



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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Welsh Assembly Government

**laith Pawb and Welsh
Language Scheme
Annual Report
2009-10**

Foreword

I am pleased to present the seventh Iaith Pawb and Welsh Language Scheme Annual Report highlighting the achievements by the Welsh Assembly Government and our partners during 2009/10 towards our goal of creating a truly bilingual Wales.

As the numerous examples in this report demonstrate, the Welsh language is and will remain a core element of most if not all of our public facing services, strategies and policy development activities.

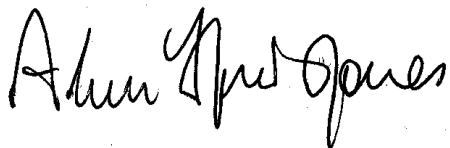
The key achievements this year have been to meet our One Wales objective of a Legislative Competence Order for the Welsh Language, the introduction of the proposed Welsh Language Measure and the continued development of a new Welsh language strategy which will replace Iaith Pawb. We are now proceeding with our proposed Measure that will confirm the official status of the Welsh language; create linguistic rights in the provision of services and establish the post of Welsh Language Commissioner.

Other key One Wales commitments have also been delivered, with correspondence to the European Commission in Welsh now being formally permitted for the first time. Education remains at the heart of our Welsh language policies and this Spring, we published our Welsh Medium Education Strategy.

Golwg360; a daily Welsh Language web based news service was launched in May 2009 (<http://www.golwg360.com>), and its readership has grown steadily.

Within the Welsh Assembly Government, work has taken place on a bilingual improvement action plan, along with preparatory work to review the Welsh Language Scheme.

As has been the case over recent years, Welsh language policy continues to develop and gather momentum, and I look forward to the publication of a further report on the progress towards a new Welsh Language Measure, new Welsh Language strategy and the Welsh Assembly Government's own Welsh Language Scheme next year.



Alun Ffred Jones AM
Minister for Heritage

Executive Summary

Background

The Welsh Assembly Government's goal for the Welsh Language, as set out in One Wales policy document, is to create a truly bilingual Wales, where people can live their lives through English, Welsh or both languages, delivered through a National Action Plan for a Bilingual Wales, '**laith Pawb**', which was published in 2003. The Welsh Assembly Government also operates a statutory Welsh language scheme in accordance with the Government of Wales Act 2006, treating the English and Welsh languages on a basis of equality.

Part 1 of this report details progress against laith Pawb and the provision of public services in 2009-10 by the Assembly Government and its partners.

Part 2 of the report details how well the Welsh Assembly Government functioned bilingually, in the context of its Welsh Language Scheme.

Part 1 – Progress against laith Pawb

One Wales Objectives

Welsh Language policy and legislation

Following Royal Assent in February 2010 of the LCO, work continues on the proposed Welsh Language Measure, developing a new Welsh language strategy and associated activities.

Welsh-language Print Media

Golwg360; A daily Welsh language web based news service was launched in May 2009 (<http://www.golwg360.com>).

Use of Welsh by EU Institutions

Historic agreement with the Council of the European Union and the Committee of the regions were signed by the UK Government in 2008 and 2009. As a result, the Welsh language can now be used by elected politicians in the **Council of the European Union and the Committee of the Regions** and citizens can now write to these Institutions, as well as to the European Commission, in Welsh.

Education

- WAG has committed to supporting six Welsh for Adults centres for an additional two years - an investment of £6.7million has been made.
- The **national Welsh-medium education strategy** was launched by the Minister for Children, Education and Lifelong Learning (CELL) in April 2010.

- The **Welsh-language Sabbaticals Scheme** is now in its extended pilot phase until August 2011.
- In 2009-10 over £2.7m funding was provided to **the Centre for Welsh Medium Higher Education** to support the National Development Plan for Welsh-medium HE provision.
- An implementation board has been established to oversee the development of a **Federal College**, which will become fully operational by September 2011.
- A platform for sharing resources and E-learning, '**Y Porth**', was launched at the Bala National Eisteddfod in August 2009.

Economy and Business

- £1.2m of European Convergence Funds was committed to support the transformation of the Nant Gwrtheyrn Centre.
- A £1m package of funding was provided for a range of pilot initiatives to develop the role of the Welsh language in supporting and enhancing specific regeneration activities in Llŷn and north Meirionnydd.
- By the end of March 2010, the Welsh Language Board had worked with **238 businesses** to develop Welsh language policies, and 246 have signed up to the **Investing in Welsh scheme**.
- The Board's business team also worked closely with the John Lewis partnership, providing practical advice and support in relation to signage, promotion & marketing in the new John Lewis store in Cardiff, which opened in September 2009.
- The Flexible Support For Business (FS4B) Supersite was launched in February 2010.

Health

NHS Reform

- With the NHS in Wales being restructured during the course of the year, the NHS Welsh Language Unit has been heavily involved in ensuring that the Welsh language dimension was a consideration as part of the reform.

Communities

- Our digital inclusion initiative, **Communities 2.0** will deliver its services to people in the most deprived parts of Wales through the language of their choice. It will work with groups to undertake digital inclusion work and support online activities, ensuring appropriateness of available languages.
- We will deliver the range of measures identified in 'One Wales' to tackle **child poverty** and improve **financial inclusion** and financial literacy. In particular, we will continue to encourage those providers of advice services /training/ publicity to the general public to do so bilingually.

- Additional funding was agreed in November 2009 to further develop the Child Poverty guidance 'Child Poverty Solutions Wales' site bilingually over the next three years. All public promotional work on the Child Trust Fund Cymru and Credit Unions is bilingual and utilises Welsh media channels.

Culture, Welsh Language and Sport

- The Welsh Books Council received grant funding of £1,353,500 from the Welsh Assembly Government to **support Welsh-language publishing** in 2009/10.
- The Welsh Assembly Government increased the funding for the **Welsh language teaching project in the Chubut province of Argentina**.
- An independent Sport Council evaluation report published in 2009 indicated the positive impact of the Welsh language programme.
- Wales was the featured nation at the **Smithsonian Folklife Festival** in **Washington DC** in June/July where attention was drawn to the Welsh language.

Part 2 – WAG Welsh Language Scheme

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

Welsh Language Skills

- 47% of the workforce is able to speak Welsh (levels 1-5 of the skills register).

WAG Divisions' Compliance and Capabilities

- All Directorates General (DGs) responding reported that they provided front-line public services. All of them said that at least some of their teams had bilingual staff in place.
- All of those 6 DGs stated that they conduct audits to assess staff language skills, undertook assessments to identify posts requiring Welsh speaking staff and analysed gaps in the provision of Welsh speaking staff.
- Four of the 6 DGs had formal arrangements in place to ensure that the Welsh Language Scheme is driven forward.
- Three DGs responded said that they revised drafts of translated documents and proof read in both languages at least 'sometimes'.

Bilingual working Improvement Project

- In spring 2009, the Welsh Assembly Government commenced a Welsh language improvement project, to ensure the implementation of best practice with regard to the effective delivery of our Welsh Language Scheme and mainstreaming language throughout WAG.

Mainstreaming

Internal Audit

- A thematic review of the Welsh language was identified as part of the 2009-10 WAG internal audit planning process and was undertaken during June and August 2009.
- This is the first time that WAG's Internal Audit department has undertaken a thematic review of the Assembly Government's management of the Welsh language.

Translation Facilities

We continue to rely on translation to meet many aspects of the Welsh language scheme, and, as such, the written translation requirements of the organisation remain significant, as we strive to meet the requirements of our Welsh language scheme, particularly in relation to publications and written materials.

- The volume of material being translated exceeded 10,000 documents in 2009-10 and a prioritisation system is operated to ensure the most effective use is made of finite WAG translation resources.

Training

- Acen are currently contracted to undertake Welsh language training for Welsh Assembly Government staff. Training was offered to suit various levels from pre-entry to proficiency. **Thirty eight** courses were held between April **2009** and March **2010**; these were held in **thirteen** different locations across Wales, with **two hundred and one** students participating.

Policy Making

- **Welsh Language Impact Assessments** have been further integrated into the Government's policy gateway process with a view to improve consideration of the Welsh language in all future WAG policy development & delivery. This move also serves to align Welsh language processes with other cross-cutting areas of work such as Equalities.

Introduction

The Welsh Assembly Government is committed to supporting and promoting the Welsh language. Our ultimate vision for a bilingual Wales is a bold one, and was outlined in *laith Pawb*, the National Action Plan for a bilingual Wales, which was published in 2003. A bilingual Wales will be a country where people can choose to live their lives through the medium of Welsh and English (or both) and where the presence of both languages is a source of pride and strength to us all.

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

Background to the Welsh Assembly Government's Welsh Language Scheme

The Welsh Assembly Government's Welsh Language Scheme¹ sets out how the Welsh Assembly Government will deliver the principle established by the Welsh Language Act 1993 that both the Welsh and English languages should be treated on a basis of equality.

Monitoring in 2009-10

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

In 2009-10, the WAG Welsh Language Unit (WLU) undertook high level monitoring of progress and performance against the commitments in both *laith Pawb* and the requirements of the Welsh Language Scheme. The key monitoring methods used were:

- Regular meetings with the departmental language co-ordinators, as a group and individually.
- A self-assessment questionnaire and compliance report completed by individual WAG Departments.
- Information provided by key stakeholder departments, WAG divisions and external bodies with lead responsibility for *laith Pawb* action points.
- Annual returns provided by Divisions responsible for specific central functions, such as training and translation.
- Monitoring against Departmental Language Action Plans for 2009/10.

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

PART 1: Iaith Pawb Annual Report

1. One Wales commitments

(i) Welsh Language Legislative Competence Order and Welsh Language Measure

1.1 The Legislative Competence Order for the Welsh Language received Royal Assent in February 2010.

1.2 In March 2010, the Welsh Assembly Government also published its proposed Welsh Language (Wales) Measure, which is now subject to the Assembly scrutiny process.

It will lead to a number of developments to strengthen the Welsh language, including:

1. Creating a new champion for the language, the Welsh Language Commissioner.
2. Establishing a new system of Welsh language standards.
3. Enabling duties to be imposed on organisations, such as, telecommunications companies, the utilities (gas, water and electricity companies), and bus and train operators.
4. Enabling the Commissioner to provide advice and support to help prevent cases of individuals interfering with the freedom of Welsh speakers to use the language with one another.
5. Confirming the official status of the Welsh Language and making further provisions with regard to that status.

(ii) Welsh-language print media

Golwg360

1.3 Since its launch in May 2009, Golwg360 (<http://www.golwg360.com>) the number of news items, services and visitors to the website has increased steadily. The business plan is based on ensuring an increasing share of income from the paid-for mini-sites (businesses and public bodies) and advertising, so as to enable the service to become less dependent on public funding in the future. In accordance with the contract between the Welsh Books Council and Golwg Newydd (the sister-company of Golwg Cyf. which owns the service), the Council will commission a review of the service in early 2010/11.

(iii) Use of Welsh by EU institutions

1.4 Further to the use of Welsh at an EU council and a plenary session of the Committee of the Regions in November 2008, an agreement with the Commission on the correspondence element was signed in July 2009 and negotiations are underway (at UK Government level) with the European Parliament, the European Economic and Social Committee and the Ombudsman which will, allow citizens to write to these organisations in Welsh and, in the case of the EESC, for members to use the Welsh language.

2. Education

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

One Wales

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

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

2.3 The **Learner Travel (Wales) Measure** passed through the Assembly's legislative process and came into force in September 2009, introducing a duty on local authorities when carrying out their functions under the Measure to promote access to Welsh-medium education.

National strategy for Welsh-medium education and training

2.4 Following consultation in the summer of 2009, the national Welsh-medium education strategy was launched by the Minister for Children, Education and Lifelong Learning (CELL) in April 2010.

The published strategy includes a detailed Implementation Programme, as well as targets for the next 5 and 10 years, progress against which will be monitored regularly and reported annually to the Minister for CELL. The Strategy will be reviewed in 2015 and a revised Implementation Programme will be prepared at that time.

2.5 The Strategy has six strategic aims, namely:

- To improve the planning of Welsh-medium provision in the pre-statutory and statutory phases of education, on the basis of proactive response to informed parental demand.
- To improve the planning of Welsh-medium provision in the post-14 phases of education and training, to take account of linguistic progression and continued development of skills.
- To 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.

- To 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.
- To improve the central support mechanisms for Welsh-medium education and training.
- To contribute to the acquisition and reinforcement of Welsh language skills in families and in the community.

Increasing capacity in the education workforce

2.6 A key aspect of ensuring the continued expansion of Welsh-medium educational provision is to ensure that there are sufficient practitioners who can work in Welsh. The **Welsh-language Sabbaticals Scheme** is now in its extended pilot phase until August 2011, and offers courses on two levels and a choice of study modes. To date, 208 practitioners have undertaken the course with a 99.4% completion rate, including primary and secondary schoolteachers, further education lecturers, work-based learning trainers/assessors and also some supply teachers. A further 33 practitioners are due to complete their training in July 2010. The main aim of the training is to improve the linguistic skills of practitioners to enable them to work professionally through the medium of Welsh or bilingually.

Welsh medium provision in the early years funded non-maintained settings/schools (including Mudiad Ysgolion Meithrin)

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

2.8 '**Cam wrth Gam**' (Step by Step) is the training for Early Years Welsh medium practitioners. An additional 920 classroom assistants have been trained to work in the early years sector.

2.9 '**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.

2.10 The project sets the infrastructure for an innovative long term solution ensuring a career path for Welsh-medium practitioners, and access to qualifications from NVQ level 3 to graduate and post-graduate qualifications through partnership working.

2.11 The key Welsh Language **Children and Young People's Plan** statistics from Schools in Wales Can is obtained from DCELLS Welsh Language Unit.

Technical and vocational qualifications

2.12 Work continued during 2009-2010 to **Monitor Welsh medium VQs and Welsh-medium National Occupational Standards (NOS)**.

Higher Education

2.13 In 2009-10, 6.4% of Welsh domiciled Higher Education students in Welsh Higher Education Institutions were undertaking some element of their course through the medium of Welsh. The Welsh Assembly Government is committed to making bilingualism a reality and has a target of 7% of Welsh domiciled students undertaking at least part of their degree studies through the medium of Welsh by the end of 2010.

2.14 There are now around 50 Welsh medium postgraduate scholarships in the system. Eleven posts have been created following on from the teaching fellowships and there are some 15 fellowship holders at present.

2.15 In 2009-10 over £2.7m 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).

2.16 One Wales contains a commitment for a Welsh Medium Higher Education Network – a **Federal College**. Professor Robin Williams' report, **Y Coleg Ffederal** (June 2009), provided options for the funding and implementation of the college. An implementation board has been established to oversee the development of Coleg Ffederal, which will become fully operational by September 2011.

2.17 The Coleg Ffederal 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 Assembly Government and HEFCW for the development of Welsh medium higher education provision in Wales will be channelled through Coleg Ffederal. This includes development funding for HE institutions receiving HEFCW funding for teaching.

2.18 A platform for resources and E-learning, '**Y Porth**', was launched at the Bala National Eisteddfod in August 2009. It provides a platform for sharing Welsh medium resources, but also provides a practical way of offering collaborative modules through the E-learning system, Blackboard Learn. Y Porth was developed through the collaboration and consent of all Welsh universities.

Welsh for Adults

2.19 Provisional data for Welsh for Adults during 2008/09 shows an increase in the number of learners and enrolments with 18,220 and 27,375 respectively, compared with 17,570 learners and 24,995 enrolments in 2007/08 (latest figures available).

2.20 During 2010-11 the Assembly Government will continue to fund the further development of the qualification to include e-learning elements to ensure improved tutor training.

2.21 The Welsh Assembly Government hosts an annual conference for tutors. The 2009 conference, held in Llandudno in November 2009 attracted 170 Welsh for Adult tutors from across Wales, to share information about the latest developments in the field of Welsh for Adults, to provide training on the use of new resources available to tutors, and on various teaching methodologies.

2.22 The Assembly Government continues to work in partnership with the centres and other external stakeholders to implement national marketing campaigns aimed at promoting Welsh for Adults. In 2009, a decision was taken to develop a national social marketing strategy. This strategy will now be implemented from September 2010 to complement other activity undertaken on a national and regional level to attract new learners and to raise awareness of the benefits of learning Welsh. The final report of a three-year evaluation of the Welsh for Adults programme will be published in 2010, and recommendations will be considered and, if approved, implemented in the future.

2.23 Proposals for the further development of the Welsh for Adults programme through the six centres are included in the Welsh Assembly Government's Welsh-medium Education Strategy and 5-year implementation programme.

3. Communities

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

Mainstreaming through the Assembly Government's work with communities

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

3.2 The Welsh Assembly Government's Child Poverty Strategy will be delivered bilingually in Wales. Where appropriate, the delivery of services and support (for example, in relation to social services, health and education) will be delivered bilingually to ensure that children in low income families, whose first language is Welsh, are fully included. Additional funding was agreed in November 2009 to further develop the website over the next three years. All public promotional work on the Child Trust Fund Cymru and Credit Unions is bilingual and utilises Welsh media channels.

3.3 Our digital inclusion initiative, **Communities 2.0** will deliver its services to people in the most deprived parts of Wales through the language of their choice. It will work with groups to undertake digital inclusion work and support online activities, ensuring appropriateness of available languages. A Digital Inclusion Framework for Wales will be published in 2010, and will take into account the recommendations of the Welsh Language Board regarding digital inclusion.

3.4 The WAG Equality Bill was introduced into the UK Parliamentary process in April 2009 and received Royal Assent on 8 April 2010. The Equality Act 2010 harmonises and strengthens UK discrimination law.

Planning

3.5 Research may be commissioned in 2010/11 about sustainable community impact assessments, which could inform a future review of TAN 20. Planning Policy Wales (edition 2, June 2010) states that local planning authorities should take into account the needs and interests of the Welsh language when preparing development plans.

4. Economy

4.1 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. A seminar arranged by the group was held in March 2010, with key stakeholders including businesses to discuss best practice and future priorities. The group is now preparing a paper setting out future priorities, which is to be submitted to the Deputy First Minister in the autumn.

Enterprise

4.2 The Department for the Economy and Transport also provides funding for **Menter a Busnes** to promote the Welsh language within business. Following a successful performance-based event for a business audience at the National Eisteddfod in Cardiff in 2008, a **Gorsedd y Ddreigiau** event with an award worth £5,000 was included in the programme for the 2009 Eisteddfod at Bala, for budding entrepreneurs to implement a new business idea, based on the 'Dragon's Den' concept.

4.3 During the National Eisteddfod in Bala, the Welsh Assembly Government's **Flexible Support for Business initiative (FS4B)** and the Welsh Language Board launched a partnership agreement, to work together more effectively for the benefit of businesses in Wales by establishing a programme of co-operation for the provision of business advice and support.

Regeneration

4.4 The Welsh Language in Regeneration Strategy focuses on three linked rural regeneration themes: Improved rural housing; improving employment prospects; and improving community facilities.

4.5 Good progress has been made on pilot projects in the Llŷn Peninsula and North Meirionnydd to ensure that key regeneration activities strengthen Wales' cultural identity and promote the Welsh language and its culture, through creating and sustaining vibrant communities in which young people can remain and enjoy a good quality of life. The results will inform the future direction of this cross-cutting policy strand.

D E & T Case Study

The Flexible Support for Business FS4B Supersite <http://fs4b.wales.gov.uk> includes details of the support available from the Welsh Assembly Government, the UK Government (working with businesslink.co.uk) and partners. The site also supports bilingual provision, with the result that more Government online business support is available in Welsh than ever before.

In line with the Welsh Assembly Government's Welsh Language Scheme, all services and content offered by the Assembly Government are published bilingually.

Responsibility for publication of UK Government content in Welsh lies with those organisations in line with their Welsh Language Schemes where they apply. The Welsh Assembly Government Deputy First Minister has written to all UK Government bodies asking them to endorse and work to the Flexible Support for Business Supersite Welsh Language Policy Statement.

The statement came into full effect following the launch of the Flexible Support for Business Supersite in February 2010.

5. Health and Social Services

Welsh Language in Health and Social Services Task Group

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

- Evidence from Alan Murray, Chief Executive of the Ambulance Service regarding the arrangements it has in place to provide a Welsh language service.
- Welsh language provision in social services – a presentation by Ellis Williams, ADSS Cymru, provided useful information on current provision and has informed further discussions on the issue.
- Workforce Planning and Organisational Development.
- Strengthening Welsh-medium provision for older people.

Welsh Language and Mental Health Task & Finish Group

5.2 The Deputy Minister for Social Services requested that a Task & Finish Group be established, in order to ensure that the Welsh language dimension was mainstreamed into the new mental health action plan being developed by the Assembly Government for the next five years. Dr Elin Walker-Jones has been appointed Chair of the Ministerial Task Group.

Informing Healthcare – the ICT Strategy for the NHS in Wales

5.3 A Welsh language reference group was established to work with Informing Healthcare, in order to mainstream Welsh language considerations into its work.

5.4 In the short term, Informing Healthcare work will focus on the following areas:

- *The GP systems* – a patient record system within primary care.
- *My Health On-Line* – a patient system that will enable patients to book appointments on-line and order repeat prescriptions. The system will also provide an opportunity for patients to store personal health records in the confidential “my space” section.
- *The Welsh Demographic Service* to be amended to store patients’ language preferences.
- *Welsh Clinical Communications Gateway* to transfer the patient’s language preference from the GP to the secondary care setting for all referrals. For referrals where language ability is particularly relevant / important (e.g. language therapy, or for younger patients), extended templates will be developed to allow the language requirements to be incorporated.

Annual Welsh Language in Healthcare Conference and Awards

5.5 The annual Conference and Awards, now in their seventh and sixth year respectively, continue to raise the importance of providing bilingual care, encourage innovation and are a means to share good practice across Wales.

5.6 The theme of the 2009 conference was **‘The Patient’s Experience’**. In her conference address, the Deputy Minister for Social Services emphasised that the patient’s experience should be central to the planning and delivery of service.

5.7 The conference’s main plenary session set the legislative context in terms of the Welsh Language Board’s statutory role before moving on to look at a specific case investigated by the Welsh Language Board and the lessons learned from it. The importance of establishing language choice from the beginning was shown as well as the importance of matching Welsh speaking staff with patients who want to be treated through the medium of Welsh.

5.8 Delegates also had the opportunity to attend a series of workshops which provided an opportunity to share ideas and to learn from others.

5.9 This year, the awards attracted 45 nominations from 8 categories. The winning organisation and individuals received a total of £10,000 in prize money, which will help further develop their initiatives or Welsh language provision.

5.10 Further details about the Conference and Awards is at:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=415&pid=31084>

NHS Reform

5.11 With the NHS in Wales being restructured during the course of the year, much of the NHS Welsh Language Unit's work has been involved in ensuring that the Welsh language dimension was a consideration as part of the reform. This work included:

- **Healthcare Standards**

A task and finish group was established to ensure that the Welsh language dimension was incorporated into the new standards framework and related guidance.

- **NHS Redress**

As part of the work to strengthen the complaints system for the NHS, work was undertaken to ensure that NHS organisations could deal with complaints made through the medium of Welsh and also with complaints relating to the quality of Welsh language services (or the lack of them).

- **NHS Welsh Language Officers Task & Finish Group**

Following the commitment made by the Deputy Minister for Social Services in plenary in February 2009, to safeguard the capacity of Welsh Language Officers following the restructuring of the health service, a Task and Finish Group was established to consider this issue. Members of the Group agreed a set of proposals for the deployment of Welsh Language Officers. They also required that funding previously allocated for translation by each former LHB be ring fenced to ensure that the Welsh Language Officers can focus on their strategic role of providing leadership and advice to their respective LHBs on Welsh Language issues. The Task and Finish Group also agreed a set of key principles which would form the basis of the Welsh Language Officers' roles for the future.

5.12 Further details are in Ministerial Letter EH/ML/0031/10 NHS Welsh Language Officers Task & Finish Group which can be seen at:

<http://wales.gov.uk/topics/health/publications/health/ministerial/?lang=en>

- **Governance Framework**

As part of the new structure of the NHS in Wales, a new Governance Framework was established in order to ensure the highest possible standards in terms of providing services to the public and the best possible results to patients and their families.

- **Assurance Arrangements**

The need to adhere to Welsh Language Schemes as a source of assurance was included in the Local Health Board's good practice guidance.

- **Standing Orders**

The Welsh Language dimension was included in the new Standing Orders for the Health Service.

6. Promoting the use of the Welsh Language- Welsh Language Board

6.1 This section of the report provides an overview of the activities undertaken by the Welsh Language Board (WLB) on behalf of the Welsh Assembly Government, and others, aimed at promoting and increasing opportunities for Welsh to be used. More detailed information about the work of the Board, can be obtained at www.byig-wlb.org.uk

6.2 The WLB campaign to market Welsh language services called “**Mae Gen ti Ddewis...**” gained further momentum in 2009-10, as 14 organisations worked with the WLB to develop MGTDD campaigns during the year. An agent was appointed to review the promotion and usage of Welsh medium services and their report was submitted to the WLB in March 2010.

6.3 The general Mae Gen Ti Ddewis... marketing campaign also continued during the year with TV, Radio and internet advertising. By April 2010 the total membership of the 'Face book group' associated with the campaign had risen by 49%. The campaign was also the main theme for the WLB's marketing activities at the 2009 National Eisteddfod, held in Bala.

The Welsh Language Board and the Private sector

6.4 Over the past year, the Welsh Language Board has continued its engagement with businesses, with a view to further increasing the use of Welsh in the private sector. By the end of March 2010 the Board had recorded **238 businesses** with Welsh language policies. Whilst 246 businesses have signed up to ‘**Investing in Welsh**’.

6.5 The WLB continued to promote its well established **laith Gwaith** (Working Welsh) scheme, which helps customers to recognise Welsh-speaking staff, through distributing the badges which form the core of the scheme and conducting a marketing campaign in November 2009.

Welsh Language Board - private sector best practice case studies

- The Language Board's business team worked closely with the John Lewis partnership, providing practical advice and support in relation to the new store in Cardiff. The WLB advised on instore signage and audio announcements, and also on the store marketing materials – all of which were completely bilingual in Welsh and English. Store staff that are able to speak Welsh also use the Board's laith Gwaith badges. John Lewis has affirmed the importance of the Welsh language to their operations in Wales in the local media and on a television series.
- The WLB has worked with various companies in the leisure sector to launch the **first jukebox with a Welsh language interface**. From an initial referral by *Tafarn y Black Boy* in Caernarfon, the Board brought together the manufacturer, the distributor, and Welsh language music content owners to develop and test the new jukebox. As well as bringing

partners together, this work also reflects a number of the Board's priorities, such as increasing the use of Welsh in business and information technology, and reaching an audience of younger people through leisure and popular music.

- At the National Eisteddfod, the Board hosted a launch event for the **first mobile phone with a Welsh language interface**. This also brought together partners (Orange, Samsung) and policy priorities (business, IT, young people).
- The Board advised Principality Building Society on its use of Welsh in marketing and branding. The Society's 125th anniversary marketing campaign used the word "diolch" as a key theme for printed and promotional material in both languages (i.e. the campaign was built around "diolch" and did not use the English "thank you" at all). The Board strongly endorses using Welsh in this way – it reflects the fact that there will be very few people in Wales who do not understand the word "diolch". In doing so, it normalises the use of Welsh and reinforces the notion that the language belongs to all people in Wales.

The Welsh Language Board and the Voluntary (third) sector

6.6 In 2009-10, 18 third sector organisations received approval from the Welsh Language Board for their new or revised Welsh language schemes. 26 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 Assembly Government via the Welsh Language Board) has given rise to a range of innovative projects for developing Welsh language provision, with the focus in 2009-10 having been on recruiting more Welsh speaking volunteers.

Use of the Welsh Language by Young People

6.7 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 Board, S4C and BBC Radio Cymru. During 2009-10, eight musicians were trained on the Welsh-medium tutor training course and eighty two contemporary music workshops were held at community level.

6.8 In partnership with BBC Radio Cymru, the *Schools Tour* was held in 2009-10, visiting thirty six schools across Wales. A new element of the tour this year was the staging of community gigs at the end of each week in each region, in partnership with the local Mentrau Iaith (Welsh language initiatives).

Language Progression Project

6.9 The aim of the project is to improve progression in Welsh education, in terms of subject area and learning medium, between Key Stages two and three. During 2009-10, the project was operational in seven different school catchment areas, within five Local Authorities. In each catchment area, the contractor held meetings with head

teachers and governors and also workshops with teachers, parents' evenings and activities with pupils from years four, five and six. Measuring the progress of each catchment against their initial profile gave clear evidence of the progression project's positive impact on language progression.

Immersion Education Project

6.10 The Immersion Education Project was operational in nine secondary schools across Wales during 2009-10. The project offers an intensive course, over a period of around 5 weeks, for pupils who, at the end of year 6, have not experienced Welsh medium education, and offers ongoing support up to the end of Year 8. Over a thousand pupils have been involved in this project since it began in 2004 and three new schools have expressed an interest in becoming involved.

Families

6.11 Language transmission within the family is one of the key elements of the *laith 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 2009-10:

- 12,361 one-to-one conversations were held with parents.
- Conversations were held with 94% of all midwives and health visitors in rural Wales.
- A presentation was held on the benefits of Welsh to 113 students following midwifery/health visitor courses in Wales, ensuring that all students in Wales get to hear about the *Twf* messages.
- 2,093 parents attended *Amser Twf* sessions which provide information to parents about Welsh books/CDs/DVDs as well as learning new nursery rhymes and practising Welsh conversation with other local parents. 92% of the parents who completed a questionnaire stated that the session had been important in changing/reinforcing their decision as to the importance of transmitting the Welsh language in the home.

6.12 Some parents are eager to speak Welsh with their children but lack the confidence to do so.

6.13 The ***Mae dy Gymraeg di'n grêt*** (Your Welsh is Great) project, through a series of fun 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.

6.14 In 2009 -10, 10 *Mae dy Gymraeg di'n grêt* sessions were held in 10 areas in south and north-west Wales. 89 parents attended these sessions and, in many parts of Wales, the parents themselves or other agencies continue to run the sessions.

6.15 Many families migrate into Wales. In 2009-10, the Welsh Language Board held a pilot project to help these families integrate into their new areas. In two areas in the south-west, sessions were held for the parents of pupils in the local authority centres for latecomers. Seventeen families attended these sessions in Pembrokeshire and Cardiganshire.

Welsh in the community

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

6.17 During 2009 -10, the Board held a number of meetings, seminars and conferences to share information, good practice and training with its grant partners.

6.18 In January 2009, the Board held a conference in support of Welsh Communities to stimulate discussion between the Welsh Assembly Government, academics, pressure groups and people working in the fields of housing, planning and community development.

6.19 Following the conference, an action group was set up to prepare a work programme and, by April 2010, a framework had been produced for identifying the characteristics of thriving Welsh communities. The work of piloting the framework will take place during 2010-11.

6.20 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

6.21 During 2009-10, the Board continued to concentrate its efforts in promoting the use of Welsh language software currently available. The Board also launched an **interactive Accreditation Scheme** for organisations wishing to provide a clear language choice between English and Welsh on ICT systems. The Board also continued its partnership with Microsoft Corporation, and in February 2010 launched a free Welsh Language Interface Packs for Windows 7, fully funded by Microsoft.

6.22 The Board also published a series of freely available translation memories, providing a corpus of several hundred thousand words on its website. This development follows the Board's 2006 Strategy, in which the need to make component parts of state-funded products available free of charge, using an acceptable standard, was an underlying philosophy.

Terminology and Translation

6.23 Discussions are ongoing in the Task and Finish Group regarding the creation and role of a National Centre for the Standardisation of Terminology.

6.24 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 18,000 enquiries during 2009-10**.

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

The Welsh Books Council

6.26 The Welsh Books Council received grant funding of £1,353,500 from the Welsh Assembly Government to **support Welsh-language publishing** in 2009/10. This funding was distributed by the Welsh Books Council to support the publishing of new books and magazines, to support authors and illustrators, to support independent booksellers, to provide performance payments to publishers and to support the marketing of new books.

Welsh on an international stage

6.27 Welsh Assembly Government continued to fund the **Welsh language teaching project in the Chubut province of Argentina**. This project is managed for the Assembly Government by the **British Council** in collaboration with **Cymdeithas Cymru-Ariannin** (the Wales-Argentina Society) and **the Welsh for Adults Centre** - Cardiff and the Vale of Glamorgan, Cardiff University. The project received **£54,000** from the Welsh Assembly Government during the 2009-10 financial year.

6.28 During 2009-10, the project continued to develop close links 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.

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

Use of Welsh by sporting bodies

6.30 Work is ongoing with National Governing Bodies of Sport (NGBs) to gather details of Welsh speaking coaches/volunteers participating in their coach education programmes.

6.31 An independent evaluation report published in 2009 indicated the positive impact of the Welsh language programme.

6.32 Specific examples of this work in action include:

- a. **Bridgend:** In 2009, Urdd Gobaith Cymru recruited a new Sports Development Officer to be based full time in Bridgend. This position is part of the Welsh Assembly Government's 'Reach the Heights Initiative'.
- b. **Ceredigion:** Sport Wales workshops delivered in Ceredigion have resulted in an increase in the delivery of various activities bilingually in Leisure Centres. We have also witnessed the use of Welsh by voluntary sports clubs in the delivery of their junior coaching sessions during monitoring visits, including Aberaeron Junior RFC & Ffostrasol Juniors FC.
- c. **Cardiff:** The Urdd, Menter Caerdydd and Welsh Gymnastics have come together to create a new Gymnastics club through the medium of Welsh in Cardiff.
- d. **Gwynedd:** North Wales Outdoor Partnership - Following an assessment, it was found that there was an insufficient pool of Welsh language outdoor instructors in North West Wales. As a result, the North Wales Outdoor Partnership, working with outdoor providers and MLTW, devised the first Mountain Leader (summer) training course through the medium of Welsh a number of years ago. The North Wales Outdoor Partnership delivers over 400 taught courses annually, the majority of which are also delivered through the medium of Welsh.
- e. **Ynys Môn:** Ynys Môn County Council, through their Outdoor Activities Officer (funded through Local Authority Partnership Agreement funding from Sport Wales), have successfully recruited 3 Welsh speaking outdoor activities instructors.
- f. **Conwy:** As part of a commitment to improve opportunities for more local people in Conwy to achieve their potential through outdoor activities, one of Conwy County Council's key strategic objectives is to develop Welsh language opportunities in outdoor activities to support the cultural development of the sector.

Welsh in the Arts

6.33 ACW continues to work closely with **Community Dance Wales** with a view to making progress on the Dance and Welsh language strategy in partnership with Education.

6.34 A small but important step in **the promotion of Welsh language activity through Lottery funding** is in the grant given to Patrick Young in the first place to undertake a 3 month research, development and administration programme looking into the possibility of establishing the Welsh language opera company OPRA, and investigate its' viability and scope. A further Lottery award to Ysgol y Moelwyn (Blaenau Ffestiniog) saw the project come to fruition in the form of workshops led by the children's poet Twm Morys guiding pupils from several schools to translate extracts from various operas. Then, a small scale tour carried out by OPRA presented a Welsh-language version of *Carmen* using three singers and an accompanist.

6.35 Following the grants awarded to 22 different local Menter Iaith projects in 2007 the National Lottery continues to support projects and initiatives that promote the use of Welsh.

Dathlu'r Iaith Gymraeg

6.36 The project records the heritage of the Welsh language in Gwynedd through working with a variety of groups on projects to reflect different elements of the Welsh language. The project delivers:

- Y Gymraeg Heddiw 2006-2008 (Welsh today), includes a visual record and a photography exhibition created by local people on what the Welsh language means to them.
- Tafodiaith/ Acenion a Dywediadau Gwynedd (dialect/ accents and sayings in Gwynedd), oral recordings and an exhibition on various accents and sayings across Gwynedd.
- Parhad y Gymraeg (continuation of the Welsh language), will create an information pack and exhibition on the important events within Gwynedd which has shaped the Welsh language.
- Cerddi'r Iaith (poems about the Welsh language), will create a small booklet, posters and/ or postcards which includes poems about the Welsh language from the bards of Gwynedd, from 1960 onwards.

Oral History of Women in Wales – 1920-1960

6.37 The oral history project recorded 1,000 members of the Merched y Wawr across Wales as they recollected their experiences between 1920 & 1960. The range of issues identified as the subject matter of the interviews were women's welfare, paid employment outside the home, leisure and popular culture and political movement. The material gathered produced 1,000 tapes, an educational history pack for Key Stages 3 and 4 in the National Curriculum, and an exhibition at the National Eisteddfod, Royal Welsh and Urdd Eisteddfod.

Language Heritage Education Officer

6.38 Menter Iaith Sir Ddinbych / Denbighshire (MISD) employed a Language Heritage Education Officer for two years to raise awareness in Denbighshire of the Welsh language and its heritage. The project will be developed through working with local schools, community councils, libraries, and a number of other organisations. The grant enables the Project Officer to look at Welsh language heritage with school groups through the medium of music, history and art workshops and from these workshops they will create murals.

Wales Millennium Centre

6.39 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 Centre is also committed to providing a high quality of service in both Welsh and English to its visitors and customers. The WMC has worked with the arts organisations resident in the Centre and the retail outlets there to develop and implement its bilingual strategy, to ensure the consistent exposure for visitors and audiences to the Welsh language in those parts of the Centre where there is communal public access.

Part 2: Welsh Language Scheme Self-Assessment Questionnaire and Compliance Report 2009-10

Introduction

This section provides an overview of WAG's Welsh language achievements during 2009-10, and highlights areas for further work in the future. We draw upon a range of evidence, including an annual self-assessment questionnaire and compliance reports submitted by Director Generals to the Welsh Language Unit, to demonstrate compliance with the WAG Welsh Language Scheme².

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

² <http://new.wales.gov.uk/topics/welshlanguage/publications/06wlangscheme/?lang=en>

Priority Areas

PRIORITY	PROGRESS
<i>Policy and delivery functions</i>	
To develop guidance/toolkit to assist departments with assessing the impact of policies and services on the Welsh language, Welsh speakers and Welsh speaking communities.	The new Welsh Language policy impact assessment tool and Policy Delivery process was strengthened in Spring 2010. The established service checklist has also been amended. There has also been increased monitoring in line with other cross-cutting areas.
To publicise and disseminate the new checklists for use when developing new policies, services and initiatives.	Further work to publicise the checklists has been undertaken in 2009-10, through internal marketing, Policy Gateway officials' attending & presenting on the topic at Bilingual Service Co-ordinators meetings.
To publicise and disseminate the Welsh Language Board's guidance on the inclusion of Welsh language conditions in grant schemes, and to ensure that all grant schemes include conditions where applicable.	<p>The guidance has been shared with bilingual co-ordinators in meetings. Further work has also taken place in 2009-10 to mainstream the guidance into Assembly Government grant awarding processes, as part of a wider WAG review of the grant process.</p> <p>In Summer 2009, the Welsh Language Board conducted a pilot assessment project on WAG grant schemes and a report of the findings was circulated to the selected departments involved. Since this project, those departments have been encouraged to implement the recommendations.</p>
<i>Front line customer services</i>	
Ensure that the Improving our Relationships Programme (formerly the Customer Services Improvement Programme), continue to treat bilingual provision as an integral aspect of good customer service in line with the core principles of the Welsh public service and WAG.	The Welsh Language Scheme team continues to be engaged with the Programme's spin-off projects. One such project was the WAG principles for customer services, which were agreed in 2010. This included an additional statement on 'Language choice' i.e. We interact with people in their language of choice'

PRIORITY	PROGRESS
<i>Raising awareness</i>	
Develop Welsh language awareness training and identify opportunities for Welsh language issues to be incorporated into generic training (e.g. customer service, equality and diversity).	The Welsh Language Scheme team continued to explore the feasibility of offering more courses bilingually, or in Welsh only with Eliesha (WAG's core training provider) over the past year. Also, Eliesha have agreed to include a Welsh Language 'FAQ' leaflet produced by the Welsh Language Unit during 09-10 (to raise general awareness of the Welsh Language Scheme) in each and every training pack they issue to WAG course attendees.
Raise awareness of the Scheme requirements with regard to meetings, conferences and events, including best practice for use of interpretation.	Guidance has been produced by the Welsh Language Unit and Translation Service and is promoted internally routinely.
<i>Working bilingually</i>	
Implement recommendations of an internal Task and Finish Group which looked at bilingual working issues.	Work has also been undertaken on the Welsh Language Improvement programme. The Welsh Language Improvement Project team is developing a Language Improvement Plan for the Welsh Assembly Government over a 3 year programme, to ensure that the organisation is prepared to deliver best practice in response to the proposed Welsh Language Measure. As such, a Bilingual Strategic Advisory Group has been set up to discuss future strategy for working bilingually within the Organisation.
<i>Bilingual skills planning</i>	
Ensure the future sustainability of bilingual skills planning and ensure that other processes and policies are compatible with ongoing bilingual skills work.	Through 09-10, progress on mapping and analysis of skills requirements through Bilingual Skills Strategies has been maintained despite challenges including internal restructuring. Increasing the number of language coordinators across the organisation has provided a greater local focus for language planning purposes. A drive for populating the HR database with up-to-date language skills by employee has secured a significant increase in the data available to support the skills planning processes. A recent exercise to recruit (internally) a cadre of staff with language skills has provided an opportunity to review the effectiveness of internal processes and applying lessons learnt to changes for the future. Challenges and opportunities remain for securing consistency of planning across the organisation, brought more sharply into focus by the organisational pressures for greater efficiency. The organisation's Bilingual Skills Strategy will be reviewed and aligned to the WAG's new Welsh Language Scheme being prepared during 2010.

7. Results & Analysis - Questionnaires

7.1 This section presents the key findings from the 2009/10 Welsh Language Scheme Self-Assessment Questionnaire and Compliance Report. This questionnaire aims to ascertain how the Welsh Assembly Government reflects Welsh language considerations in all policy areas and delivers Welsh language services to the public.

7.2 This questionnaire was sent to all 6 Directorates General (DGs). In some cases responses were given at a department level, these responses were aggregated and adjusted to give a response for the DG as a whole.

Key Findings

Of the 6 DGs:

- Four said that most of their teams providing front line public services had bilingual staff in place. The other 2 DGs stated that some of their teams providing front services had bilingual staff in place.
- Three DGs responded said that they revised drafts of translated documents and proof read in both languages at least 'sometimes'.

Departmental responses

7.3 Six DGs within the Welsh Assembly Government were asked to answer eighteen questions regarding their compliance with the Welsh Language scheme in the period 1 April 2009 to 31 March 2010.

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

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

Marketing of Bilingual Services

DGs were asked:

‘During 2009-10, did you let the public in Wales know that you provide services through the medium of Welsh?’

7.5 The term ‘public’ included voluntary organisations, public bodies and others represent limited companies.

7.6 Of the six DGs for whom providing public services was applicable:

- Two responded with, ‘yes, at every possible opportunity’. While the rest stated that they do sometimes.
- Most DGs stated that they refer to the existence of the Welsh language service on their web pages.
- Three DGs stated that all their internet services are available in Welsh. One DG stated that most were available in Welsh and the other two DGs stated that some of their internet services were available in Welsh.

Language Awareness

DGs were asked:

‘How many of your staff has received training to ensure they know about the Welsh Language Scheme and how it affects their work?’
(This question was not limited to 2009-10).

Of the 6 DGs:

- Five DGs stated that most of their staff were aware of, and had received training on the Welsh Language Scheme. The other DG (Health & Social Services) stated that some of their staff were aware of the Welsh Language Scheme and had received training.

7.7 Some DGs commented that awareness of the Scheme is primarily maintained through the induction process. Discussions within team meetings and regular updates via heads of divisions, as well as discussion groups have also been implemented.

7.8 Encouraging and Facilitating Bilingualism in Policy Areas

DGs were asked “if they had integrated linguistic considerations into their:

- Policy areas.
- ICT systems.
- Research.
- Grant funding.
- Services to the public.

Policy areas

7.9 Of the six DGs for whom integrating linguistic elements into their policy work was applicable:

- Two integrate linguistic considerations all the time, whilst the other 4 do so sometimes.
- Four stated that their consultation documents included consideration of the Welsh language.

ICT Systems

7.10 Of the five DGs for whom integrating linguistic considerations into their ICT systems was applicable:

- One stated that they did so all the time, whilst the other four stated that they did so sometimes.

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

Research

- Five of the 6 DGs for whom research work was applicable stated that they mainstreamed Welsh language considerations in 2009-10 at least 'sometimes'. One DG (DCELLS) stated that they mainstream Welsh Language considerations all the time.
- The Welsh Assembly Government has worked closely in 2009-10 with the Office for National Statistics on the development of the 2011 Census. This partnership led to the employment of a Welsh language specialist within ONS to work on the 2011 Census Welsh questionnaires. This was to ensure that the Welsh version of the form is developed and tested in conjunction with the English version for the first time. This approach allows maximum opportunity for concurrent testing in both languages and by using this method, issues unique to each language are given consideration at every stage of the development cycle. This work is supported by two working groups including representatives from the Welsh Assembly Government's Statistical Directorate, Translation Service and the WAG Welsh Language Unit, along with specialists from external bodies such as the Welsh Language Board, Canolfan Bedwyr and the Local Government Data Unit.
- Proposals for the 2011 Census were outlined in the White Paper 'Helping to Shape Tomorrow' which was published bilingually in December 2008. A Welsh language proficiency question will also be asked – the same question as asked in 2001. An English and Welsh questionnaire will be sent to all households in Wales.

Grant Funding

7.12 Of the 6 DGs for whom funding was applicable:

- One DG said that they always integrate linguistic considerations. The rest said that they sometimes integrate linguistic considerations.

In the DG for Economy and Transport, relevant staff are aware of the Welsh Language Board's guidelines and the need for any services provided through funding to be bilingual. The WLB review on compliance with the grant guidelines during 09/10 stated that the WLB were satisfied with the Department for Economy and Transport's activities in this field.

8. Services to the public

8.1 Of the 6 DGs for whom integrating linguistic considerations into their service to the public was applicable:

- Three stated that they always integrate linguistic considerations into their services to the public.
- Three stated that they sometimes integrate linguistic considerations into their services to the public.

8.2 A fully bilingual library has been set up by the Equality Champion in the Directorate General for Health and Social Services for 'Easy Read', a service which provides accessible information to the public and is resource efficient. Guidance for this service is also provided in English and Welsh.

Welsh Assembly Government's public face

8.3 This section of the report outlines our performance in 2009-10 on presenting a bilingual corporate image through our stationery, e-mail, signs, publications, forms, internet site, press releases and advertising.

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

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

Signs on and in our buildings

8.6 Internal monitoring work was once again undertaken by the WLU in 2009-10. PLSE - Facilities ensure compliance with the Welsh Language Scheme. Progress as outlined below is continuing i.e. all formal signs throughout the core WAG administrative estate are bilingual, and all new signs will be produced bilingually.

8.7 Meetings between the two parties to monitor progress in this area have continued in 2009-10. The reception area in Cathays Park now offers a service in Welsh, which is advertised via a notice placed on the reception desk and by staff wearing the Welsh Language Board's Iaith Gwaith badges and lanyard. Internal Communications have also produced bilingual posters to inform staff of the location of the Communications directorate in CP2.

Correspondence

8.8 The Ministerial Services Division manages the process for dealing with Ministerial correspondence. The total number of answered items of correspondence in 2009-10 was 26,667. Of those, the total number of Welsh language items was 954. The total number of English language items received was 25,713. It should be noted that an increased number of Ministerial correspondence was received and answered including ATs during 2010/11.

Publications and Forms

8.9 DGs were asked **"if they were satisfied that that they had complied with the Welsh Language Scheme relating to publications and forms in 2009-10"**, whereby standard practice includes publishing written material for the public in Welsh and English together in one document using the translation prioritisation methodology³.

8.10 Of the six DGs for whom providing publications and forms was applicable in 2009-10:

- Three answered 'yes, always' to this question and three answered 'most times'.
- Six DGs stated that all their publications and forms are assessed against the translation prioritisation scoring system to identify which documents should be published bilingually and more than half said that they have a publications team who act as gatekeeper to ensure that publications are in line with the Scheme.

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

Inspection reports

PSMW

8.12 During the last year, Public Service Management Wales (PSMW) added a discussion forum to their website. The PSMW Forum allows individuals who have participated in our learning opportunities the chance to share experiences, feedback

³ Paragraphs 5.4 and 5.5 of the Welsh Language Scheme.

on courses attended and connect with others across the Welsh public service. The Forum is also open to those wishing to seek or share best practice, or who want to find out more about what PSMW has to offer.

8.13 The areas of discussion include Personal Learning and Development (including Bursaries), Programmes, Workforce, International Learning Opportunities, Summer School, Equality and Human Rights, Coaching and Mentoring and Time Banking. The discussion form is available on the Welsh and English versions of the PSMW website.

Forms

Health forms

8.14 The Health and Social Services Directorate General (HSSDG) within the Assembly Government, in consultation with the Welsh Language Board and NHS Wales is continuing to implement a planned programme to introduce bilingual versions of NHS forms.

8.15 In 2009 -10, a General Ophthalmic Services series of forms was made bilingual. The DG will continue to work with the WLB to increase the number of forms available bilingually and work on the introduction of forms in a bilingual format which result from the introduction of new health care policies. The DG will also continue to provide up to date bilingual versions of the 'Help with Health Costs' information literature and associated application forms.

Conferences and Public Meetings

8.16 DGs were asked **“if they were satisfied that they had complied with the Welsh Language Scheme in 2009-10, by making arrangements to enable the public to participate in Welsh or English within public conferences and meetings, and making every effort to establish the language choice of those attending in advance to facilitate arrangements”**⁴.

8.17 Of the six DGs that provided a conference or public meeting in 2009-10:

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

⁴ Paragraph 4.5 of the Welsh Language Scheme.

Internet sites

8.18 DGs were asked “**if the internet pages they are responsible for conform to the Scheme commitments, such as providing a language choice on the first page of a website**”⁵.

8.19 Of the six DGs who had responsibility for internet pages:

- Two said that all their pages conform; four said that most of the pages conform.
- All DGs stated that their DG Web Team acts as gatekeeper to ensure that material is published through internet pages, in line with the Welsh Language Scheme's translation scoring system.

Interactive Internet Services

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

8.21 Of the 6 DGs that provide Interactive Internet Services:

- Half said that all of their interactive internet services are available in Welsh. 1 said that most of their interactive internet services are available in Welsh and the other 2 said that some of the interactive internet services are available in Welsh.

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

Publicity Campaigns, Exhibitions, Advertising

8.23 DGs were asked:

Have all publicity and advertising activities conducted in Wales by the department in 2009-10 followed the requirements described in paragraph 5.8 of the Scheme?

8.24 Of the five DGs who stated that publicity and advertising activities were applicable to them:

- Three said that they felt that all their publicity campaigns, exhibitions and advertising followed Welsh Language Scheme requirements.

8.25 Services undertaken on department's behalf by third parties

DGs were asked “**if they had ensured, where appropriate, that services they had contracted out to third parties in 2009-10 had included linguistic requirements in line with the Welsh Language Scheme**”⁶.

⁵ Paragraph 5.6 of the Welsh Language Scheme.

⁶ Paragraph 3.5.2 of the Welsh Language Scheme.

8.26 Of the six DGs that said that this kind of work was applicable to them:

- Four said that they were satisfied that relevant contracts had included linguistic requirements all or most of the time.

9. Mainstreaming

9.1 The Welsh language is a cross-cutting theme across all areas of Welsh Assembly Government policy. The 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. Overall, we have seen an increase in mainstreaming of the Welsh language over the past year.

9.2 A new Welsh Language (policy) impact assessment (WLIA) was developed in 2009-10 as part of the ongoing effort to mainstream the Welsh language in all aspects of policy development. The WLIA & existing service checklist have both been designed to be used as part of the Welsh Assembly Government's Policy Gateway Integration Tool.

9.3 Of the six DGs that reported that integrating linguistic elements into their policy work was applicable (though this should be applicable in all cases), more than 2 stated that they did so all the time and the other four some of the time.

Mainstreaming at Departmental level

9.4 Arrangements for implementing the Welsh Language Scheme

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

9.5 Of the 6 DGs:

- Four stated that they currently have formal arrangements in place to ensure the Scheme is driven forward. This is a slight increase from the results of last year. No clear overall response was given by the Central Services DG.

New Brands

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

- Four DGs introduced 9 new brands in 2009-10. Of the new brands introduced all were bilingual. This is an improvement from 2008-09, when 7 DGs introduced 14 new brands, 13 of which were bilingual brands.

Help-lines and Dedicated Lines

9.7 DGs were asked “**if they had introduced any new helplines or dedicated lines during 2009-10, and if so, how many were able to provide services in Welsh**”. Of these able to provide services in Welsh, DGs were asked how many were facilitated by a bilingual, automated, language choice option.

- Of the 12 new help-lines or dedicated lines introduced during 2009-10, all were able to provide services in Welsh. This is a marked improvement from last year when only 2 of the 3 newly established help-lines were able to provide Welsh language services.
- In 2009-10, the bilingual helpline (0845 010 3300), which offers a language choice to customers through a bilingual greeting, received 65,536 calls. The Welsh language helpline (0845 010 4400) received 2,520 calls. This figure is encouraging, especially considering that many of the calls received come from outside Wales and that a significant number of people would have received a Welsh language service through the bilingual helpline.

10. Staffing

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

10.1 The Bilingual Skills Strategy is an important element of effective staff planning to deliver bilingual services in support of delivering commitments in the WAG Welsh Language Scheme. A bilingual skills planning exercise was commissioned in 2006, and progress has been made since then in identifying and capturing language skills data to support the planning process. Challenges remain, however, in obtaining a comprehensive picture of skills across the organisation, and in keeping the information fully up-to-date and relevant to the needs of the organisation.

10.2 However, there is still work to be done to ensure consistency in approach across the organisation, and to mainstream and sustain the work done on mapping language skills needs and capacity. To this end, the opportunity will be taken to review the organisation's Bilingual Skills Strategy in light of the findings of the Working Bilingually Project (sponsored by the Welsh Language Unit), and development during 2010 of its new Welsh Language scheme.

Current Bilingual Capability

10.3 The following table provides a breakdown of the main results for the Welsh language skills of individuals as at the end of April 2010. The figures are based on data inputted from a total of 5840 members of staff, some 75% of the Assembly Government's workforce. Not all staff has recorded their language skills. The data illustrates the capability of staff within the organisation but not that the capacity is deployed in posts where the skills are needed.

	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	1024 (18%)
Understanding	1049 (18%)
Reading	953 (17%)
Writing	714 (12%)

	Numbers and percentage of staff recording skills at levels 1-5
Speaking	2807 (47%)
Understanding	2885 (49%)
Reading	3017 (51%)
Writing	2252 (38%)

Current Bilingual Capability – DG level

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

10.5 The 2009-10 figures are set out below. Given the small number of responses this year (by DG rather than department), it is difficult to compare on a like for like basis with previous years:

- All 6 DGs understood the content of letters received in Welsh at least 'sometimes'.
- All DGs apart for one (Public Service & Local Government) processed forms and responses to consultation exercises in Welsh at least 'sometimes'.
- Four DGs prepared written material under 500 words bilingually at least 'sometimes'.
- Four DGs prepared items with a small linguistic content (e.g. tables, navigation links, diagrams) in bilingual format at least 'sometimes'.
- Four DGs updated websites in English and Welsh at least 'sometimes'.
- Four DGs stated that they revised drafts of translated documents and proof read in both languages at least 'sometimes'.

10.6 DGs were asked how many of their teams providing front-line public services had bilingual staff in place in 2009-10. Of the 6 DGs for which providing front-line public services are applicable:

- All of them said that at least some of their teams had bilingual staff in place.
- All stated that they could provide evidence showing that they had:
 - Conducted audits to assess staff language skills.

- Undertaken an assessment to identify posts and workplaces which require Welsh speaking staff.
- Analysed gaps in the provision of Welsh speaking staff.
- Considered the need for Welsh language skills when they recruit or more staff and
- Ensured that Welsh language lessons are offered to staff (where available).

11. Language training

11.1 Acen is currently contracted to provide Welsh language training to meet the Welsh Assembly Government's corporate training need. Training is offered to suit various levels, from pre-entry to proficiency with training resources modified to reflect business need. The courses contain elements of general, every day language, as well as those applicable to work related matters. As the competency levels of the courses increase, so too does the percentage of work related material covered. **Thirty eight** courses were held between April **2009** and March **2010**; these were held in **thirteen** different locations across Wales, with **two hundred and one** students participating. In addition to DG specific training budgets, £130,000 was allocated to core Welsh Language Training from April 2009-10 by the Central Training and Development budget.

11.2 Extra-curricular activities increasing learner's exposure to the Welsh language, are organised to support the learning process. Activities are diverse and include informal lessons, a film club, conversation groups and other one-off, ad hoc, activities such as learning the National Anthem.

11.3 Approximately **4000** hours of informal activities were registered in **Individual Learning Plans (ILPs)** by students. Some examples of activities were attending 'Coffi a Chlonc' sessions, helping other learners, speaking Welsh in the workplace, learning about modern Wales, taking part in Welsh related events outside work, working with mentors, attending Welsh courses outside Wales & listening or watching Welsh language programmes.

Vocational training

11.4 During 2009-10, a number of vocational training courses have been organised through the medium of Welsh, by the Welsh Assembly Government's main training provider – Eliesha. These include courses on Project Management Principles, Presentation Skills, Children & Young Peoples Participation (dwyieithog - bilingual), Mentoring (dwyieithog - bilingual), Equality & Diversity (dwyieithog – bilingual) and Records Management.

12. Translation prioritisation system

Translation of documents in accordance with the translation prioritisation methodology of the Scheme

12.1 The current Welsh Assembly Government Welsh Language Scheme requires Category A and B1 documents to be translated. Category B2 documents must be

submitted to the Translation Service (TS) for consideration of whether there are sufficient translation resources available for them to be translated. The table below illustrates the number of Category A and B1 documents (excluding legislation, which is outside of the scoring system) translated during 2009-10, and the number of Category B2 documents accepted for translation.

Category A, B1 and B2 documents received, translated and refused in 2009-10				
Category	Items received	Items translated	Items in progress	Items refused
A	9,854	9,714	81*	59
B1	238	233	1	4
B2	70	29	1	40
no score / information	253	241	4	8

***6 items on hold**

N.B. The table illustrates the number of items, by category, processed by the Translation Service during 09-10. The figures do not reflect the full extent of the translation work undertaken by the Assembly Government, particularly as they exclude the translation of documents separately administered by certain divisions (e.g., Cadw, CSSIW). The figures do not include items of legislation translated.

13. Welsh Language Unit

Administrative arrangements and future development plans - Welsh Language Unit

13.1 Administrative arrangements are in place to aid and monitor the implementation of the Scheme. These comprise of a Welsh Language Scheme Team, (consisting of 3 officers at time of publication), and the wider Welsh Language Unit and Bilingual Service Co-ordinators (BSCs) which are located in each WAG Directorate General. This section also outlines the briefings, guidance, information and training provided to develop staff awareness.

Responsibility

13.2 A total of 5 BSC 'formal' meetings were held in 2009-10. Some of the presentations made during the year included:

- Revised Welsh Language Unit intranet pages (workshop).
- WLU Communications Plan.
- Work of the Welsh Language Board, with particular reference to bilingual IT packages available for working bilingually.
- The Acen Welsh Language Training contract - the way forward.
- Welsh Language Board publications.

- Policy Gateway.
- Internal Audit Report.
- Roles & Responsibilities of BSCs.

Inductions, guidance, briefings and training

13.3 The WLU continues to conduct monthly induction course sessions in 2009-10, which, similar to last year, were attended by, on average, between 12 & 20 delegates per session. The content of the induction course includes awareness training on the Welsh Language Scheme and its implementation within the Welsh Assembly Government, Welsh Culture and data about Wales in general.

Publicising the scheme

13.4 The Welsh Language Scheme Team has attended some internally-focused WAG knowledge fairs during the course of 2009-10 and have taken the opportunity at these to further publicise the Welsh Language Scheme to colleagues. The Welsh Language Scheme Team has also been working closely with the WAG Communications Directorate on a 'drip –feed' internal marketing campaign, to increase staff awareness, &/or remind them of, the Welsh Language Scheme & the related communications plan which highlighted various aspects of the current WAG Welsh Language Scheme throughout the year.

13.5 The Welsh Language Unit has also published numerous news articles on Horizon (WAG's intranet site) on various topics, such as raising awareness of the Welsh Language Unit's intranet site.

Internal material COMMS

13.6 The Internal Communications Team have agreed an approach with the Welsh Language Unit and WAG Translation Service to provide a level of internal communication to staff through the Welsh language. This includes the internal newsletter 'Seren' being produced bilingually along with bilingual internal all-staff e mails, all bilingual posters and bilingual leaflets with minimal text.

13.7 Delegates at WAG Leadership Events wishing to hold discussions in Welsh are given the option of doing so where there are sufficient numbers of Welsh speakers attending to make this feasible and all programmes, papers and feedback forms are produced bilingually. Simultaneous translation equipment is provided at regional events where there are significant numbers of Welsh speakers (in line with the WAG Welsh Language Scheme).

Complaints

13.8 The Welsh Language Unit registered 13 Scheme-related complaints during 2009-10 including those sent direct to Divisions. This year's data shows that we received 1 more complaint than last year.

Bilingual Working Improvement Project

13.9 The Bilingual Working Improvement Project, tasked with reviewing WAG's Welsh language policies and procedures and developing an improvement plan, has achieved the following activities to date:

- Raised the project's profile and external expectations regarding bilingual working within WAG.
- Reviewed best practice within external public sector organisations in relation to working bilingually.
- Held internal stakeholder workshops to identify key issues for WAG (short term, long term and for inclusion within the new 2010 WLS) in January/February 2010.
- Developed an outline Issues and Options Improvement Plan.
- Commissioned research on WAG staff awareness of the current Welsh Language Scheme, undertaken by an independent research company and the Office of the Chief Social Research Officer (OCSRO).
- Organised and evaluated taster sessions for Welsh language awareness and mentoring sessions at several WAG offices.
- Scoped out piloting activities to ensure VFM in relation to awareness raising.

13.10 The Welsh Assembly Government has developed a Welsh language improvement plan, in order to ensure that the organisation is prepared to deliver best practice in response to the proposed Welsh Language (Wales) Measure. This will also help inform the preparation of our revised Welsh language scheme.

The Welsh Assembly Government Location Programme – Llandudno Junction Project

Objectives:

13.11 From the outset, one of the stated objectives in the business case for the Location Strategy Programme was to "establish a modern and effective work environment which supports bilingual working". There was a clear presumption, bearing in mind the demographics of the areas concerned, that moving posts to Llandudno Junction – many of them from Cardiff – would increase the number of bilingual staff working for the Assembly Government. This, in turn – as well as it being a brand new workplace – would provide an opportunity to increase bilingual working in the new office.

13.12 As a result, one of the objectives of the Llandudno Junction Project is to increase the use of bilingual working in the new office.

Activities:

13.13 We have an action plan for addressing the task of promoting bilingual working.

- We have undertaken a pilot project with two specific divisions to look in detail at how, in practice, we can promote the use of both languages in their work. The two divisions concerned are the Care and Social Services Inspectorate for Wales (CSSIW) and the Enterprise Division within the Economy and Transport Directorate General. Different methods were adopted to progress the pilot projects. An external consultant was engaged to facilitate the work within CSSIW, whilst the work with Enterprise was arranged by members of the Llandudno Junction Project Team and members of the Enterprise Division itself. Work on both projects is still in progress but the intention is to use the lessons learnt to promote bilingualism more widely across the divisions moving to the new office.
- As part of the work of planning the move to the new office, we require quarterly Business Continuity Plans from the divisions so that the posts that will be moving to the new office in due course can be tracked effectively. As part of the Business Continuity Plans, we ask the divisions to confirm the language requirements of those posts in line with their Bilingual Skills Strategies, and also the linguistic abilities of current post holders.
- In October 2009, a workshop was held through the Customer Reference Group to encourage bilingual working. The Group has a representative from each division team. Workshops are held every three months or so and representatives are expected to cascade the relevant information to their teams. The workshop was attended by around 40 members of staff. Presentations were made by members of staff and external organisations, and discussion sessions were held for the representatives.
- Work has started on establishing a Welsh Learners Mentoring Scheme within the DCELLS Directorate General in north Wales – with assistance from the DCELLS Language Officer.
- We are seeking to increase awareness of the Bilingual Working project through our usual modes of communication such as:
 - Monthly question and answer sessions with staff.
 - A 'key messages' leaflet which is distributed to staff electronically.
 - Specific sessions on increasing bilingualism e.g. the Economy and Transport Department team meeting attended by around 50-100 members of staff.
 - Away days/sessions for departments/divisions to focus on different aspects of relocation. The agenda is determined by the departments themselves, but we facilitate and fund the events and specify that our core topics are covered in the sessions. Bilingual working is one of these.

- Reference to bilingual working in the induction booklet for the new building.

Review of Director Generals' Business Support Services

13.14 As part of the Welsh Language Unit's ongoing programme of improving their policy and strategic support for the implementation of the Welsh Language Scheme, a 'Director General (DG) Welsh Language work-stream' was established in spring 2009, and was headed up by the Welsh Language Scheme team. Agreement on the recommendations and proposals made by this task and finish group have assisted in ensuring that appropriate resources and harmonised best practices are firmly in place going forward.

Welsh Language Action Plans

13.15 Following an earlier review of action plans, they were streamlined in 2009-10 and include a summary of the key strategic/policy priorities and bilingual skills strategy within the Action Plan. Further work has taken place during 2009-10 to embed this ongoing process, including one to one meetings with bilingual service co-ordinators offering support and advice on completing the Action Plans. This work will continue to take place & develop further in 2010-11.

14. Public Appointments

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

14.2 Analysis of new appointments made by the Assembly Government to AGSBs was carried out in 2009-10. It was found that 41% of applicants were Welsh speakers; 42% of those selected for interview were Welsh speakers; and 78% of those appointed were Welsh speakers. A total of 9 appointments were made in this field during 2009-10.

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

15. 2009-10 Targets

Welsh Assembly Government to undertake a thematic audit of the implementation of the scheme to date and consider actions/improvements.	An internal thematic audit has taken place during 2009-10. DGs have been urged to consider actions /improvements for their departments, as the internal Audit team & WLU will be revisiting in due course, to review against progress.
WLU to undertake review of best practice and develop an improvement plan.	WAG 'Enabling Government' Staff have joined the Welsh Language Unit and have drawn up a Bilingual working improvement plan. Visits to different organisations across Wales have taken place to collate existing best practice regarding bilingual working in other external-facing organisations.
WLU to start work on 2010 scheme – define user needs and develop a work programme.	Work has started on the 2010 Welsh Language Scheme. Numerous workshops have already taken place with bilingual service co-ordinators and internal stakeholders & this work will continue.
DGs to update their Welsh Language Action Plans and bilingual skills strategies and data annually, ideally every autumn.	Welsh Language Action Plans for 09-10 were presented to the Welsh Language Unit during Autumn 2009. Nevertheless, the WLU will ask for DGs to present their Action Plans at the start of each financial year from 10-11 onwards.
WLU to review existing WLS guidance and intranet information and develop closer monitoring regime of activities across all DGs.	The Welsh Language Unit involved the Bilingual Service Co-ordinators in developing a new intranet in conjunction with the Heritage Web manager. A closer monitoring regime of departmental activities has been developed in organising one to one meetings with co-ordinators to discuss progress against WLAPs, Audit recommendations & general WL issues.
Develop and agree monitoring and operational processes and policies in conjunction with HR to ensure they are consistent and compatible with bilingual skills planning.	Work is underway on developing a new and simplified bilingual skills strategy for the revised Welsh Language scheme, and this work will continue throughout 2010.

16. Targets for 2010/11

- Prepare and publish a revised Welsh Language Scheme (and associated internal user guidance).
- Produce a simplified WLAP structure / process.
- Clarify requirements for monitoring and collating of evidence.
- Increase the level monitoring by the WLU.
- Implement the bilingual working improvement based on using best use of resources.
- Continue to produce tools to facilitate bilingual working for staff.
- Continue to work with internal and external stakeholders in raising awareness of the Welsh Language Scheme and Bilingual Working Improvement programme.
- Monitor progress & deliver the recommendations as shown in the Internal Audit report on the Welsh Language.