

Bwrdd yr Iaith Gymraeg

Welsh Language Board

Gwenith Price



The Welsh Language Act 1993

- Welsh and English must be treated on the basis of equality
- The Welsh Language Board established

- provide statutory advice on matters concerning the Welsh language
- submit notices to public bodies to develop Welsh language schemes
- approve Welsh language schemes
- conduct investigations if it appears that a public body has failed to carry out a Welsh language scheme



Iaith Pawb – a National Action Plan for a Bilingual Wales (2003)

- *“Schemes need to be monitored to ensure that they are effective and the principles are put into practice. They will also need to be reviewed to take account of changed circumstances..... This will enable bodies to build on success and identify areas for expansion in the range of Welsh language services. It should also mean that weaknesses are spotted and acted upon before they become a problem”.*

Iaith Pawb 2003, 2.31

Noddir gan
Lywodraeth Cynulliad Cymru
Sponsored by
Welsh Assembly Government



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD



Improvement programme

- an annual monitoring report submitted every June
- self-assessment of a front line service
- risk assessment on a managerial aspect
- development of language indicators



Report headings:

- compliance with the Welsh language scheme
- the quality of front line services
- management and administration of the Welsh language scheme
- the adequacy of Welsh language skills
- mainstreaming the Welsh language
- Promoting Welsh language services
 - analysis of performance according to priority/target



national language indicators

- **Indicator 1, Contracted services** – The percentage of a sample of contracts monitored which comply with the requirements of the Language Scheme
- **Indicator 2, Face to face services** – The number and percentage of posts in the main reception, contact centre or one-stop-shop designated as being Welsh essential and the percentage of those filled by bilingual speakers.
- **Indicator 3 – Information Technology** – *under development*



**Indicator 4(a), Human Resources and Skills –
The number and percentage of staff (Welsh speakers and learners) who have received training in the Welsh language to a specific level of competence**

**Indicator 4(b) Human Resources and Skills –
The number and percentage of staff who have received language awareness training.**

Indicator 5, Human Resources, Equality and Diversity –

The number and percentage of staff in the organisation's service who can speak Welsh (excluding teachers and schools staff, if relevant)

- per service department**
- according to grade of post**
- per workplace (office, centre and main area offices).**

Indicator 6, Standard of Service – the number of complaints received about the operation of the language scheme and the percentage of complaints dealt with in accordance with the organisation's corporate standards.



Self assessment of front line services

Good practice example in youth services

- A Welsh Language Strategic Network was set up to look at Welsh language provision in Blaenau Gwent; a task and finish group was set up in Caerphilly; and a Quality Improvement Group was established in Cardiff to review and develop new procedures in respect of the Welsh language.

Language skills in reception areas

Good practice example

- In North Wales Police 40 employees work at their emergency call centre and 21 of them are fluent Welsh speakers in comparison with just 11 last year. The use of Welsh stands at 3%. NWP are now looking to promote the Welsh language service.



Management and administration of Welsh Language Schemes

Risk assessments - 2006/07 language skills:

- recording information about employees with Welsh language skills
- how does the organisation know that its bilingual staff are located in the right places to enable it to provide a satisfactory and complete Welsh service in accordance with its Welsh language scheme?

Language skills

Good practice example

- Information was submitted by North Wales Police on the percentage of staff who possessed various skills in the Welsh language, and this was done according to service department; division and scale of post. There was evidence also that the Police were using the information to plan the workforce to be able to carry out the commitments of the Welsh language scheme effectively.

Third party contracts: focus report

Good practice example

- Denbighshire County Council held a language audit of contracts in the care and youth services and shortcomings identified. This was used as a basis for a compliance scheme, which was submitted in the annual monitoring report. The scheme notes steps for improvement and a target date against major contracts in order to ensure compliance with the language scheme.

Compliance with Welsh Language Schemes

Good practice example

- Cardiff Council have incorporated the targets of the language scheme into the corporate performance management system
- The Cardiff Improvement System (CIS) is Cardiff Council's main tool for monitoring compliance with the language scheme. Every step in the language scheme timetable was inputted into the CIS in order to ensure that the services are aware of every step, responsibility and target date.

Mainstreaming

Good practice example

- Gwynedd Council referred to the community strategy and the fact that the Welsh language was a strategic priority. In 2006 a Welsh language promotion officer was employed who operates beyond the Council itself and is part of the operational structure of the Community Strategy. A Language Task Group was also established to help the work of the officer.

Good practice example

- Rhondda Cynon Taff Council reported that the economic regeneration department was in the process of updating the Council's guidelines on corporate grants. It was reported that the guidelines would include a note to ensure that every project complied with the Council's Welsh language scheme. It will also be necessary for the total costs of the projects to consider costs relevant to the Welsh language and monitoring and evaluation systems will be adjusted to include matters of compliance with the Welsh language.

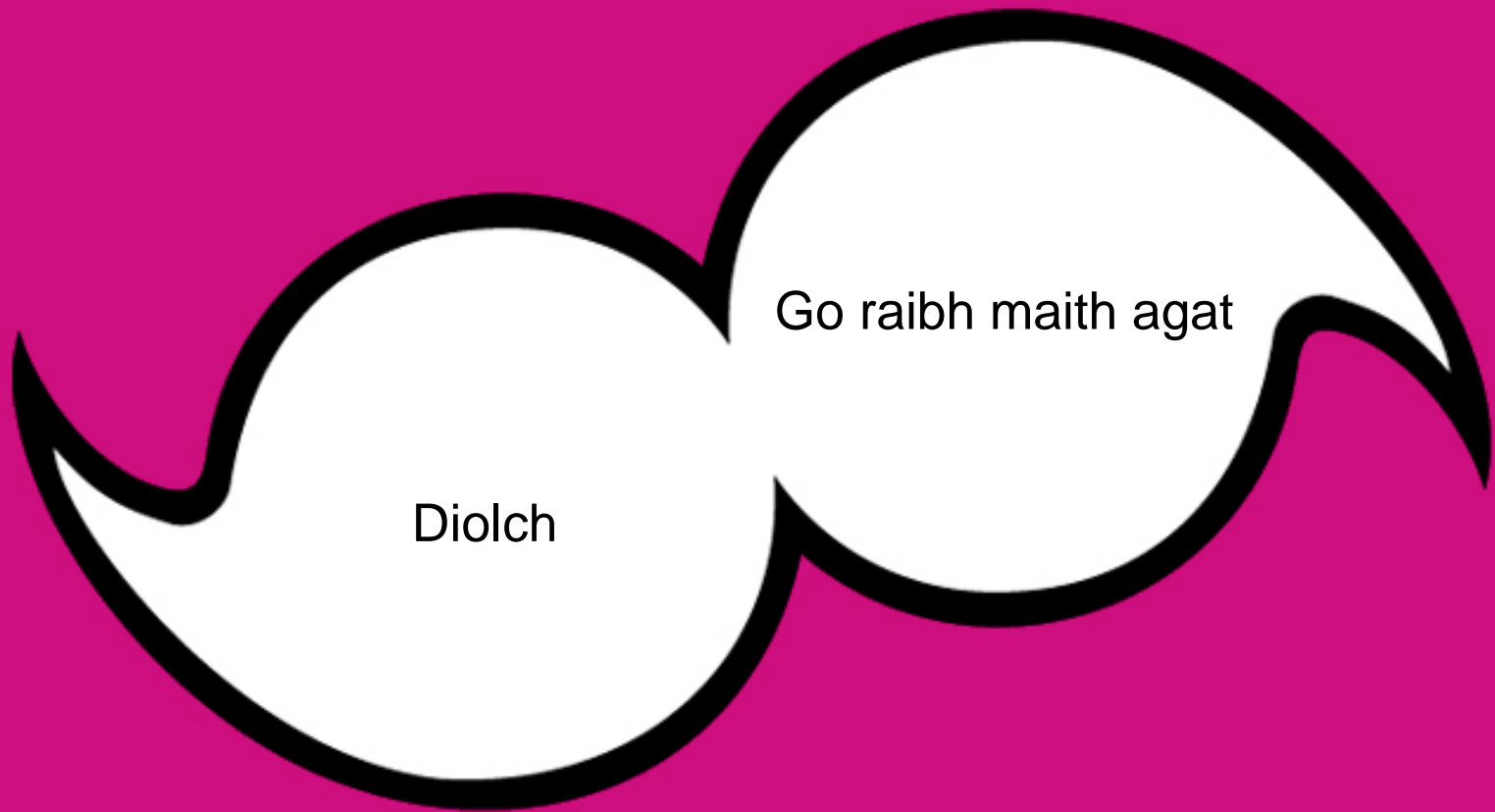


Analysis of performance

Good practice example from Anglesey County Council

- The need to develop a Skills Strategy for the County Council as noted in the Welsh Language Board's Skills Risk Assessment. Strategy to be implemented by December 2007. Skills survey already taking place.
- The Authority's Risk Assessment process does not recognise risks in relation to implementing the Language Scheme. Integrate Welsh language work into the Risk Assessment process for 2007/08.





Diolch

Go raibh maith agat