

## Key areas for the organisation to address during 2014–15

Department	Action
<b>Department for Education and Skills</b>	<ol style="list-style-type: none"> <li data-bbox="779 347 1944 480">1. The Welsh Language Division will undertake a restructuring exercise during 2014-15 in order to ensure that the Division's structure is appropriate to reflect evolving priorities and policies. It will also allow the Division to work more strategically with other departments within the organisation and beyond.</li> <li data-bbox="779 515 1944 580">2. Ensure that the actions within the Standards Implementation Plan continue to be driven forward.</li> <li data-bbox="779 616 1944 715">3. Ensure that Welsh language standards regulations are made, and work with Departments to ensure a full understanding of the implications on the public sector in Wales.</li> <li data-bbox="779 750 1944 882">4. Focus on the use of Welsh as an everyday language across Wales and implement the actions set out in the Welsh language Strategy, <i>A living language: A language for living and Moving Forward</i>, the Welsh language policy statement for the next three years.</li> <li data-bbox="779 917 1944 1050">5. Increase the number of Welsh language Champions and Divisional Bilingual Co-ordinators to enable DfES to more efficiently communicate and collate information on the Welsh language Standards, ensuring that all staff are aware of the new guidance.</li> <li data-bbox="779 1085 1944 1217">6. Increase the number of staff able to speak and write confidently in Welsh in a work context is a key priority for DfES. Funding has been set aside for staff to attend intensive Welsh language courses during 2014-15, as well as holding awareness sessions on how to better arrange bilingual workloads.</li> <li data-bbox="779 1252 1944 1318">7. Ensure that divisions maintain contact databases with customers' language preference.</li> <li data-bbox="779 1353 1944 1394">8. Produce a Bilingual Skills Strategy, ensuring that there are sufficient Welsh speakers</li> </ol>

and that they are in the right posts.

9. Consider findings from the Estyn report published on behalf of the Welsh Government on Welsh in the Foundation Phase which looked at developing Welsh as a first language in primary schools and the non-maintained sector.
10. A Skills Implementation Plan (SIP) was launched in July 2014. Its key aim is to support Wales to evolve into a highly skilled nation and to create the conditions which will allow businesses in Wales to grow and flourish. Consideration is given to the need for Welsh-medium delivery of post-19 skills in line with employer need, and one of the plan's key actions was to publish 'Skills Performance Measures', which include a measure for Welsh language skills.
11. Through their funding to the Coleg Cenedlaethol for 2014-15, the Higher Education Funding Council will need to consider with key partners the implications and consequences of the possible introduction of a specific Welsh-medium entry requirement for Initial Teacher Training.
12. HEFCW will also need to facilitate with key partners the development and implementation of a pan-Wales Welsh language Initial Teacher Training competence certificate for prospective teachers wishing to teach through the medium of Welsh.
13. Through changes made to the Apprenticeship delivery contract to strengthen Welsh medium and bilingual learning, targets will be set with providers and monitored through an annual Welsh language action plan.
14. Changes have been made to the Lifelong Learning Wales Record (LLWR) data recording fields to enable better recording of the use of Welsh within work-based learning, ensuring a better understanding of all the delivery of Welsh-medium learning and recognise the activity currently undertaken by providers which in the past has not been recorded.
15. The findings of the Welsh Language Skills Needs in Eight Sectors report will enable the Welsh Government to plan future apprenticeship opportunities accordingly taking into consideration the need for Welsh language skills by employers.

	<p>16. As part of the new National Voluntary Youth Organization grant which will begin in 2015 applicants will be asked to consider how funding can be used to provide young people with more opportunities to use their Welsh, increase their confidence and fluency in the language and increase their awareness of the value of Welsh as part of their youth work offer.</p> <p>17. Under The National Model for Regional Working, part of the challenge for consortia during the next period will be to ensure the alignment of the Welsh in Education Strategic Plans and the Welsh in Education Grant across each of the local authorities within the regional consortia to ensure consistency in the development of excellence in pedagogy, across both the Welsh Medium and bilingual sectors, as well as in the delivery of Welsh as a second language.</p> <p>18. A Skills Gateway will be developed to provide a consistent brokerage function for accessing skills and employment support, and will operate via online, telephone and face to face services for individuals and employers.</p>
<p><b>Finance and Central Services</b></p>	<p>19. The opportunities to outline the organisation's approach to supporting and encouraging people to work bilingually will be taken in the next period, as well as outlining our responsibilities in relation to the Welsh language standards. A staged internal communications plan is being developed with Welsh Language Unit colleagues.</p> <p>20. An internal campaign linked to the Bilingual Skills Strategy will be developed.</p> <p>21. The challenge for Academi Wales will be to increase the demand for its products through the medium of Welsh, including delivery of its learning and development programmes, access to its resources via its website.</p> <p>22. The challenge for Value Wales will be to incorporate and promote the requirements of the new Welsh language standards in procurement policy and processes within Welsh Government and the wider public sector in Wales.</p>

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|  | <ol style="list-style-type: none"><li>23. Value Wales will explore new opportunities in the new EU Procurement Directives, due to come into force in autumn 2014, with regard to language considerations for example 'Article 70 - Conditions for performance of contracts', that will allow for more explicit use of conditions of contract particularly where these conditions concern social and environmental considerations.</li><li>24. KAS (Knowledge and Statistics) will need to identify potential risks around the Welsh language standards and what it means for publication of statistics and maps.</li><li>25. KAS has also identified a lack of staff with the ability to speak Welsh which poses a challenge for the next period as we move towards the standards.</li><li>26. During the last year KAS saw an increased effort to ensure that considerations relating to the language are mainstreamed into the research work of the Welsh Government. The steps that have been taken include the introduction of specific questions on the Welsh language in evaluations of training and skills programmes. It is intended that this programme will complement the aim of mainstreaming the Welsh language across policy areas.</li><li>27. Because of proposals to stop publishing compendia volumes of statistics KAS needs to ensure that the electronic tables are available bilingually, and hope to press forward with plans to totally translate StatsWales although resources make this difficult.</li><li>28. The Cabinet Division's main challenge for the next period will be meeting the demand for Welsh language training from divisional staff.</li><li>29. The Permanent Secretary's Division will prioritise up-skilling staff who already have some Welsh language skills in order to ensure we are in a good position to meet the Welsh language standards.</li><li>30. Constitutional Affairs and Inter-Governmental Relations (CAIGR) is responsible for the devolved tribunals – these are independent of Government and we expect that the Welsh Language Commissioner will be writing directly to the tribunals about setting and applying Welsh language standards. The Administrative Justice</li></ol> |
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	<p>Tribunals Unit does not hold monitoring information on the application of the current scheme but this is something that may need to be addressed in the context of the new standards and will be a significant challenge looking ahead.</p> <p>31. The high number of Welsh Statutory Instruments needing to be produced by the Legal Services Department during the next period is likely to continue. Growing pressures on LS resources, means that maintaining the record in recent years is likely to become incrementally more challenging over the coming twelve months and beyond.</p> <p>32. The Permanent Secretary's Division will develop bilingual working within the organisation by increasing Welsh language skills and decreasing reliance on the Translation Service.</p> <p>33. Engagement and Innovation Division have identified ten issues in relation to urgent messages that could arise and will develop a series of standard bilingual messages that could be used as a response.</p> <p>34. Ensure that a telephone handling policy is put in place for the Central Departments.</p> <p>35. Ensure that the actions from the implementation plan are monitored and progress reported to the Senior Management Team on at least a quarterly basis.</p> <p>36. Raise awareness of the Welsh language standards within the Communications department.</p> <p>Review of external marketing standards and compliance with the Welsh Language Standards.</p>
<p><b>Local Government and Communities</b></p>	<p>37. In completing the baseline questionnaire as part of the response to the Welsh Language Commissioners Investigation, it became clear that whilst LGC is compliant with the existing Welsh Language Scheme, capability varies across Divisions and the independent Inspectorates. This presents a particular challenge in moving towards the requirements under the Welsh language standards.</p>

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|  | <p>38. Whilst confident that LGC meet the majority of the service delivery, policy making and promotional standards, there may be some variation in initial compliance and significant work will be required to ensure breadth and depth of Welsh language skills moving into the future. There are particular concerns around the operational and record keeping standards.</p> <p>39. Moving to the introduction of the Welsh language standards will give LGC an opportunity to refresh the department's Bilingual Skills Strategy and work with individuals to improve their Welsh language skills.</p> <p>40. Continue to ensure that the Welsh Language Scheme, and the introduction of the Welsh language standards, is considered, promoted and included in all policy and administration activities (where applicable).</p> <p>41. The Mystery Shopper exercise undertaken in 2013 will be held again and all responses will be recorded in order to build on the exercise in future.</p> <p>42. Ensure that the Welsh Government website is used to its full potential and continues to communicate bilingually with stakeholders and members of the public.</p> <p>43. All divisions to include reference to Welsh language in grant terms and conditions and continue to ensure that the Welsh language is considered, promoted and included in terms and conditions underpinning principles and administration of grants.</p> <p>44. The Welsh Language Divisional Coordinator and Champion will work with the HR Business team to up skill existing Welsh Users and to encourage staff to take up Welsh language training.</p> <p>45. Local Government and Communities will also be refreshing the Welsh language Action Plan to take into account the Welsh language standards.</p> <p>46. Work on reforming local government, as part of the wider work on Devolved Services Reform, will present opportunities to consider ways to promote the use of Welsh and mainstreaming bilingual considerations into performance and scrutiny.</p> |
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	<p>47. Investigate ways in which the confidence of lapsed Welsh speakers can be raised to enable them to begin to use their skills in the workplace.</p>
<p><b>Sustainable Futures</b></p>	<p>48. Develop Departmental Bilingual Skills Strategy.</p> <p>49. Develop the drafting skills (in Welsh) of the Customer Contact Centre team within Rural Payments, who are fluent Welsh speakers.</p> <p>50. Cadw will examine how best to develop and deliver its schedule of events and learning activities on-site and off-site, including Welsh provision.</p> <p>51. Arts Council Wales has commissioned bilingual resource for teachers and artists/arts organisations on how to improve literacy and numeracy skills through the arts in both Welsh and English. The work undertaken by Estyn for a best practice review of the Arts at Key Stage 2 will include exploration of any notable differences between the standards observed during visits to Welsh and English medium schools.</p> <p>52. There will be an opportunity within Climate Change and natural Resource Policy for Welsh speakers to run Welsh language skill sessions for those colleagues who are keen to learn.</p> <p>53. The development of a Rent Officers Administration Case System (ROCAS) which could further enhance the bilingual/Welsh language capabilities of the current system as well as the development of an on line Fair Rent Register, to be bilingual in both search parameters and document production.</p> <p>54. Land Nature and Forestry will provide more bilingual communication with the public relating to Plant Health, Pesticide, Wildlife, Seed and Invasive Non-native Species issues.</p> <p>55. Rural Payments will prioritise the development of Welsh language writing skills for CCC staff and promote Welsh language training across Rural Payment Wales sites.</p>

	<p>56. Steps will be taken to provide those Cadw custodians who have contact with the public with Welsh language support.</p> <p>57. Equal weight will be given to Welsh and English at Cadw events.</p> <p>58. New Cadw guidebooks to be produced in Welsh and English.</p> <p>59. Progress the translation of some marine forms eg fishing vessel licences, log sheets etc.</p> <p>60. Ensure that Sustainable Futures databases develop a language preference function.</p> <p>61. Common Agriculture Policy Scheme Management Unit will ensure that the phone line is manned by a Welsh speaker at all times.</p>
<p><b>Department for Health and Social Services</b></p>	<p>62. Promote and raise awareness of Welsh language and culture within the department.</p> <p>63. Training required for staff where established from the audit of Welsh language skills.</p> <p>64. Recruitment of appointment of Welsh practitioners.</p> <p>65. The department in general needs to ensure that it has sufficient numbers of bilingual staff located at the appropriate levels and areas.</p> <p>66. Build on the foundations of More than Words Strategy to ensure that the systems behind the strategy are firm and that the workforce are aware of users language of choice, be they Welsh speakers or not.</p> <p>67. Work will also begin on the strategy that will follow More than Words from 2016 onwards. The recommendations from the Primary Care review will need to be taken into account whilst developing the new strategy.</p> <p>68. The Social Services and Integration Directorate has recognised that it has a limited numbers of staff within the Directorate who have the skills and confidence to work in</p>



	<p>Welsh. Work is already underway to address this but there is a further opportunity during the next period to build on this work.</p> <p>69. CAF/CASS Cymru is committed to promoting and raising awareness among all staff of the Welsh language and its culture. The Senior Management Team has approved this activity, which is embodied in CAF/CASS Cymru's Learning &amp; Development Plan 2-14/15.</p> <p>70. CAF/CASS Cymru will undertake an audit of Welsh language skills of its staff, the outcome of this will establish the nature and level of future training requirements of staff within the organisation, to commence during 2014/15.</p> <p>71. Following the Welsh Language Commissioner's recent report into Welsh Language Services in Primary Care, the Commissioner's findings suggest that there are significant challenges, especially around awareness raising, training and development and the Active Offer Principle from More than just words.</p> <p>72. Public Health Wales will promote the use of the Welsh language as a working language by encouraging responses to consultations and attendance at public events.</p> <p>73. National Institute of Social Care and Health Research is currently engaged in a programme to restructure its funded infrastructure and programmes. All successful new grant holders will need to agree to terms and conditions that stipulate that their host institution's Welsh language policy must be followed, and that in the absence of this, the Welsh Government language policy should be followed.</p> <p>74. Audit of Welsh language skills in CAF/CASS Cymru.</p>
<p><b>Economy, Science and Transport</b></p>	<p>75. EST will continue to ensure that all public-facing resources are accessible and bilingual. Some of this will be achieved through the development of web sites and social media.</p> <p>76. In terms of Transport, work will be done to improve bilingual signage. We will use</p>

the impending Welsh language standards as a basis for improvements.

77. EST will be taking opportunities to continue to increase the take up of Welsh language services across the department through better promotion and provision.

78. The Business Wales team have identified a number of Welsh speakers who are only accessing the English language social media streams. The department will encourage such users to access both Welsh and English options.

79. The department will continue to promote Welsh language through the main Business Wales website and through the expanding social media portals.

80. Matters such as the development of Cardiff Airport; Wylfa Nuclear Power Station and business support are being assessed for opportunities to promote the Welsh language.

81. In 2014-15 there will be a focus on greater development of Welsh Sketchbook pages which have achieved almost equal engagement in Welsh and English.

82. Cardiff Airport will be focusing on delivering Bilingual Signage throughout the Airport.