of their policy areas.

In 2010–11, the Welsh Government Welsh Language Unit (WLU) continued to undertake high-level monitoring of progress and performance against the commitments in the Scheme, including quarterly one-to-one progress meetings with each DG's Bilingual Service Coordinator. These are undertaken on a rolling basis, so that any actions for both parties from the previous meeting will be reviewed in the following one.

Monitoring methods included:

- quarterly monitoring against each Directorate's Welsh Language Action Plan
- annual returns provided by Divisions responsible for specific administrative functions, such as training and translation
- regular meetings with the Departmental language coordinators, as a group and individually.

Other administrative arrangements are in place to aid and monitor the implementation of the Scheme. These include a Welsh Language Scheme Team (consisting of three officers at the time of publication), the wider Welsh Language Unit and Bilingual Service Coordinators (BSCs) located in each Directorate General.

Five BSC Group meetings were held during 2010–11. Presentations given to the Group during the year included:

- a presentation by Legal Services on how Welsh has been mainstreamed into their work
- a presentation by OCSRO (The Office of the Chief Social Research Officer) on their Staff Perception Survey on the Welsh language
- the proposed new workflow procedure for commissioning translations
- the new Welsh Language Scheme
- a presentation on the new Welsh Language Measure and the draft Welsh Language Strategy
- a presentation on a proposed revision of the Policy Gateway process.

Regular Welsh language-related news articles have been published on our intranet site, as part of our communications with staff. This included guidance to help our staff comply with the key requirements of the Scheme. This suite of guides will be developed further.

The Internal Communications Team are to develop more elements of internal communication to staff through the Welsh language. This will include bilingual posters and leaflets.

Delegates at Government Leadership Events wishing to hold discussions in Welsh are given the option of doing so, when there are sufficient numbers of Welsh speakers attending to make this feasible, and all programmes and feedback forms continue to be produced bilingually. Simultaneous translation equipment is provided at regional events when there are sufficient numbers of Welsh speakers.

In addition, we have established a Bilingual Working Improvement Project which, over the past year, has:

- developed the Welsh Government's revised Welsh Language Scheme, including new key performance indicators as organisational targets
- created a Welsh Language Scheme Corporate Action Plan to improve:
  - support to Welsh Government staff to work bilingually
  - ownership of the Scheme across the Welsh Government
  - compliance with the Scheme
- liaised with staff in key business areas, such as grants and procurement policy, to raise awareness about mainstreaming the Welsh language.

The WLU continued to participate in staff induction course sessions during 2010–11, which were attended by between 12 and 20 delegates per session. Ten such sessions were held in 2010–11. The content of the induction course includes awareness training on the Welsh Language Scheme, Strategy and Measure; background information about the cultural aspects of the language; and data relevant to the language.



## Policy and service development

The Welsh language is a cross-cutting theme across all areas of Welsh Government policy. Our language 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.

As such, a Welsh language impact-assessment process is fully integrated into the Welsh Government's Policy Gateway system, to improve consideration of the Welsh language in policy and service development and delivery.

Overall, we have seen an increase in mainstreaming of the Welsh language over the past year.

## Our bilingual capability

### Welsh language skills

48 per cent of the workforce is able to speak Welsh (Levels 1–5 of the skills register).

The following tables provide a breakdown of the Welsh language skills of individuals as at the end of April 2011. The figures are based on data inputted by 5,499 members of staff, which at the time represented some 95 per cent of the Welsh Government's workforce. The data illustrates the capability of staff within the organisation, but does not indicate whether they are deployed in posts where their language skills are used.

	Numbers and percentage of staff able to use each skill in most or all work situations (Levels 4 and 5 of the skills register)
Speaking	965 (18%)
Understanding	993 (18%)
Reading	907 (16%)
Writing	675 (12%)

	Numbers and percentage of staff recording skills at Levels 1–5
Speaking	2,642 (48%)
Understanding	2,724 (50%)
Reading	2,853 (52%)
Writing	2,142 (39%)

### Welsh language training

Acen is contracted to provide Welsh language training to meet the Welsh Government’s corporate training need. Since April 2010, training has been offered to learners assessed to be on Levels 3, 4 and 5 (intermediate, higher and proficient) with training resources modified to reflect business need. The courses contain elements of general, everyday language, as well as language applicable to work-related matters. As the competency levels of the courses increase, so does the percentage of work-related material covered.

Thirty-three courses were delivered between April 2010 and March 2011 in 12 locations across Wales, with 177 students participating. In addition to Directorate training budgets, £130,000 has been allocated annually, since April 2009–10, from the Central Training and Development budget to meet core Welsh language training needs.

Extra-curricular activities increasing learner’s exposure to the Welsh language are organised to support the learning process. Activities include a mentoring programme, informal lessons and conversation groups. In addition, bimonthly news and events e-bulletins are sent to all staff learning Welsh informing them of Welsh language activities outside working hours where they can practise the language.

Over the past year, Acen has appointed two Regional Training Coordinators for mid- and north Wales. The coordinators ensure that all learners have access to extra assistance when needed, as well as someone to discuss their training needs with.

Approximately 3,540 hours of informal activities were registered in Individual Learning Plans by students. Examples of those activities include attending Coffi a Chlonc sessions, speaking Welsh in the workplace, taking part in Welsh language events outside work and watching Welsh language programmes.

The current Welsh language training contract will expire in autumn 2011. Our intention is to procure a Wales-wide framework contract for this service which can be used by all public organisations in Wales. We also intend to increase flexibility in the way in which people can learn and improve their Welsh, thereby making it easier for people to commit to learning.

### **Reception areas**

The reception area in Cathays Park offers a service in Welsh, which is highlighted via a notice placed on the reception desk and by staff wearing the Welsh Language Board's 'Iaith Gwaith' badges, along with special lanyards denoting their ability to speak Welsh.

### **Vocational training**

During 2010–11, a number of vocational training courses were made available through the medium of Welsh, by the Welsh Government's main training provider – Eliesha. Courses offered include an Equality and Diversity course and a Bilingual Facilitation Skills course. We will consider providing more Welsh-medium courses, subject to demand.

### **Welsh language awareness training**

The Welsh Language Unit is working with Public Service Management Wales (PSMW) to develop an online training course to raise staff awareness and understanding of Welsh language issues.

### **Translation facilities**

We rely on our Translation Service to meet many aspects of the Welsh Language Scheme and, as such, the translation requirements of the organisation remain significant, as we work to meet the requirements in relation to publications and other written material.

The volume of material translated amounted to approximately 9,500 documents in 2010–11 and a prioritisation system remains operational, to ensure the most effective use is made of our finite translation resources.

## Correspondence

The Ministerial Services Division manages the process for dealing with Ministerial correspondence.

The total number of items for correspondence to answer for the period 01/04/10 to 31/03/11 was 13,243 (this includes both Ministerial correspondence and those answered by officials, but it excludes diary cases, letters received for information, and letters transferred to other Welsh Government Departments).

This can be broken down into 4,144 official and 9,099 Ministerial.

Of these 13,243, 595 are recorded as in Welsh (4.5 per cent) and the further breakdown for the Welsh items is 303 official and 232 Ministerial.

## Translation prioritisation system

Our Welsh Language Scheme includes a prioritisation system for translation which requires Category A and B1 documents to be translated. Category B2 documents are translated only if sufficient resources are available to do so. The following table outlines the number of Category A and B1 documents translated during 2010–11 (excluding legislation, which is dealt with separately), and the number of Category B2 documents accepted for translation.

### Category A, B1 and B2 documents received, translated and refused in 2010–11

Category	Items received	Items translated	Items refused
A	9,243	9,237*	0
B1	148	147	1
B2	49	24**	25
no score/ information	0	0	0

\* 6 items on hold.

\*\* 15 of which were discussed with the Welsh Language Coordinators or Welsh Language Unit and confirmed either as being prioritised incorrectly, or as being exceptions to the scoring methodology.

It is important to recognise that this table includes only the items processed by the Translation Service. The figures do not reflect the full extent of the translation work undertaken by the Welsh Government, particularly as they exclude the translation of documents administered separately by Divisions such as Cadw and the Care and Social Services Inspectorate Wales (CSSIW). In addition, the figures do not include items of legislation translated.

## **Welsh Language Action Plans**

Every Directorate is required to have a Welsh Language Action Plan, setting out how it will ensure compliance with our scheme and mainstream the language into policy and service development.

These were further developed in 2010–11 and include a summary of the policy and administrative priorities for each Directorate. Further work has taken place during 2010–11 to embed this process; this included quarterly, one-to-one meetings between the WLU and Bilingual Service Coordinators; offering support and advice on completing the Action Plans; and sharing best practice examples and/or case studies. This work will continue.

## **Public appointments**

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

Analysis of new appointments made by the Welsh Government to Welsh Government Sponsored Bodies and NHS Bodies was carried out for 2010–11. It was found that 37 per cent of applicants were able to speak Welsh; 34 per cent of those selected for interview were able to speak Welsh; and 20 per cent of those appointed were able to speak Welsh. A total of 137 appointments were made in this field during 2010–11.

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 by providing an interpretation service through the in-house team. Candidates are made aware of the linguistic make-up of the panel so that they are able to choose whether or not to request an interpretation service at the interview.

## **Signage**

Internal monitoring was undertaken in this area by the WLU in 2010–11 by spot checks and periodical meetings with the Facilities Team. The Welsh Government's Facilities Department ensures compliance with our Welsh Language Scheme and ensures that all signs throughout the Welsh Government's estate are bilingual.

Internal Communications have also produced bilingual posters for display in Welsh Government offices to inform staff of various Welsh Government initiatives.

## **Complaints**

The Welsh Language Unit registered 23 scheme-related complaints during 2010–11, including those sent direct to Divisions. This year's data shows that we received (and resolved) 11 more complaints than in 2009–10.

## **Corporate targets for 2011–12**

These are set out in a Corporate Action Plan, and as key performance indicators, in our new Welsh Language Scheme.

## Welsh in the workplace: Llandudno Junction Project

The Llandudno Junction Project was aimed at creating an atmosphere in which bilingualism could flourish and at providing practical support for bilingual working at the Welsh Government's new office in Llandudno. The results of this project will inform the development of the use of Welsh in the workplace across all of the Welsh Government's offices.

The key activities undertaken included:

- raising awareness of the Welsh Government's commitment to creating sustainable bilingual working environments in its new office in Llandudno Junction
- establishing baseline data for Welsh language capability of all staff relocating to the new Llandudno Junction Office and the linguistic requirements of posts
- ensuring wherever possible that information and tools were available to staff bilingually
- seeking to increase the use of the language within teams
- providing Welsh language training for staff.

Some of the positive effects reported from the project included the following.

- **Care and Social Services Inspectorate (CSSIW)** – nearly all Welsh-speaking staff wearing a special Welsh-speakers lanyard; all staff e-mails within CSSIW north issuing bilingually; more staff learning Welsh; all non-Welsh speaking staff allocated a fluent Welsh-speaking mentor and mentors encouraged to send simple bilingual e-mails to colleagues in order to promote familiarity with day-to-day language used in the workplace; general use of the Welsh language is evident with staff actively seeking the Welsh translation of basic words; the momentum from the pilot has led CSSIW nationally to set up a group to consider bilingualism and use of the Welsh language internally and with customers.
- **Enterprise Division** – more staff learning Welsh; more staff using 'Working Welsh' badges and on auto-signatures; more staff using bilingual out-of-office messages and bilingual answerphone messages; increased incidental use of Welsh in meetings; more use of written Welsh; individuals who spoke Welsh only to some staff now speaking to more staff and using their Welsh more with external contacts.

## Annex: Directorate responsibilities

### **Sustainable Futures Directorate**

The Sustainable Futures Group had five Directorates sitting within three Departments: Heritage; Rural Affairs; Environment, Sustainability and Housing.

#### **Heritage**

The Heritage Department develops policies that:

- widen access to arts and culture
- facilitate opportunities for people to use Welsh in everyday life
- encourage sport and physical activity
- support Wales' economic development and regeneration
- promote Welsh citizenship and improve people's quality of life.

Visit Wales is responsible for the promotion, development and delivery of the tourism policy in Wales.

#### **Rural Affairs**

Rural Affairs is working to provide a high quality of life for people who live and work in Wales' rural communities. It is responsible for delivering sustainable farming, forestry, food and fisheries industries, and for helping all Departments across the Welsh Government take account of the needs of rural areas in their work.

#### **Environment, Sustainability and Housing**

Environment and Sustainability promotes sustainable development in the widest sense, and tackles the related challenge of climate change. Its main focus is for Wales to become an energy-efficient, low carbon and low waste society; and that the natural and historic environment is protected and enhanced, with land used sustainably.

The focus of Housing and Regeneration is to put in place the infrastructure required for a sustainable housing sector in Wales, especially for people who would otherwise be excluded from the housing market, and to invest effort in areas which suffer the greatest deprivation, to reverse the spiral of decline that can arise where there are concentrations of deprivation.



## **Department for Children, Education, Lifelong Learning and Skills (DCELLS)**

DCELLS is responsible for:

- raising levels of achievement and empowering children, young people and adults to achieve social and economic well-being, vital to developing a prosperous economy
- promoting lifelong learning from Early Years through to adult learning to help improve opportunities for people at all stages of life, through the medium of Welsh and English, from school through college to university and workplace training
- providing leadership, policy and guidance for a range of key stakeholders involved in education, lifelong learning and skills.

The Department, which employs approximately 630 people, consists of the following:

- Skills, Higher Education and Lifelong Learning Group
- Schools and Young People Group
- Finance and Corporate Services Division
- Welsh Language and Education Unit.

## **Health and Social Services Directorate**

The Health and Social Services Directorate General is responsible for many areas relating to the health and well-being of the people of Wales, including:

- improving health and the quality of life of the people of Wales
- reducing health inequalities in Wales in terms of personal health and access to services
- providing guidance on Health, Social Care and Well-being Strategies in order to deliver integrated health and social care services
- implementing the Quality Improvement Plan for Wales in order to ensure safe, sustainable and accessible services
- implementing policies which better reflect the needs of older people
- implementing policies which safeguard the needs of children.

## **CAFCASS CYMRU Division (Child and Family Court Advisory and Support Service)**

### **Background to the Division**

The Division operates as a child-focused social work organisation, which provides expert social work advice to Family Proceedings Courts, the County Courts and the High Court. It is committed to providing an effective and efficient child-focused service that recognises the unique needs and rights of individual children.

CAFCASS CYMRU deals with two main categories of work – Public Law and Private Law; although there are many occasions when Public Law and Private Law matters overlap. These categories can generally be explained as follows.

- Public Law – when local authorities take action and go through the courts to protect and look after children and young people in their area.
- Private Law – when individuals such as parents, carers, guardians or other family members go through the courts when children and young people's welfare is an issue, e.g. keeping in contact after separation or divorce and sometimes deciding where a child or young person should live.

The work involves assisting the courts in dealing with cases where the welfare/well-being of a child/young person is in question. In such cases, a court will ask one of our experienced and qualified social workers called Family Court Advisors (FCAs) to make enquiries, and assess and analyse the impact of any proposed change on a child or young person. Our FCAs will do this by meeting with a range of people, which will include parents, carers, other family members, teachers, social workers or others involved in the child or young person's life in order to provide a picture of the child or young person's health, education and welfare. The FCA will then complete a detailed report with recommendations for the court to consider.

The Division employs approximately 200 staff and is structured into three Central Branches and 10 Operational Area Branches, each providing services to either two or three local authority areas.

## **Public Services and Local Government Directorate (PSLGD)**

PSLGD is responsible for:

- public service improvement, and promoting social justice and equality
- providing the legislative, policy and financial framework for local government and the third sector.

Important strands of our work also support community development and safety. Our work is outcome-focused, seeking sustainable improvement in the well-being of the citizens of Wales.

Our overall strategic aims are to:

- shape, support, and implement programmes for public service delivery and improvement
- promote and embed social justice and equality
- provide the legislative, policy and financial framework for local government and the third sector.

Our specific priorities are:

- continuing to improve the quality of public services to the citizens of Wales through the use of Outcome Agreements with local authorities, strengthening the structures and operation of local government through the Local Government Measure, and better integrated inspection and regulation arrangements
- providing leadership to public services in Wales on efficiency and innovation issues through the Efficiency and Innovation Programme and Board
- supporting local government for improvement and collaboration activities, with better alignment of performance frameworks
- supporting community development through a number of programmes and strategies.

The Directorate consists of two Departments and two Inspectorates:

- Department for Social Justice and Local Government (SJLG)
- Department for Public Service Improvement (PSI)
- Care and Social Services Inspectorate Wales (CSSIW)
- Healthcare Inspectorate Wales (HIW).

## **Directorate for the Economy and Transport (DE&T)**

This Directorate's objectives include:

- investing in high-quality and sustainable infrastructure
- making Wales a more attractive place to do business
- broadening and deepening the skills base
- encouraging innovation
- targeting the business support we offer.

The Department, which employs 927 people, consists of the following Groups:

- Director General Operations Team and Strategy
- Infrastructure
- Sector and Business Group
- Welsh European Funding Office
- Digital Wales.

## **Central Departments**

The Department of the First Minister and Cabinet; the Permanent Secretary's Division; the Strategic Planning Finance and Performance Department; People, Places and Corporate Services; and the Legal Services Department support the whole of the organisation, and enable the Welsh Government to be more than a collection of individual parts. In particular our role is to:

- help Cabinet and individual Ministers to give strategic direction and coordination to the Welsh Government's work, match effort and money to the Welsh Government's priorities, and develop the evidence base to support our policy making and implementation
- manage relations between the Welsh Government and other governments within the UK and internationally, in the context of devolution
- manage internal and external communications, so that people in Wales and our staff can understand the work of the Welsh Government

- develop our capacity to deliver for Cabinet, by growing staff capability, skills and knowledge, and ensuring systems and facilities are appropriate to meet current and future challenges
- ensure both the provision of high-quality professional services on a consistent basis across all of our Departments, and that our staff operate to the highest civil service and professional standards
- provide legal advice and services to the whole of the Welsh Government.

### **People, Places and Corporate Services Department (PPCS)**

The People, Places and Corporate Services Department (PPCS) plays a vital role in:

- leading and establishing a shared agenda and effective working relationships in Wales with local government, the NHS, Trades Unions and the third sector, and externally with Cabinet Office, other Government Departments, Devolved Administrations, Government Skills and other key stakeholders; and ensuring that Ministers are given sound advice based on robust logic and evidence
- creating capacity and inspiring leadership across the organisation which is built on a flexible workforce, with the skills required to meet both current and future challenges and staff who feel empowered to lead and challenge as appropriate
- managing the Welsh Government's estate including the development and delivery of strategies for rationalisation, while retaining a presence across Wales
- development and maintenance of its ICT infrastructure, considering how the organisation can make best use of emerging technologies and ensuring that arrangements are in place to enable the Welsh Government to conduct critical business in the event that normal business is disrupted
- leading on knowledge and information assurance by developing strategies, processes and policies to underpin the effective management of information across the organisation, and overseeing disclosures under the Freedom of Information Act
- actively encouraging applicants from all communities to participate in the way executive and advisory Welsh Government Sponsored Public Bodies and other public bodies operate and impact on people's lives

- providing translation services and actively encouraging and promoting the increase of Welsh language skills through the provision of Welsh language training
- the benchmarking of services to the wider public sector.

### **Department for Strategic Planning, Finance and Performance (SPF&P)**

The Department for Strategic Planning, Finance and Performance (SPF&P) leads in:

- helping Cabinet officials match budgets to its policy and delivery priorities, ensuring the Welsh Government operates to the highest standards of financial management and seeks to obtain better value for money from its resources
- Value Wales who act as a catalyst for change, providing leadership, strategic direction, procurement training and best practice guidance to help organisations to be smarter in their procurement; obtaining better value from expenditure in a way that takes account of economic, social and environmental impacts, and long-term whole-life costs
- Knowledge and Analytical Services (KAS) brings together the areas of statistics, social research, economics, operational research, geographic information, library services and enquiry services within Strategic Planning, Finance and Performance – KAS focuses on increasing the use of evidence and information throughout the Welsh Government.

### **Legal Services Department (LS)**

The Legal Services Department (LS) is responsible for:

- the provision of legal advice and services to the whole of Welsh Government, comprising legal advice to Welsh Ministers and their Departments, legal support to the Counsel General and commercial legal services, and overseeing arrangements for the delivery of legal advice/services by external lawyers
- the production of legislation, comprising the production and drafting of Legislative Competence Orders and Measures within the Welsh Government Legislative Programme, the drafting of subordinate legislation made by the Welsh Ministers, and the preparation of instructions for Welsh provisions in UK Government legislation
- the conduct and/or oversight of litigation involving or affecting the Welsh Government.

## **Department of the First Minister and Cabinet (DFMC)**

The Department of the First Minister and Cabinet (DFMC):

- provides support for Cabinet and Cabinet Committees, and supports Ministers (including the Counsel General) in carrying out their daily activities
- assists Ministers in the development of policy to the highest professional standards and in the development of staff policy skills
- helps other Departments address cross-cutting issues, by preparing in-depth analysis and working up policy and delivery options for Ministers and others to consider; developing the Managing for Delivery performance information system, and analysing the effectiveness of programme spend
- works to ensure that the Welsh Government's message is clear both internally and externally
- leads on constitutional affairs and the operation of the devolution settlement; honours, relationships with the Royal households and protocol; and our relationships with other governments both within the UK and internationally
- has a key role in developing strategies to promote Wales around the world

In addition, the Department is responsible for ensuring that high standards of public administration are maintained, and that individuals' complaints about administrative action taken by the Welsh Government are dealt with in a timely and professional manner.

## **Permanent Secretary's Division (PSD)**

The Permanent Secretary's Division (PSD) is responsible for and comprises of:

- three Branches – Private Office, Board Secretariat and Corporate Performance Team who provide support to the Permanent Secretary, Gill Morgan, in her role as head of the organisation and Principal Accounting Officer; providing administrative support and monitoring delivery of civil servants' work to ensure that they contribute effectively and efficiently towards the priorities set by the Welsh Cabinet to improve the quality of life in Wales
- the provision of Secretariat support to the chair of the Strategic Delivery and Performance Board (Permanent Secretary), which provides visible and effective leadership to the organisation and set its corporate strategic direction.