



AGENDA ITEM: 10

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

17th September 2012

WELSH LANGUAGE MONITORING REPORT

Report by Dawn Docx, Deputy Chief Fire Officer

Purpose of Report

- 1 To seek approval for the North Wales Fire and Rescue Service Welsh Language Scheme Monitoring Report for 2011-12 prior to formal submission to the Welsh Language Commissioner.

Background

- 2 Each year, North Wales Fire and Rescue Service is required to produce a detailed report which sets out progress made towards meeting the targets outlined in the Service's Welsh Language Scheme. In the past this has been presented to the Welsh Language Board for approval but this year's report will be submitted to the Welsh Language Commissioner under the new arrangements as a result of the Welsh Language (Wales) Measure 2011.

Information

- 3 Last year, the Welsh Language Board commended the North Wales Fire and Rescue Service on the submission of a comprehensive report that contained useful information and highlighted progress in the implementation of the Service's Welsh Language Scheme 2010-13.
- 4 Once again, this has been a period in which North Wales Fire and Rescue Service has achieved considerable progress in relation to the Welsh Language. It has received recognition for its work in promoting the Welsh language in the workplace by being

nominated for an Inspire Wales Award in the category of Welsh at Work – it was among three organisations that were shortlisted for the award and invited to a presentation ceremony in Cardiff on 15th June 2012.

- 5 The period from 2011-12 has again seen significant progress particularly in relation to promoting the availability of our home fire safety checks bilingually. This follows the 'Mae Gen Ti Ddewis' campaign involving a collaboration between the three fire and rescue services in Wales to raise the profile of bilingual home fire safety checks. In North Wales, the number of residents receiving home fire safety checks through the medium of Welsh has continued to increase year on year. Since launching the initiative there has been an increase from 6% to 11% and then recently to 20% during the last two financial years. The campaign is still being promoted on the fire and rescue services' websites, social networking sites and when promoting home fire safety checks at public events.
- 6 NWFRS's Welsh Language Scheme stipulates the requirement for all new members of staff and those successful in promotion to learn basic conversational Welsh to Level 2 standard in our CD programme and this has also continued to be promoted amongst staff during 2011-12. A number of successful Welsh learning events have taken place to provide an opportunity for staff to take advantage of this learning programme and to learn more about the Welsh language resources available. In addition, new initiatives such as 'Welsh Wednesday/ Mercher 'Marfer' and St David's Day events have been introduced to stimulate further interest in the language, and achievement awards have been presented to staff who have made an outstanding contribution to the Welsh language and considerable progress towards learning Welsh.
- 7 The Monitoring Report also highlights the work carried out in relation to promoting Welsh within the workplace as well as providing a bilingual service to the public. A grant from the Welsh Language Board was received to help further our efforts in this area. This project included identifying and supporting Welsh Language Champions across the region and promoting bilingual meetings internally. The project continued to develop over the last

financial year and in March 2012, North Wales Fire and Rescue Service organised a Seminar for Welsh Language Champions at Conwy Business Centre which was for the first time held jointly with North Wales Police, Betsi Cadwaladr University Health Board and Conwy County Borough Council. This was an excellent way of making financial savings as well as providing an opportunity to share best practice and raise the profile of different activities within these organisations. In addition, meetings of the Community Safety Forum, which includes Senior Officers and Managers, are being held bilingually. Members of staff have reacted positively to the introduction of simultaneous translation facilities and the number of people who are choosing to contribute in Welsh is steadily increasing with each meeting that takes place.

- 8 Data relating to Welsh language skills and learning is collated and recorded in the Service's HR database. The database continues to be developed to include staff information on self-assessed skills in Welsh, formal assessments in Levels 1-5, achievement in Levels 1, 2 and 3 courtesy skills, Welsh language training accreditation as well as the skills required by posts and defined in job descriptions. The data recorded for 2011-12 is detailed in the Monitoring Report which summarises the main findings, identifying positive outcomes and continuing challenges which the Service will pursue further during the coming year to strive for improvement.
- 9 The Service remains committed to promoting the language and encouraging Welsh language skills development amongst its staff. This work ensures the provision of bilingual services to the people of North Wales and encourages the use of Welsh within the workplace.

Recommendation

- 10 That Members note the progress made in relation to the Welsh Language Scheme and approve the 2011-12 Monitoring Report prior to formal submission to the Welsh Language Commissioner.



**North Wales Fire and Rescue Service
Monitoring Report
for the
Welsh Language Board
relating to the period
31st March 2011 – 1st April 2012**

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1. Introduction

This Annual Monitoring Report relates to the period from 31 April 2011 to 1 April 2012.

Once again, this has been a period in which North Wales Fire and Rescue Service has achieved considerable progress in relation to the Welsh Language. The Welsh language remains firmly on the Service's agenda following the official seal of approval of our Welsh Language Scheme 2010-13.

We have continued with our declared commitment to enhancing our positive attitude towards the use of Welsh in our workplace, as well as in the community and the services we provide to the people of North Wales. Activities we launched towards the end of 2009 in pursuit of this aim have continued to move from strength to strength.

Detailed below is an outline of activities during this specific reporting period;

- This year we have received recognition for our tireless work in promoting the Welsh language in the workplace by being nominated for an Inspire Wales Award in the category of Welsh at Work. We were among three organisations who were shortlisted for the award and who were present at the presentation ceremony in Cardiff on 15th June 2012.
- Events were organised across the Service to celebrate St David's Day during February and March. A stall was set up at headquarters with information on Welsh courses and members of staff took part in a St David's Day quiz. These events were aimed at rekindling people's interests in the Welsh language and encouraging them to speak Welsh and learn more about the culture of Wales.
- We have been encouraging staff to make use of various Welsh language software that is available such as Cysgliad and To Bach. This software has now been installed on Terminal Servers for use by NWFRS staff.
- The Corporate Communications Manager had networked with the Hunaniaith Group in Gwynedd in order to establish a Welsh Language Academy. The project was funded by The Welsh Language Board and the Academy took place last autumn. Three of our senior managers took part in this innovative course which was aimed at encouraging members to set a good example by introducing more Welsh to the workplace. The course included seminars on Chairing bilingual meetings, public speaking, communicating with the media as well as Welsh language refresher courses.
- The Service presents two awards to staff each year - for 'Outstanding Contribution to the Welsh Language' and for 'Learner of the Year'. This year the award was presented to the winner at the Urdd National Eisteddfod in Glynllifon. Staff were asked to nominate members of staff

they believed were deserving of the award and the winner was chosen by the Deputy Chief Fire Officer who is now responsible for matters relating to the Welsh language. The winner was nominated by three of her colleagues who were eager to recognise her enthusiasm and determination. The individual in question is head of the ICT Department and is now a fluent Welsh speaker. She will now go on to become one of the Service's Welsh Language Champions, helping to promote the Welsh language in Conwy over the next year. (For further information please refer to Appendix 3)

- The award for Outstanding Contribution to the Welsh Language was presented at the Service's annual awards event which took place in September 2011. This award is presented to a member of staff who is nominated by his or her peers and chosen from a shortlist by the team of Principal Officers. This year the award was presented to Siân Vaughan, one of our Welsh Language Champions, who works at the Joint Communication Centre in St Asaph.
- September 2008 saw the introduction of the North Wales Fire and Rescue Service's Welsh CD programme for Level 1 and 2 linguistic courtesy skills (similar to that adopted by North Wales Police in conjunction with Coleg Llysfasi) and this programme has continued to be promoted amongst staff during 2011-12. All new staff and those seeking promotion are required to achieve level 2 in the CD learning programme. Existing staff are also encouraged to improve their skills through the programme. A number of successful Welsh learning events has taken place in various fire stations throughout North Wales to provide an opportunity for staff to take advantage of this learning programme and to learn more about the Welsh language resources available. Our Welsh Language Champions, who were established following a grant by the Welsh Language Board, have worked tirelessly to ensure that we continue to support members of staff who are eager to learn Welsh or improve their Welsh language skills
- Data relating to Welsh language skills and learning is collated and recorded in an HR database called Workforce. The database continues to be developed and fine tuned to include staff information on self assessed skills in Welsh, formal assessments in Levels 1-5, achievement in Levels 1, 2 and 3 courtesy skills, Welsh language training accreditation as well as the skills required by posts and defined in job descriptions. This data first became available during the previous reporting period, providing a snapshot of Welsh language skills within the Service for 2010-11. The database is in the process of being developed further to improve the efficiency and accuracy of reporting and it should continue to provide a valuable reporting tool. The statistics recorded for 2011-12 are reported in Section 4 – Analysis of Welsh Speaking Skills. The data summarises the main findings, identifying positive outcomes and continuing challenges which the Service will pursue further during the coming year to strive for improvement.
- In March 2011 the two groups that met regularly to progress and monitor Welsh language issues – the Gweithgor Iaith and the Strategic Welsh

Language Group – were consolidated into one new group Y Fforwm Iaith Gymraeg (The Welsh Language Forum), comprising key staff who will concentrate on ensuring progress with the language is driven forward.

- In March 2012 the Welsh Language Forum agreed that the Service should have the ability to assess the Welsh language skills of members of staff, regardless of the skills required for the post. The aim is to gain a clear view of the Welsh language skills within the Service. Two members of staff, the Translator and Welsh Language Liaison Officer and the People Development Manager, have received training from Coleg Llysfasi in order to assess fluent speakers.
- A new Translator and Welsh Language Officer was employed by the Service in May 2010 whose role is to concentrate on providing a Welsh translation service as well as to proactively promote the language amongst staff. This person returned from maternity leave in September 2011.
- The Translator and Welsh Language Officer undertook training to be able to provide an in house simultaneous translation service in addition to the external provisions during formal Fire and Rescue Authority meetings. The Service had already invested in simultaneous translation equipment and invested in further headset devices this year to be able to provide this service for a large group of people. This coincides with our aim to provide a greater language choice in internal meetings – and to offer a simultaneous translation service to staff.
- By now the Community Safety Forum and the Welsh Language Forum, which includes Senior Officers and Managers, are being held bilingually. Members of staff have reacted positively to the introduction of simultaneous translation facilities at these meetings and the number of people who are choosing to contribute to these meetings in Welsh is steadily increasing with each meeting that takes place. We remain committed to conducting more bilingual meetings internally and the simultaneous translation facilities are available to all.
- Welsh Language Awareness Sessions continue to be delivered to new staff. These sessions are delivered by the Translator and Welsh Language Officer. It has often been a challenge to deliver this training to new retained fire fighters as their time is very limited – and therefore we have developed an online awareness session which we are about to pilot. This online awareness session will require staff to pass an assessment at the end of completing the session. We are hoping that this online awareness session will help to close the gap with regards to those retained fire fighters who are unable to attend the face to face sessions.
- Tanwen the cartoon character designed to help promote the Welsh language internally continues to be used as a popular emblem and mascot and in branding information material and promotion items linked to the Welsh Language Scheme.
- In January 2010 a new set of Performance Indicators for the Service in relation to the Welsh language were agreed by heads of various

departments. Data has been collected for these during 2011/12 and reported as part of this Annual Monitoring Report.

- North Wales Fire and Rescue Service has continued with the work established as a result of funding received by the Welsh language Board in 2009 and 2010 to promote the language within the workplace. We have continued to recruit additional Welsh Language Champions who receive an additional allowance annually for promoting the language in the workplace. The Champions still receive fortnightly advice via email with ideas on how to go about promoting the language. These emails include worksheets that are produced in conjunction with Coleg Llysfasi. (Please refer to Appendix 4 for examples of these emails and worksheets).
- In March 2012 North Wales Fire and Rescue Service organised a Seminar for Welsh Language Champions which was held at Conwy Business Centre. For the first time this year the Champions Seminar was held jointly with North Wales Police, Betsi Cadwaladr University Health Board and Conwy County Borough Council. This was an excellent way of making financial savings as well as providing an opportunity to share best practice and raise the profile of different activities within these organisations. Amongst the guest speakers on the day were representatives from TWF and Bangor University.
- To help promote and communicate activities and progress made in relation to the Welsh language internally, the Service continues to inform staff members of the recent activities in regular articles, as well as in Y Golofn Gymraeg (the Welsh column), which appears in every issue of Y Fflam, the internal magazine for staff. We also continue our 'Ymadrodd Cymraeg yr Wythnos' (Welsh Phrase of the Week) which is included in a weekly newsletter sent to staff regarding the week's events.
- In April 2011 we established 'Welsh Wednesday' – an initiative to raise the profile of the use of the Welsh language in the workplace, as well as at home. An email is sent to all members of staff on the first Wednesday of each month which encourages people to make use of their Welsh language skills as well as sharing information about local courses and events relating to the Welsh language. The aim of these emails is to encourage fluent Welsh speakers and learners to speak Welsh. (See Appendix 5 for examples of these emails). This initiative has been well received by staff with the content and ideas serving as a frequent discussion point.
- We have continued to strengthen successful partnerships developed with Coleg Llysfasi, Coleg Llandrillo, North Wales Police, Her Majesty's Courts Service, Countryside Council for Wales and the Probation Service. Staff attended courses offered through Coleg Llysfasi to help with gaining a success in our Level 2 CD programme and in Level 3 in Welsh. Information sharing in developing Welsh language projects is now a matter of course. North Wales Fire and Rescue Service staff have been invited to initiatives hosted by others and representatives such as the Level 4 courses that were facilitated by North Wales Police.

- North Wales Fire and Rescue Service collaborated with the other two fire and rescue services in Wales to launch a joint campaign to promote a bilingual service to help keep people safe from fire in their homes. The campaign was launched at the Urdd Eisteddfod in Llanerchaeron in June 2010. It signified that the Welsh Language Board's successful 'Mae Gen Ti Ddewis...' initiative had been adopted by all three fire and rescue services who now offer free home fire safety checks to residents in Wales in both English and Welsh. As a result of this campaign, the number of residents receiving home fire safety checks through the medium of Welsh has increased significantly in North Wales. Since launching the initiative we have seen a considerable increase in number of home fire safety checks that are provided through the medium of Welsh from 6% to 20% during the last two financial years (see Section 4 for further data). The DVD is still being promoted on the fire and rescue services websites, our social networking sites and when we are promoting our home fire safety checks to the public during the events over the summer.
- Last year Welsh language folders were produced and issued to every location as a valuable resource for staff containing information on everything associated with the Welsh language. The folders contain copies of the mandatory Welsh Language awareness presentation, a booklet to accompany the presentation, online resources for Welsh learners, contact information for Champions, the Service Welsh language Policy and copies of the Level 1 and 2 CDs. This year the People Development Manager conducted an audit of these folders in order to make sure that each department has received a copy of the folder and to check that departments are utilising them.
- By the end of March 2010, the North Wales Fire and Rescue Service website was successfully speech enabled in both the English and Welsh languages, helping those with any reading disability or who find it difficult reading on limited screen sizes. Speech enabling online text content in this way makes it easier for many to better understand the information that they have access to on the internet and it is still a useful tool for users. This year we have redesigned and updated the content of our website and the new look website is due to be launched later on this year. It is hoped that this tool will continue to be used following the launch of our new website in order for us to share our most recent safety messages with vulnerable people and target groups in their language of choice.
- The Fire and Rescue Service's bilingual intranet which was launched in April 2008 has now been accepted as a valuable day to day communication tool for all staff and it continues to be developed, providing a bilingual image internally and offering language choice to staff. The intranet sections on Welsh Language resources, guidance to learners and advice from Welsh Language Champions has been extended further and is established as a valuable information resource. Our 'Welsh Corner' on the intranet was recently updated and it now containing information on Welsh culture and heritage, local events, information for Welsh speakers on how to promote Welsh at work and

much more. This section will continue to be updated regularly so that the most recent information on local events and courses is available to staff.

- Since introducing bilingual email addresses for all members of staff and specific groups in 2010, we have continued to encourage staff to use these addresses when communicating internally and with external agencies.
- Social networking has become firmly established as part of the Service's official Communications Strategy with over 2300 fans of the Service Facebook page and almost 2700 following the Service on Twitter. Updates on both Facebook and Twitter are now automatically provided bilingually and people are choosing to communicate and engage with us in Welsh on a regular basis.

2. Managing and Administering the Scheme

The Deputy Chief Fire Officer, Dawn Docx, is responsible for the Welsh Language portfolio within the Fire and Rescue Service since the retirement of Assistant Chief Fire Officer, Colin Hanks in March 2012. She is chair of the Welsh Language Forum which meets quarterly. The Chief Fire Officers' Association (CFOA) Welsh Language Group which also meets quarterly is now chaired by Gareth Griffiths, Senior Fire Safety Officer. Until recently, the Welsh Language Board was represented at these meetings and representatives of South Wales and Mid and West Wales Fire and Rescue Services are on the committee. The main aim of the Group is to monitor development in terms of the Welsh Language within the Welsh Fire and Rescue Services.

The Corporate Communications Manager is responsible for the day-to-day administration of the Welsh Language Scheme.

In the summer of 2009, the Translator post was vacated and the opportunity was taken to reevaluate and redefine this post. As a result, the post was re-titled Translator and Welsh Language Liaison officer, introducing a new emphasis on language promotion and an amended job description. The post holder took up her new role in May 2010 and later undertook a period of absence from January 2011 to September 2011. The 'Translator and Welsh Language Liaison Officer' has since returned to her post.

Decisions such as the approval of the Welsh Language Scheme, which incorporates the Linguistic Skills Strategy, go before the Executive Group and then before the Fire and Rescue Authority.

The Fire and Rescue Service continues to attend committees and working groups involved in promoting bilingualism.

The Welsh Language Forum, which includes members of staff from various departments such as Human Resources, Corporate Communications, training and information & communications technology (ICT), are involved in decisions made regarding the Welsh Language Scheme, and the Welsh Language Forum met on the following dates during the monitoring year:

- June 2011
- September 2011
- December 2011
- March 2012

The CFOA – Cymru Welsh Language Group includes staff who deal with matters relating to the Welsh Language from North Wales, South Wales and Mid and West Wales Fire and Rescue Services. The meeting is chaired by Gareth Griffiths, Senior Fire Safety Manager, and Dylan Jones from the Welsh Language Board is also a representative at the meeting. Meetings were held

on the following dates during the monitoring year and copies of minutes are available on request:

- May 2011
- August 2011
- November 2011
- February 2012

Staff also represent the Service at other meetings, including:

- Rhwydiaith
- North Wales Bilingualism Forum
- Gwynedd Welsh Language Charter
- Hunaniaith

3. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
<p>Promoting the Scheme internally</p>			
<p>Find ways of raising the profile of the Scheme by: awareness training; and access to advice and guidance.</p>	<p>Corporate Comms. Manager</p>	<p>During 2011/12 not many new staff have been recruited and the Translator and Welsh Language Awareness Officer has undertaken a period of absence for some of the year.</p> <p>An online language awareness module is nearing completion of development and this will include an assessment.</p> <p>All new staff receive an induction training briefing document which includes information about the Welsh language.</p> <p>Continuation of bilingual intranet with sections on the Welsh language, guidelines for learners and information regarding champions, with additional information fed to staff through Chief's Update and Y Fflam.</p> <p>Continuation of WLB project to promote Welsh internally using Champions and introducing more Welsh into internal meetings.</p>	<p>Welsh Language Scheme referred to in the Language Awareness Sessions. In future, assessment will be evidence of training.</p> <p>Intranet, Chief's Update and Y Fflam.</p> <p>See update on this project in main body of this year's Annual Monitoring report. Appendix 5.</p>

Promoting the Scheme externally			
Continue to seek ways of improving the effectiveness of our website in promoting our image as a bilingual organisation.	Corporate Comms. Officer	<p>The website is fully bilingual and includes information on the Welsh Language Scheme. Information regarding the revised Welsh Language Scheme 2010-13 is included on our website. Social networking sites adopted by North Wales Fire and Rescue Service on Facebook and Twitter are also bilingual.</p> <p>The website has been redesigned and is being launched in May 2012 – it remains fully bilingual.</p>	See website/s http://www.nwales-fireservice.org.uk/page.asp?page=114 www.facebook.com/northwalesfireservice www.twitter.com/northwalesfire
<p>Guidance was prepared for external agencies and contractors to bring their attention to the requirements of the Scheme.</p> <p>This to include strong encouragement for third parties who work on fire and rescue premises to erect bilingual signage.</p>	Support Services Managers	The Service's Facilities Department is shared with the Police, and this is operated between both organisations.	<p>The paragraph below is added to any documents/paperwork sent to contractors:</p> <p><i>The Fire and Rescue Service has approved its Welsh Language Scheme which notes that all temporary or permanent signage on its premises must be in Welsh and English. Contractors are advised to comply with this policy and to contact the FRS Corporate Communications Manager on 01745 535285 for advice and proofreading services for any signs before they are finally produced.</i></p>
Update information given to contractors and others to reiterate the importance of our bilingual public image.	Estates Manager	A bilingual leaflet has been produced to give to contractors.	See above

Develop a system whereby written guidance regarding our Welsh Language Scheme is given as a matter of course to external agencies and contractors.	Support Services Manager		See above
Providing the internal infrastructure			
Clarify the responsibility in relation to providing advice and guidance for matters in relation to the Welsh language.	Translator	<p>Information on the Scheme is contained on the intranet and in two SAPPO policies and opportunities are taken to highlight Welsh language matters in the Chief's Update and Y Fflam.</p> <p>The Service's Y Fflam staff magazine features a monthly Y Golofn Gymraeg which also reinforces the Welsh Language objectives.</p> <p>Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer</p>	<p>Welsh Language Scheme and SAPPO policies – see Appendix 1 & 2.</p> <p>Y Fflam</p> <p>Emails trail</p>
Determine which groups would oversee the various tasks relating to the Linguistic Skills Strategy most effectively in future, including maintaining a sufficient proportion of staff that have bilingual skills.	Y Fforwm Iaith Gymraeg	The Linguistic Skills Strategy has been incorporated into the Welsh Language Scheme and accepted and agreed by the Executive Group, The Authority and the WLB. The actions are monitored by the Welsh Language Forum.	Welsh Language Scheme and SAPPO policies - see Appendix 1 & 2.
Making it happen			
Increase the use of appropriate advice and guidance in developing policies and work plans. This to include identifying ways of promoting and facilitating the use of the Welsh Language.	Translator	<p>Sharing of information, ideas and advice with other organisations.</p> <p>Promoting Welsh in the workplace project launched new ideas.</p>	See update in main body of this year's Monitoring Report.

Strengthened the guidance issued to staff regarding the promotion of our bilingual public image, in order to reinforce what the service expects of them.	Translator	Through delivery of Welsh Language Awareness Sessions and adoption of need to achieve Level 2 in linguistic courtesy on appointment/promotion from January 2010.	Welsh Language Scheme and SAPPO policies – see Appendix 1 & 2.
Introduce linguistic skills targets into the annual target-setting process. Develop a Linguistic Skills Strategy, linked in with the IPDS strategy in order to ensure that the necessary linguistic skills are available within the workforce to deliver services in the preferred language of the public.	Corporate Planning Manager	A report previously produced by Cwmni Iaith is now linked to the Workforce database being developed by HR together with all relevant data on Welsh language skills, training and skills required in post job descriptions. Since the Cwmni Iaith project there has been significant restructuring within the Service introducing a variety of new roles which are currently being assessed and incorporated into the database.	Workforce data base
This strategy to include: <ul style="list-style-type: none"> • Explain how desirable bilingual skills would be used to fulfil individual roles effectively • Seek ways to increase the proportion of the workforce who can speak Welsh (including by suitable targets) • Ensure that staff have sufficient knowledge of Welsh to provide at least some of our services through the medium of Welsh • Implement a suitable system which is consistent and objective to assess linguistic ability 	Development Manager and HR Managers	This is part of the Welsh Language Scheme 2010-13.	Work with HR Department to close the gap and to monitor in future using Workforce.

Look at the possibility of introducing new requirements for at least some posts whereby non-Welsh speaking candidates for posts where Welsh skills are designated as 'desirable' would be required to commit to attaining a prescribed competency level in Welsh within an agreed period agreed.	HR Manager	Part of the Welsh Language Scheme 2010-13.	Welsh Language Scheme and SAPPO policies - see Appendix 1 & 2.
Achieve ways of ensuring that job descriptions are developed which reflect the bilingual skills requirements of specific posts (rather than generic roles)	HR Manager(s)	Part of the Welsh Language Scheme and the guidance on recruitment established with HR.	Work with HR Dept.
Ensure that learning Welsh is included in the Service's development programme	Development Manager	Part of the Welsh Language Scheme - every new member of staff or those seeking promotion must achieve Level 2 in linguistic courtesy. A question on Welsh Language ability is now included in the Individual Development Review and recorded on Workforce.	Welsh Language Scheme and SAPPO policies - see Appendix 1 & 2.
Introduce regular assessments of Welsh language skills of staff in priority posts	Translator	Part of the Welsh Language Scheme and monitored through Workforce.	Welsh Language Scheme and SAPPO policies - see Appendix 1 & 2.
Continuous self-awareness			
Introduce systems to identify serious shortages in bilingual capability within employee groups, and clarify the procedure for resolving any shortages through training or re-distribution of staff	Deputy Chief Fire Officer	Part of the Welsh Language Scheme and monitored through Workforce.	Work with HR Department to identify capability needs.

Increase the use of appropriate qualitative assessments in order to establish how effective we are performing regarding public relations	Corporate Comms. Manager	Bilingual intranet. Bilingual website. Bilingual broadcast media interviews. Bilingual publications. Established a system of noting press calls dealt with in Welsh.	Corporate Communications material
Integrate the work of monitoring the profile of the service into the annual processes associated with the Wales Programme for Improvement	Corporate Planning Manager	This has been agreed using the new Performance Indicators.	See Appendix 4.
Ensure that regular reports are submitted to the Authority, including statistical and descriptive information on the linguistic profile of the service and its performance. This is in addition to the regular updates to the Welsh Language Board	Deputy Chief Fire Officer	The annual monitoring report is reported to the Authority and the Welsh language performance indicators will be reported. Members also received information regarding the latest revised Welsh Language Scheme 2010-13 before and after consultation and approval from the WLB.	See Appendix

4. Fire and Rescue Service Welsh Language Performance Indicators

The Service's Welsh Language Scheme is committed to achieving 12 Local Performance Indicators. These were revised in January 2010 for reporting on in 2010/11.

For 1 April 2011 to 31 March 2012, the figures for the newly adopted indicators are as follows;

	Statistics for 2011-12	Statistics for 2010-11
PI1	Number and % of presentations to schools in Welsh.	Number and % of presentations to schools in Welsh.
Comment	A total of 206 presentations to schools were provided through the medium of Welsh (inclusive of KS1/KS2 & KS3) – which was 42% of total presentations.	A total of 188 presentations to schools were provided through the medium of Welsh (inclusive of KS1/KS2 & KS3) – which was 52% of total presentations.
PI2	The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.	The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.
Comment	A total 9733 children received fire safety advice through the medium of Welsh - 32% of the total number of children who received fire safety advice.	A total 7097 children received fire safety advice through the medium of Welsh - 35% of the total number of children who received fire safety advice.

PI3	The number and % of home fire safety checks carried out through the medium of Welsh.	The number and % of home fire safety checks carried out through the medium of Welsh.
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Out of a total 28,472 home fire safety checks carried out during 2011/12, 5,506 of those checks (19.32%) were carried out in Welsh. A minimum was experienced (15.72% of total checks carried out in Welsh) during August 2011 compared to the maximum experienced (22.56) in February 2012.

In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2011 - 31 March 2012.

County	Total	Welsh	Percentage
Conwy	5587	340	6.09%
Denbighshire	4441	214	4.82%
Flintshire	4112	34	0.83%
N Gwynedd	4412	2414	54.71%
S Gwynedd	2235	1166	52.17%
Wrexham	3697	10	0.27%
Ynys Môn	4012	1325	33.03%
		5506	19.32%

The data below shows a comparison of the number of home fire safety checks completed in Welsh between 1 January and 30 April in 2012 (to be able to compare with previous years)

	Jan-April2012		
	Total	Welsh	Percentage
Conwy	1090	82	7.52%
Denbighshire	723	59	8.16%
Flintshire	929	13	1.40%
North Gwynedd	759	432	56.92%
South Gwynedd	546	270	49.45%
Wrexham	873	5	1.72%
Ynys Môn	773	338	43.73%
Total	5693	1199	21.06%

Out of a total 36,522 home fire safety checks carried out during 2010/11, 4,298 of those checks (13.49%) were carried out in Welsh. A minimum was experienced (7.57% of total checks carried out in Welsh) during April 2010 compared to the maximum experienced (17.48%) in November 2010. Figures towards the latter part of the year were significantly higher than those towards the beginning of the year, reflecting the work carried out in relation to the 'Mae Gen Ti Ddewis' campaign.

In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh between 1 January and 30 April in both 2010 and 2011, also reflecting the success of the launch of the Mae Gen Ti Ddewis campaign (June 2010) and digital DVD (March 2011).

	Jan-April2010			Jan-April2011		
	Total	Welsh	Percentage	Total	Welsh	%age
Conwy	1944	52	2.67%	2507	109	4.35%
Denbighshire	1992	53	2.66%	1918	73	3.81%
Flintshire	2006	1	0.05%	2525	4	0.16%
North Gwynedd	1750	399	22.80%	1620	568	35.06%
South Gwynedd	563	74	13.14%	799	302	37.80%
Wrexham	1291	1	0.08%	1277	8	0.63%
Ynys Môn	1925	106	5.51%	1646	375	22.78%
Total	11471	686	5.98%	1229	1439	11.71%

PI4 Number and % of staff who have attained success in the Level 1 Welsh Language tests.

Number and % of staff who have attained success in the Level 1 Welsh Language tests.

Comment	10 – 1.01%	59 – 5.69%
PI5	The number and % of staff who have attained success in the Level 2 Welsh language tests.	The number and % of staff who have attained success in the Level 2 Welsh language tests.
Comment	17 – 1.72%	103 – 9.93%
PI6	The number and % of staff who have attained success in Level 3 in Welsh.	The number and % of staff who have attained success in Level 3 in Welsh.
Comment	0 have attained Level 3 2 have attained Level 4 - 0.20% 16 have attained Level 5 - 1.62%	8 – 0.77%
PI7	The number and % of staff that have received training to an agreed qualification in Welsh.	The number and % of staff that have received training to an agreed qualification in Welsh.
Comment	Level 2 – 8 of the above (0.81%) Level 4 – 1 (0.01%)	170 – 16.39% (Agored Cymru – unit credits for Level 1, 2 and 3 assessment)
PI8	The number and % of staff that have received language awareness training.	The number and % of staff that have received language awareness training.
Comment	Very few awareness sessions for new staff joining the Service have been completed during 2011-12 - there have not been many new staff and the member of staff delivering the sessions has been away on a period of absence. We are however in the process of completing the development of an on-line awareness module and we are currently working towards ensuring all staff either receive the presentation in person or complete the on line module.	65 – 6.25%
PI9	The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).	The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI10	The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).	The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below

PI11	<p>The performance set against any target that is adopted as part of the performance management framework – targets for 2011/12 are;</p> <p>Number and % of new staff who have attained Level 2</p> <p>Number and % of staff who have been promoted and have gained Level 2 success.</p>	<p>The performance set against any target that is adopted as part of the performance management framework – targets for 2010/11 are;</p> <p>Number and % of new staff who have attained Level 2</p> <p>Number and % of staff who have been promoted and have gained Level 2 success.</p>
Comment	<p>New staff must gain Level 2 success or the Level identified as being required by the post.</p> <p>The number of new staff who have gained Level 2 success in 2011/12 is 2 (0.2% of total staff)</p> <p>The number and percentage of staff who have been promoted and have gained Level 2 success in 2011/12 is; 2 have gained Level 2 success (0.2%) 5 have gained Level 5 success (0.51%)</p>	<p>New staff must gain Level 2 success. The number of new staff who have gained Level 2 success in 2010/11 is: 63 operational personnel – 6.08 % (some will be in the figures for 1.4.10 – 31.3.11 and some will be in last year's figures) 1 support member – 0.10% Or overall 64 – 6.17%</p> <p>A total of 5 staff (0.48%) have been promoted and have gained Level 2 success within this reporting period.</p>
PI12	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.</p>	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.</p>
Comment	<p>The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.</p>	<p>The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.</p>

PI13	The number and % of letters received and issued in Welsh at County Offices within a specified period – 1 st week of May & 1 st week of November each year.	The number and % of letters received and issued in Welsh at County Offices within a specified period – 1 st week of May & 1 st week of November each year.
Comment	<p>Denbighshire 0% of letters and 5.6% of calls</p> <p>Wrexham 0% of letters and 0% of calls</p> <p>Conwy 0% of letters and 27.36% of calls</p> <p>North Gwynedd 37.02% of letters and 48.29% of calls</p> <p>South Gwynedd 58.67% of letters and 47.50% of calls</p> <p>Ynys Môn 75.92% of letters and 23.56% of calls</p> <p>Flintshire 0% of letters and 0% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county)</p>	<p>Denbighshire 10% of letters and 10% of calls</p> <p>Wrexham 0% of letters and 0.49% of calls</p> <p>Conwy 0% of letters and 1% of calls</p> <p>North Gwynedd 57.69% of letters (received or issued in Welsh or bilingually) and 56.6% of calls</p> <p>South Gwynedd 48% of letters (received or issued in Welsh or bilingually) and 47.46% of calls</p> <p>Ynys Môn 76% of letters (received or issued in Welsh or bilingually) and 31.48% of calls</p> <p>Flintshire 0% of letters and 0.44% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county)</p>
PI14	The number and % of staff that have bilingual skills (to the designated standard).	The number and % of staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI15	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below

PI16	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI17	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.
Comment	There were no complaints of this nature in this period	There were no complaints of this nature in this period
PI18	The number and % of complaints from staff or their representatives about language issues.	The number and % of complaints from staff or their representatives about language issues.
Comment	There were no complaints of this nature in this period	There were no complaints of this nature in this period
PI19	The number and % of agencies and contractors that receive guidance to comply with our Welsh Language Scheme.	Number of agencies and contractors who have received guidance to comply with the Welsh Language Scheme.
Comment	All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list.	All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list.
PI20		The number and % of emergency calls that were dealt with in Welsh.
Comment	During 2011/12, the Control Room received 17,170 emergency calls. Of this total, 237 calls were handled in Welsh (1.38%)	This year it was agreed to change the method of recording 999 calls handled in Welsh - calls are now identified if they were handled in Welsh only as it is standard operating procedure to give a bilingual salutation. During 2010/2011, the Control Room received 17,611, emergency calls. Of this total, 269 were handled in Welsh = 1.53%.

Analysis of Welsh Speaking Skills

1. MAIN FINDINGS:

1.1 POSITIVE OUTCOMES

Compared with last year's findings, the data for the reporting period 2011-12 indicates the following:

- Although the number of staff in post has reduced by 7.3%, from 1,034 to 959; every county has seen an increase in the number of Level 3-5 Welsh speakers
- 117 post-holders recorded higher Welsh speaking skills levels in 2012
- The percentage of staff whose Welsh speaking skills matched the linguistic skills criteria set for their job rose by just under 4 percentage points
- The percentage of Level 2 and Level 3 posts filled by staff with Welsh speaking skills at these levels rose by just under 4 percentage points;
- The percentage of Level 4+ posts filled by staff with Welsh speaking skills at these levels rose by just over 4 percentage points;
- The percentage of staff whose skills did not adequately match the linguistic skills criteria set for their job fell by just under 4 percentage points.

1.2 CONTINUING CHALLENGES

Compared with last year's findings, the data for the reporting period 2011-12 indicates the following;

- The percentage of main reception posts filled by staff with Level 4 skills or above fell slightly from to 46.2% to 45% - although this is being addressed following a review of administration posts, many of which are main reception roles (see p27);
- The percentage of call-handling control staff with Level 4 skills or above fell from 73.7% to 66.7% - although this was influenced by a member of staff who recorded lower skills than previously, suggesting a confidence issue which is being looked into with the intention of providing support for improvement.

The Welsh language skills level of 33 members of staff was unknown – information on these will be pursued during the coming year.

2 NOTES ON THE CALCULATIONS:

2.1 The working definition of the Welsh speaking skills level has been taken to be: *The highest level of proficiency recorded for each person whether as a self-assessed score recorded in IDRs or as a formally conducted assessment.*

2.2 The calculations are based on filled posts only, with each post, whether whole or part time, being calculated as if it were a whole post. Where the same individual fills two different posts, that individual has been counted twice. Externally funded posts (9 in total) have been excluded from the calculations.

SUMMARY TABLES

2011

Designation of job.	Number of jobs designated at this level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	933	115	282	193	73	81	152	1	36	933
Level 3	9	0	2	3	3	0	1	0	0	9
Level 4	91	1	12	20	5	23	29	0	1	91
Level 5	1	0	0	0	0	0	1	0	0	1
	1034	116	296	216	81	104	183	1	37	1034

2012

Designation of job.	Number of filled posts designated at this level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	875	122	220	159	96	95	150	1	32	875
Level 3	8	0	1	1	5	0	1	0	0	8
Level 4	75	2	6	10	10	14	32	0	1	75
Level 5	1	0	0	0	0	0	1	0	0	1
	959	124	227	170	111	109	184	1	33	959

Performance Indicators

The number and percentage of jobs where Welsh is essential that are filled by staff that have bilingual skills to the desired level. PI9	2011	2012
Total number of jobs designated as Level 4 and above.	92	76
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	53	47
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	57.6%	61.8%

An increase in percentage points of 4.2 was recorded in the number of Welsh essential posts filled with staff with at least Level 4 skills.

The number and percentage of jobs where Welsh is desirable that are filled by staff that have bilingual skills to the desired level. PI10	2011	2012
Total number of jobs designated as Level 2 or Level 3.	942	883
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	504	507
The percentage that are filled by staff with Welsh speaking skills at Level 2 or above.	53.5%	57.4%

An increase in percentage points of 3.9 was recorded in the number of Welsh desirable posts filled with staff with at least Level 2 skills.

The number and percentage of staff that have bilingual skills to the designated standard. PI14	2011	2012
The total number of staff (incl. those whose skills had not been assessed)	1,034	959
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	557	554
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	53.9%	57.8%

An increase in percentage points of 3.9 was recorded in the number of staff that with bilingual skills to the designated standard.

The number and percentage of staff who do <i>not</i> have bilingual skills to the designated standard.	2011	2012
The number of staff whose skills did not meet the requisite level for their post	440	372
The percentage of staff whose skills did not meet the requisite level for their post	42.6%	38.8%
The number of staff who had not had an assessment or completed a self-assessment	37	33
The percentage of staff who had not had an assessment or completed a self-assessment	3.6%	3.4%

The number and percentage of staff whose skills did not meet the requisite level for their post also fell by 68, or 3.8 percentage points.

The number of staff whose skills are unknown remains low, but further information on these will be pursued during the coming year.

The number and percentage of main reception roles designated as Welsh essential that were filled by bilingual staff. PI15	2011	2012
The total number of 'main reception roles'	26	20
The total number of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	12	9
The percentage of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	46.2%	45%

The skills levels of staff filling main reception roles continues to present challenges however this will hopefully be addressed by a thorough review undertaken in 2011-12 of the various administration functions within the Service, many of which are also reception roles. The review looked at the administration support required across all aspects of the Service, rationalising number and location of roles in line with a new staff structure adopted in 2011. As part of this, these roles were identified as requiring Level 4-5 Welsh Language skills and the Welsh language skills of staff now allocated to these posts have been assessed, with a programme of improvement targets identified for those whose skills do not meet the requirements.

The number and percentage of control operator roles designated as Welsh essential that were filled by bilingual staff.	2011	2012
The total number of relevant call-handling control staff	19	18
The total number of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	14	12
The percentage of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	73.7%	66.7%

Of the 6 control operators whose speaking skills were *not* at level 4 or above in 2012,

- 1 had improved from a level 2 to a level 3.
- 1 had recorded a level 4 in 2011, but a level 3 in 2012 – suggesting a confidence issue which is being looked into with the intention of providing support for improvement.

The number of staff by skills level, per county.

2011

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	124	4	22	30	15	21	29	0	3	124
Conwy	183	13	60	59	11	8	22	1	9	183
Denbighshire	280	33	86	60	24	32	39	0	6	280
Flintshire	104	25	45	18	5	1	2	0	8	104
Gwynedd North	133	1	15	20	10	23	63	0	1	133
Gwynedd South	101	6	20	13	11	17	27	0	7	101
Wrexham	109	34	48	16	5	2	1	0	3	109
Total	1034	116	296	216	81	104	183	1	37	1034
Gwynedd Total	234	7	35	33	21	40	90	0	8	234

2012

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	112	4	10	23	23	17	33	0	2	112
Conwy	172	16	48	42	16	16	24	1	9	172
Denbighshire	260	33	71	50	31	30	38	0	7	260
Flintshire	98	26	37	20	7	0	2	0	6	98
Gwynedd North	126	5	10	9	15	26	60	0	1	126
Gwynedd South	92	7	14	10	12	15	27	0	7	92
Wrexham	99	33	37	16	7	5	0	0	1	99
Total	959	124	227	170	111	109	184	1	33	959
Gwynedd Total	218	12	24	19	27	41	87	0	8	218

Analysing the changes between 2011 and 2012:

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	-12	0	-12	-7	8	-4	4	0	-1	-12
Conwy	-11	3	-12	-17	5	8	2	0	0	-11
Denbighshire	-20	0	-15	-10	7	-2	-1	0	1	-20
Flintshire	-6	1	-8	2	2	-1	0	0	-2	-6
Gwynedd North	-7	4	-5	-11	5	3	-3	0	0	-7
Gwynedd South	-9	1	-6	-3	1	-2	0	0	0	-9
Wrexham	-10	-1	-11	0	2	3	-1	0	-2	-10
Total	-75	8	-69	-46	30	5	1	0	-4	-75
Gwynedd Total	-16	5	-11	-14	6	1	-3	0	0	-16

The reduction of 75 filled posts did not have a detrimental effect on the overall linguistic skills profiles of the counties as every county has seen a decrease in Level 0 - 2 speakers, and an increase in Level 3 - 5 speakers.

There were 107 fewer members if staff with Level 0 - 2 skills, 36 more with Level 3 – Level 5 skills and 4 fewer whose skills were unknown.

Staff based in	2011 Postholder Level 0 – 2	2011 Postholder Level 3 – 5	2012 Postholder Level 0 – 2	2012 Postholder Level 3 – 5	Change	Change
Anglesey	56	65	37	73	-19	+8
Conwy	132	42	106	57	-26	+15
Denbighshire	179	95	154	99	-25	+4
Flintshire	88	8	83	9	-5	+1
Gwynedd	75	151	55	155	-20	+4
Wrexham	98	8	86	12	-12	+4
Total	628	369	521	405	-107	+36

In 2011, there were 369 members of staff (35.7%) who had Welsh speaking skills that had been assessed or self-assessed at Level 3 or above.

By 2012 this had increased to 405 members of staff (42.23%) who had Welsh speaking skills that had been assessed or self-assessed at Level 3 or above.

Distribution of Welsh speaking skills across the whole Service area

1. The distribution of Welsh speaking staff remains highest in Gwynedd and lowest in Wrexham and Flintshire.

2011

	Total staff	Number at Level 3 or above	County % at Level 3 or above	Welsh speaking staff based here as % of all the Service's staff (÷ 1,034)	Welsh speaking staff based here as % of the whole Service's Welsh speaking staff (÷ 369)
Gwynedd	234	151	64.5%	14.6%	40.9%
Denbighshire	280	95	33.9%	9.2%	25.8%
Anglesey	124	65	52.4%	6.3%	17.6%
Conwy	183	41	22.4%	4.0%	11.1%
Flintshire	104	8	7.7%	0.8%	2.2%
Wrexham	109	8	7.3%	0.8%	2.2%
Total	1,034	369	35.7%	35.7%	
Gwynedd North	133	96	72.2%	9.3%	26.0%
Gwynedd South	101	55	54.5%	5.3%	14.9%

2012

	Total staff	Number at Level 3 or above	County % at Level 3 or above	Welsh speaking staff based here as % of all the Service's staff (÷ 959)	Welsh speaking staff based here as % of the whole Service's Welsh speaking staff (÷ 405)
Gwynedd	218	155	71.1%	16.2%	38.3%
Denbighshire	260	99	38.1%	10.3%	24.4%
Anglesey	112	73	65.2%	7.6%	18.0%
Conwy	172	57	33.1%	5.9%	14.1%
Wrexham	99	12	12.1%	1.3%	3.0%
Flintshire	98	9	9.2%	0.9%	2.2%
Total	959	405	42.2%	42.2%	
Gwynedd North	126	101	80.2%	10.5%	24.9%
Gwynedd South	92	54	58.7%	5.6%	13.3%

[How to interpret the table above – example: In Anglesey, of the 112 members of staff, 73 (65.2%) had Welsh speaking skills at Level 3 or above. This represented 7.6% of the whole Service's entire staff, and 18.0% of the whole Service's Welsh speaking staff.]

2. The **percentage** of staff, by skills level, per county – as percentages of all staff located within their county.

2011

Staff based in	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total
Anglesey	3.23%	17.74%	24.19%	12.10%	16.94%	23.39%	0.00%	2.42%	100.00%
Conwy	7.10%	32.79%	32.24%	6.01%	4.37%	12.02%	0.55%	4.92%	100.00%
Denbighshire	11.79%	30.71%	21.43%	8.57%	11.43%	13.93%	0.00%	2.14%	100.00%
Flintshire	24.04%	43.27%	17.31%	4.81%	0.96%	1.92%	0.00%	7.69%	100.00%
Gwynedd North	0.75%	11.28%	15.04%	7.52%	17.29%	47.37%	0.00%	0.75%	100.00%
Gwynedd South	5.94%	19.80%	12.87%	10.89%	16.83%	26.73%	0.00%	6.93%	100.00%
Wrexham	31.19%	44.04%	14.68%	4.59%	1.83%	0.92%	0.00%	2.75%	100.00%
Total	11.22%	28.63%	20.89%	7.83%	10.06%	17.70%	0.10%	3.58%	100.00%
Gwynedd total	2.99%	14.96%	14.10%	8.97%	17.09%	38.46%	0.00%	3.42%	100.00%

2012

Staff based in	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total
Anglesey	3.6%	8.9%	20.5%	20.5%	15.2%	29.5%	0.0%	1.8%	100.0%
Conwy	9.3%	27.9%	24.4%	9.3%	9.3%	14.0%	0.6%	5.2%	100.0%
Denbighshire	12.7%	27.3%	19.2%	11.9%	11.5%	14.6%	0.0%	2.7%	100.0%
Flintshire	26.5%	37.8%	20.4%	7.1%	0.0%	2.0%	0.0%	6.1%	100.0%
Gwynedd North	4.0%	7.9%	7.1%	11.9%	20.6%	47.6%	0.0%	0.8%	100.0%
Gwynedd South	7.6%	15.2%	10.9%	13.0%	16.3%	29.3%	0.0%	7.6%	100.0%
Wrexham	33.3%	37.4%	16.2%	7.1%	5.1%	0.0%	0.0%	1.0%	100.0%
Total	12.9%	23.7%	17.7%	11.6%	11.4%	19.2%	0.1%	3.4%	100.0%
Gwynedd total	5.5%	11.0%	8.7%	12.4%	18.8%	39.9%	0.0%	3.7%	100.0%

Analysing the change in percentages between 2011 and 2012:

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed
Anglesey	+0.37%	-8.84%	-3.69%	+8.40%	-1.74%	+6.11%	0.00%	-0.62%	+0.37%
Conwy	+2.20%	-4.89%	-7.84%	+3.29%	+4.93%	+1.98%	+0.05%	+0.28%	+2.20%
Denbighshire	+0.91%	-3.41%	-2.23%	+3.33%	+0.07%	+0.67%	0.00%	+0.56%	+0.91%
Flintshire	+2.46%	-5.47%	3.09%	+2.29%	-0.96%	+0.08%	0.00%	-1.59%	+2.46%
Gwynedd North	+3.25%	-3.38%	-7.94%	+4.38%	+3.31%	+0.23%	0.00%	+0.05%	+3.25%
Gwynedd South	+1.66%	-4.60%	-1.97%	+2.11%	-0.53%	+2.57%	0.00%	+0.67%	+1.66%
Wrexham	+2.11%	-6.64%	+1.52%	+2.51%	+3.27%	-0.92%	0.00%	-1.75%	+2.11%
Total	+1.68%	-4.93%	-3.19%	+3.77%	+1.34%	+1.50%	0.00%	-0.18%	+1.68%
Gwynedd Total	+2.51%	-3.96%	-5.40%	+3.43%	+1.71%	+1.44%	0.00%	+0.28%	+2.51%

Within their own counties, all counties saw a percentage points decrease in the number of members of staff with no Welsh language skills and most counties also saw a reduction in those at Level 1.

Similarly, all counties saw a percentage points increase in the number of members or staff with Level 2 skills, and most counties also saw an increase in those at Level 4.

3. The **percentage** of staff, by skills level, per county – as percentages of all staff across the whole service.

2011

Staff based in	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed
Anglesey	3.5%	7.4%	13.9%	18.5%	20.2%	15.9%	0.00%	8.1%
Conwy	11.2%	20.3%	27.3%	13.6%	7.7%	12.0%	100.0%	24.3%
Denbighshire	28.5%	29.1%	27.8%	29.6%	30.8%	21.3%	0.00%	16.2%
Flintshire	21.6%	15.2%	8.3%	6.2%	1.0%	1.1%	0.00%	21.6%
Gwynedd North	0.9%	5.1%	9.3%	12.4%	22.1%	34.4%	0.00%	2.7%
Gwynedd South	5.2%	6.8%	6.0%	13.6%	16.4%	14.8%	0.00%	18.9%
Wrexham	29.3%	16.2%	7.4%	6.2%	1.9%	0.6%	0.00%	8.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gwynedd total	6.0%	11.8%	15.3%	25.9%	38.5%	49.2%	0.00%	21.6%

2012

Staff based in	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed
Anglesey	3.2%	4.4%	13.5%	20.7%	15.6%	17.9%	0.0%	6.1%
Conwy	12.9%	21.1%	24.7%	14.4%	14.7%	13.0%	100.0%	27.3%
Denbighshire	26.6%	31.3%	29.4%	27.9%	27.5%	20.7%	0.0%	21.2%
Flintshire	21.0%	16.3%	11.8%	6.3%	0.0%	1.1%	0.0%	18.2%
Gwynedd North	4.0%	4.4%	5.3%	13.5%	23.9%	32.6%	0.0%	3.0%
Gwynedd South	5.6%	6.2%	5.9%	10.8%	13.8%	14.7%	0.0%	21.2%
Wrexham	26.6%	16.3%	9.4%	6.3%	4.6%	0.0%	0.0%	3.0%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Gwynedd total	9.7%	10.6%	11.2%	24.3%	37.6%	47.3%	0.0%	24.2%

Analysing the change in percentages between 2011 and 2012:

Staff based in	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed
Anglesey	-0.25%	-3.03%	-0.39%	+2.18%	-4.59%	+2.05%	0.00%	-2.01%
Conwy	+1.69%	+0.83%	-2.61%	+0.82%	+7.01%	+0.98%	0.00%	+2.98%
Denbighshire	-1.85%	+2.25%	+1.62%	-1.73%	-3.27%	-0.61%	0.00%	+4.98%
Flintshire	-0.55%	+1.10%	+3.47%	+0.13%	-0.96%	+0.01%	0.00%	-3.42%
Gwynedd North	+3.14%	-0.67%	-3.96%	+1.15%	+1.78%	-1.83%	0.00%	+0.30%
Gwynedd South	+0.43%	-0.56%	-0.12%	-2.78%	-2.55%	-0.05%	0.00%	+2.28%
Wrexham	-2.71%	+0.08%	+1.99%	+0.13%	+2.68%	-0.55%	0.00%	-5.11%
Total	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gwynedd Total	+3.67%	-1.22%	-4.08%	-1.63%	-0.86%	-1.88%	0.00%	+2.58%

When considered in the context of the whole Service area, Conwy saw the biggest percentage points change, which was an increase in the allocation of Welsh speaking staff at level 4.

Speech enabled website statistics

Statistics for 2010/11 on how many visitors to the North Wales Fire and Rescue Service website used the speech enabling facility in the English and Welsh languages are as detailed below, with the pages relating to 'Latest News' and 'The North Wales Fire and Rescue Authority' being listed most often of all Welsh pages listened to.

Month	Number of English Pages listened to	Number of Welsh Pages listened to	Total Number of Pages Listened to
March 2011 (2010)	141 (Not fully online yet)	4 (Not fully online)	145 (Not fully online)
April 2011 (2010)	68 (529)	8 (53)	76 (582)
May 2011 (2010)	136 (151)	10 (17)	146 (168)
June 2011 (2010)	127 (168)	7 (15)	134 (183)
July 2011 (2010)	131 (179)	14 (14)	145 (193)
Aug 2011 (2010)	96 (139)	0 (11)	96 (150)
Sept 2011 (2010)	102 (201)	7 (18)	109 (219)
Oct 2011 (2010)	85 (146)	10 (8)	95 (146)
Nov 2011 (2010)	110 (146)	12 (4)	122 (150)
Dec 2011 (2010)	67 (89)	9 (4)	76 (93)
Jan 2012 (2011)	84 (173)	3 (10)	87 (183)
Feb 2012 (2011)	66 (175)	6 (12)	72 (197)
March 2012 (2011)	266 (141)	12 (4)	278 (145)

Appendix 1 - North Wales Fire and Rescue Service Welsh Language Scheme 2010-13 (please open folder)



Welsh Language
Scheme - approved F



Gwasanaeth Tân ac Achub
Fire and Rescue Service

GWASANAETH TÂN AC ACHUB GOGLEDD CYMRU NORTH WALES FIRE AND RESCUE SERVICE

SERVICE ADMINISTRATIVE POLICY & PROCEDURE ORDERS

Section 1 Order No. 5

Subject: Welsh Language Scheme

1. Contents

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2. Definitions and Abbreviations

- 2.1 SAPPO - Service Administrative Policy & Procedure Order. A mandatory internal document, which must be complied with, detailing an Administrative Order in the form of a Service Policy or Procedure(s), which is controlled from within NWFRS's Documentation System.
- 2.2 Bilingual - Within this document this refers to the Welsh and English language.

2.3 NWFRS - North Wales Fire and Rescue Service.

3. Purpose

3.1 To assist employees of NWFRS to comply with the requirements of The Welsh Language Act 1993.

4. Scope

4.1 This policy extends to all areas of the Service and is directed at all persons employed by the Service.

5. Responsibilities

5.1 It is the responsibility of the Corporate Communications Manager for the content, issue and any further amendment of this Order.

5.2 To ensure the continuous effectiveness of this policy and associated procedures, it is the responsibility of all personnel to indicate any weakness, omission or amendment that may be considered in order to improve the policy's effective use.

5.3 It is the responsibility of all relevant personnel to make themselves familiar with this Order to ensure that all areas are adhered to.

6. Internal/external related and other relevant documents

6.1 Welsh Language Act 1993.

6.2 NWFRS Welsh Language Scheme 2010-13

6.3 NWFRS SAPPO Order No1 Section No 8 Linguistic Skills Strategy

7. Introduction

7.1 ***This SAPPO relates to the NWFRS Welsh Language Scheme - a comprehensive document which can be viewed on the Service's website and intranet. Hard copies of the document are also available at every NWFRS location.***

8. Background

8.1 The Service's revised Welsh Language Scheme 2010-13 (NWFRS's third Scheme which builds on the first two schemes) has been prepared in accordance with Section 16 of the Welsh Language Act 1993. Following a process of consultation with the public and with NWFRS staff, the Scheme was approved by members of the North Wales Fire and Rescue Authority in December 2009 and received official approval from the Welsh Language Board on 21 January 2010.

9. Declaration

- 9.1 ***NWFRS has adopted the principle that in the conduct of public business in Wales it will treat the English and Welsh languages on a basis of equality.***
- 9.2 **Staff are required to comply with the policy requirements as detailed in the Welsh Language Scheme 2010-13.**

10. Linguistic Skills Strategy

- 10.1 **This strategy was launched in February 2009 and full details are contained in SAPPO Order No1 Section No 8 - it has since been incorporated into the Welsh Language Scheme 2010-13. This strategy is a statutory requirement which helps to provide a planned and strategic infrastructure for implementing the Welsh Language Scheme into the future.**

11. Policy Review

- 11.1 All policies and procedures which form the basis of a SAPPO, will be reviewed on a pre-determined basis. This will be the responsibility of the Head of the Department responsible for the Order, and conducted after every 1, 2 or 3 years, depending on the importance of the document, from the date of issue or amendment.
- 11.2 This Order will be reviewed every three years when the Welsh Language Scheme itself will be reviewed.

Simon A Smith
Chief Fire Officer



Gwasanaeth Tân ac Achub
Fire and Rescue Service

SERVICE ADMINISTRATIVE POLICY & PROCEDURE ORDERS

Section 1 Order No. 8

Subject: Linguistic Skills Strategy

1. Contents

Section	Title	Page
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2. Definitions and Abbreviations

- NWF&RS - North Wales Fire and Rescue Service
- SAPPO - Service Administrative Policy & Procedure Order. A mandatory internal document, which must be complied with, detailing an Administrative Order in the form of a Service Policy or Procedure(s), which is controlled from within NWF&RS's Documentation System.

HR	-	Human Resources
SLDC	-	Service Learning and Development Centre
ALTE	-	Association of Language Testers in Europe
Cwmni Iaith	-	An independent company specialising in promoting the Welsh language and supporting organisations in developing bilingual practices.
IDR	-	Individual Development Review

3. Purpose

3.1 The purpose of this policy is to outline the Linguistic Skills Strategy as part of the North Wales Fire & Rescue Service Welsh Language Policy.

4. Scope

4.1 This policy extends to all areas of the Service and is directed at all persons employed by the Service.

5. Responsibilities

5.1 It is the responsibility of the Corporate Communications Manager for the content, issue and any further amendment of this Order.

5.2 To ensure the continuous effectiveness of this policy and associated procedures, it is the responsibility of all personnel to indicate any weakness, omission or amendment that may be considered in order to improve the policy's effective use.

5.3 It is the responsibility of all relevant personnel to make themselves familiar with this Order to ensure that all areas are adhered to.

6. Internal/External Related and Other Relevant Documents

6.1 SAPPO Section 1 Order No. 5 - Welsh Language Scheme

6.2 SAPPO Section 6 Order No. 23 – Individual Development Reviews (see page 6)

7. Introduction

- 7.1 The North Wales Fire and Rescue Authority's Welsh Language Scheme 2006-2009 sets out how the Authority will abide by the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on the basis of equality. Its aim is to deliver a service that is of the same high standard and quality in both languages. It serves to:
- 7.1.1 Offer the public a real language choice;
 - 7.1.2 Recognise that service users are able to express their views and needs better in their preferred language;
 - 7.1.3 Recognise that offering a language choice is a matter of good practice.
- 7.2 The Scheme is approved by the Welsh Language Board under section 16 of the Welsh Language Act 1993 and is reviewed regularly (every three years).
- 7.3 The Linguistic Skills Strategy is a statutory requirement to provide a means of responding appropriately to the Service's commitments contained in the Welsh Language Scheme. The purpose of this Strategy is to take the Welsh Language Scheme further by providing a planned and strategic infrastructure for future implementation. It also satisfies the Fire and Rescue Service National Framework for Wales 2008-2011.
- 7.4 This means providing staff with linguistic skills in accordance with the Welsh Language Scheme in order to enable the provision of services of equal quality, facility and breadth in both English and Welsh. It means satisfying service needs where there is a shortage of Welsh speakers within the workforce by adopting and implementing this Strategy.
- 7.5 The Linguistic Skills Strategy therefore:
- 7.5.1 Facilitates the proper implementation of the statutory Welsh Language Scheme in relation to staffing services to the public;
 - 7.5.2 Mainstreams the Strategy in the context of key aspects of corporate management.

8. Aim of Strategy

- 8.1 The strategy aims to reduce risks such as failure to achieve equality and customer care standards, failure to empathise and identify with customer needs, complaints and dissatisfaction.

9. Achieving the Strategy

- 9.1 The Five Objectives. The Linguistic Skills Strategy has the following five objectives, which are based on the methodology recommended by the Welsh Language Board:
- 9.1.1 Conduct and continually update an audit of the bilingual requirements of workplaces and posts;

- 9.1.2 Conduct and continually update an audit of the linguistic skills of existing staff;
- 9.1.3 Establish appropriate arrangements for comparing the above – ie the skill needs with existing skill resources;
- 9.1.4 Establish an implementation programme for closing the skills gap;
- 9.1.5 Establish appropriate arrangements for the monitoring and reporting of the strategy's implementation.

9.2 Objective 1 – Bilingual Requirements of Workplaces and Posts

- 9.2.1 An Audit of the Bilingual Requirements of Workplaces and Posts, was carried out in 2007 and a Role Evaluation Project report produced by Cwmni Iaith.
- 9.2.2 This project involved carrying out research into the linguistic requirements of each type of role within the Service, taking into account bilingual service delivery considerations within local communities and the present capacity to deliver a bilingual service within present team structures.
- 9.2.3 This project identified which roles within the Service should be designated Welsh essential and how much flexibility should be given to designating a linguistic skill within the requirement stage. The Service has since assigned ALTE framework Level 1-5 competences (see Appendix for ALTE framework) to each type of role within the Service, providing a greater understanding of the standard of Welsh required for the different posts.

9.3 Objective 2 – Linguistic skills of Existing Staff

- 9.3.1 An Audit of the Linguistic Skills of Existing Staff, has been carried out and around 80% of Service staff have indicated the level of Welsh which they believe they possess, based on guidelines similar to the ALTE framework. In order to increase the information on the bilingual skills of existing staff to nearer 100%, this information will become a requirement of the Individual Development Review process for **all** staff. In this way, the information will be assessed and recorded for all staff and will be updated annually. Information regarding linguistic skills will also be required on job application forms.
- 9.3.2 To ensure that this information is collected consistently a self assessment of linguistic skills will be part of the IDR process for all staff.

9.4 Objective 3 – Gap Analysis of objectives 1 & 2

- 9.4.1 This objective involves establishing appropriate arrangements for comparing the first two objectives – ie the skill needs of each role within the Service with existing skill resources.
- 9.4.2 A list of all types of roles within the Service matched to the required level of Welsh assigned by Cwmni Iaith and the level of Welsh assigned by the person in the role at the time (currently completed by around 80% of staff) has been compiled and this will be analysed to obtain a snapshot of how much work is required to bridge the gap.

9.4.3 This comparison is being achieved through a HR computerised gap analysis method that is updated regularly in order to be able to compare and monitor the linguistic skills of staff as part of the Individual Development Reviews conducted by managers and as part of any new recruitment or staff restructuring carried out by managers. HR internal proceedings and procedures will fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills.

9.5 Objective 4 – Linguistic Skills Development

9.5.1 The Service will close the identified gap gradually, taking a long term perspective through establishing well defined practices in staff training and support, recruitment, and reorganisation and redeployment of staff.

9.5.2 This involves:

9.5.2.1 Increasing the number of staff who can confidently speak or write Welsh and encourage them to use their skills more often to contribute to ensuring a choice of languages for the public - achieved by raising awareness of the Service's commitment to offer a bilingual service by providing Welsh Language Awareness sessions which are compulsory for all staff. This course is being delivered by the Corporate Communications Department;

9.5.2.2 From January 2009, all new members of staff will be required to have the ability to show basic (Level 1) Welsh language courtesy skills on joining the Service. The emphasis is on speaking Welsh and the test is an oral one, recorded on tape (involves help provided before interview and use of a training CD). From January 2010, all new staff will be required to achieve Level 2 on joining the Service (using the Level 2 training course if necessary);

9.5.2.3 Existing staff will be encouraged to achieve Level 1 and Level 2 on a voluntary basis;

9.5.2.4 Existing staff who have direct contact with the public will be encouraged to achieve Level 4/5, through intensive Welsh language training;

9.5.2.5 From January 2010, staff seeking promotion within the service will be required to achieve Level 2;

9.5.2.6 Training courses will enable staff to learn or improve their Welsh. A local college will provide Level 1 and 2 training courses to staff which are supplemented by Welsh Language CDs (tests will be assessed independently by a local college). The tests are linked to a nationally recognised accreditation;

- 9.5.2.7 Through the Gweithgor Iaith working group, staff already fluent in Welsh will be identified in each county of North Wales who are willing to act as champions of the Strategy to offer assistance and advice to non-Welsh speakers prior to sitting Level 1 and 2 tests as and when required;
 - 9.5.2.8 The Linguistic Skills Strategy will be incorporated into the Service's policy on Equality and Diversity – with reference to the Seven Strands of Diversity in Wales which include the Welsh language;
 - 9.5.2.9 The Service's recruitment policy will also reflect the aims of the Linguistic Skills Strategy by reviewing the wording of recruitment material to refer to the required competences in a 'friendly' manner, to stress the need of oral Welsh and to refer to the opportunities to improve/learn Welsh as well as target recruitment material effectively.;
- 9.5.2 The Association of Language Testers in Europe (ALTE) competences (Appendix 1) provides the basis of the NWF&RS Level 1 and 2 tests and correlate as follows:
 NWF&RS Level 1 correlates to ALTE A1;
 NWF&RS Level 2 correlates to ALTE A2;
 NWF&RS Level 3 correlates to ALTE B1.

9.6 Objective 5 – Review and Report

- 9.6.1 The Review and Report Implementation of the Strategy, will be addressed once the gap has been successfully narrowed. The Service will review the Welsh Language Strategy on a regular basis, working according to the Welsh Language Board's indicators. This work will involve:
 - 9.6.1.1 Reviewing front line services: ie the number and %age of all staff who have a direct contact with the public, as well as staff in main reception areas, contact centres or one stop shop roles denoted 'Welsh essential' and filled by bilingual staff;
 - 9.6.1.2 Aiming to achieve the desired number and %age of the staff who have received training in Welsh to a specific competency level;
 - 9.6.1.3 Aiming for a desired number and %age of staff who have received language awareness training;
 - 9.6.1.4 Being able to identify the number and %age of staff within the Service who can speak Welsh – by service department, by job grade, by workplace.

10. **Specific Benefits to NWF&RS**

- 10.1 The main benefits of adopting the Linguistic Skills Strategy are:

- 10.1.1 Working together towards one innovative Welsh Language Scheme which encourages all new staff to demonstrate basic linguistic courtesy in Welsh;
- 10.1.2 Providing language choice in the recruitment and appointment processes;
- 10.1.3 Encouraging and supporting staff to learn Welsh or improve their skills through established awareness and training regimes;
- 10.1.4 Identifying posts with a need for a specific level of ability in Welsh;
- 10.1.5 Working towards a guaranteed language choice at primary public interfaces;
- 10.1.6 Raising awareness of all staff – both current and new - regarding the commitment to offer a bilingual service;
- 10.1.7 Working towards attracting more applications from Welsh speakers and learners;
- 10.1.8 Ensuring HR internal proceedings and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills;
- 10.1.9 Making the most of every opportunity to define the commitment to the Welsh language as part of the effort to acknowledge Race and Diversity matters in Wales.

11. Linking to Key Corporate Contexts

- 11.1 The Linguistic Skills Strategy is linked to the following:
 - 11.1.1 Recruitment and appointment procedures;
 - 11.1.2 'Investors in People' and Staff Development Plans;
 - 11.1.3 Training Strategy;
 - 11.1.4 The Service's corporate plan;
 - 11.1.5 The Equalities and Diversity programme;
 - 11.1.6 The Customer Care regime.

12. Benefits to Staff

- 12.1 The Linguistic Skills Strategy brings the following benefits to staff:
 - 12.1.1 The Strategy treats language skills in exactly the same way as any other skills which may be essential or desirable for certain posts – this is a principle generally accepted by the trade union movement;

- 12.1.2 By providing an objective means of determining skill requirements, the Strategy provides protection from over-subjective assessments;
- 12.1.3 The Strategy is part of ensuring consistency of approach in determining the language requirements of posts;
- 12.1.4 The emphasis placed on staff training, development and support will be advantageous to staff in enhancing their skills and competitiveness in the wider labour market;
- 12.1.5 The emphasis is on forward planning for the acquisition of the necessary skills gradually – not sweeping change.

13. Policy Review

- 13.1 All policies and procedures which form the basis of a SAPPO, will be reviewed on a pre-determined basis. This will be the responsibility of the Head of the Department responsible for the Order, and conducted after every 1, 2 or 3 years, depending on the importance of the document, from the date of issue or amendment.
- 13.2 This Order will be reviewed annually.

Simon A Smith
Chief Fire Officer

ALTE Language Skills Framework

LEVELS	ALTE Work Typical Abilities			ALTE Overall General Ability		
	Listening/Speaking	Reading	Writing	Listening/Speaking	Reading	Writing
A1 ALTE Breakthrough level	CAN take and pass on simple messages of a routine kind, such as 'Friday meeting 10 am'.	CAN understand short reports or product descriptions on familiar matters, if these are expressed in simple language and the contents are predictable.	CAN write a simple routine request to a colleague, such as 'Can I have 20X please?'	CAN understand basic instructions or take part in a basic factual conversation on a predictable topic.	CAN understand basic notices, instructions or information.	CAN complete basic forms, and write notes including times, dates and places.
A2 Level 1	CAN state simple requirements within own job area, such as 'I want to order 25 of...!'	CAN understand most short reports or manuals of a predictable nature within his/her own area of expertise, provided enough time is given.	CAN write a short, comprehensive note of request to a colleague or a known contact in another company.	CAN express simple opinions or requirements in a familiar context.	CAN understand straightforward information within a known area, such as on products and signs and simple textbooks or reports on familiar matters.	CAN complete forms and write short simple letters or postcards related to personal information.
B1 Level 2	CAN offer advice to clients within own job area on simple matters.	CAN understand the general meaning of non-routine letters and theoretical articles within own work area.	CAN make reasonably accurate notes at a meeting or seminar where the subject matter is familiar and predictable.	CAN express opinions on abstract/cultural matters in a limited way or offer advice within a known area, and understand instructions or public announcements.	CAN understand routine information and articles, and the general meaning of non-routine information within a familiar area.	CAN write letters or make notes on familiar or predictable matters.
B2 Level 3	CAN take and pass on most messages that are likely to require attention during a normal working day.	CAN understand most correspondence, reports and factual product literature he/she is likely to come across.	CAN deal with all routine requests for goods or services.	CAN follow or give a talk on a familiar topic or keep up a conversation on a fairly wide range of topics.	CAN scan texts for relevant information, and understand detailed instructions or advice.	CAN make notes while someone is talking or write a letter including non-standard requests.
C1 Level 4	CAN contribute effectively to meetings and seminars within own area of work and argue for or against a case.	CAN understand correspondence expressed in non-standard language.	CAN handle a wide range of routine and non-routine situations in which professional services are requested from colleague or external contacts.	CAN contribute effectively to meetings and seminars within own area of work or keep up a casual conversation with a good degree of fluency, coping with abstract expressions.	CAN read quickly enough to cope with an academic course, to read the media for information or to understand non-standard correspondence.	CAN prepare/draft professional correspondence, take reasonably accurate notes in meetings or write an essay which shows an ability to communicate.

C2 Level 5	CAN advise on/handle complex delicate or contentious issues, such as legal or financial matters, to the extent that he/she has the necessary specialist knowledge.	CAN understand reports and articles likely to be encountered during his/her work, including complex ideas expressed in complex language.	CAN make full and accurate notes and continue to participate in a meeting or seminar.	CAN advise on or talk about complex or sensitive issues, understanding colloquial references and dealing confidently with hostile questions.	CAN understand documents, correspondence and reports, including the finer points of complex texts.	CAN write letters on any subject and full notes of meetings or seminars with good expression and accuracy.
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Appendix 3 – press releases

For immediate release – Tuesday 2 August, 2011

Fire and Rescue Service rewards its 2011 Welsh Learners of the Year

North Wales Fire and Rescue Service has recognised two members of its staff this year for their outstanding commitment towards learning Welsh and both have been presented with their award at the fire and rescue service stand at the Eisteddfod Genedlaethol in Wrexham (Tuesday 2 August).

Richie Westwood and Emma O'Hare, who work for the Service's Community Safety Team in Rhyl, were joint winners of the 'Learner of the Year 2011' award after being nominated by their peers.

Both Richie and Emma have been living in Wales for many years but started learning Welsh recently as part of North Wales Fire and Rescue Service's Welsh language oral CD learning programme for staff. Working as a team they went on to pass the Level 2 test with flying colours.

Richie, who lives with his wife and two sons in Rhualt, said: "I am really proud to have won. We approached it as a team effort with a lot of help from our colleague Carys Davies in our department. She is one of our Welsh Language Champions and supported us throughout.

"We plastered our office walls with key Welsh words and phrases to help us to remember them and we practised these continuously with Carys. With a little effort both Emma and I were able to get to grips with the words to reach the level needed. So we owe a big thank you to Carys!"

Emma O'Hare, who lives in Colwyn Bay with her husband and three children, said: "I attended a course organised through the fire and rescue service and listened to the CD in my spare time. Gradually I was able to build my confidence and vocabulary and I hope to continue to develop my skills in the language. I had a little help from my eldest daughter who is in her first year of secondary school - we practised together a lot, much to the annoyance of the rest of the family!"

Colin Hanks, Assistant Chief Fire Officer, and Meri Huws, Chair of the Welsh Language Board, presented Richie and Emma with their deserved award.

Colin Hanks paid tribute to them both: "We live in a bilingual community and as a Service we believe that it is extremely important to be able to recognise the importance of our Welsh culture and heritage and that as many of our staff as possible can converse with residents in their chosen language.

"We have recently established a group of Welsh Language Champions within the Service to help our staff learn Welsh and to provide additional mentoring

and support at our locations across North Wales, and both Richie and Emma have clearly benefitted from this initiative.

“We thoroughly agreed with the nominator of this award that Richie and Emma showed real commitment and determination to learning the language – hopefully it will encourage others to do the same and use their Welsh language skills in the workplace. Many congratulations and well done to them both.”

Meri Huws said: “The Welsh Language Board is delighted to support North Wales Fire and Rescue Service in recognising the efforts of its staff to learn Welsh. Many congratulations to Richie and Emma – we wish them both and other learners at the Service well with continuing to develop their skills in Welsh and look forward to continuing to work alongside the fire and rescue service in promoting the language.”

Pictures attached: Colin Hanks and Meri Huws congratulate North Wales Fire and Rescue Service Welsh Learner 2011 winners, Richie Westwood and Emma O’Hare.

Note for Editors

For further information regarding this press release please contact the Corporate Communications Team, on 01745 535 285.

For immediate release – 7th June, 2012

Fire and Rescue Service rewards its 2012 Welsh Learner of the Year

North Wales Fire and Rescue Service named staff member Sarah Roberts as their Welsh Learner of the Year during a presentation ceremony on the Eisteddfod yr Urdd maes at Glynllifon this week.

Sarah, who heads up North Wales Fire and Rescue Service's Information & Communications Technology team, won the 'Welsh Learner of the Year' award after being nominated by her peers.

Sarah has been living in Wales since she was three years old, but only started learning Welsh about eight years ago. Using North Wales Fire and Rescue Service's Welsh language oral CD learning programme for staff, Sarah passed the Level 1 and 2 tests and moved on to successfully complete her Level 3 and 4 courses and oral exams.

Sarah, who lives with her husband Wyn in Tal-y-Bont in the Conwy Valley, said: "I have heard the Welsh language spoken by others most of my life because both my mother and my husband are Welsh speakers. My father's first language is English and although he tried to learn the language when he moved to Wales from Yorkshire, English was always spoken at home. I was involved with the Urdd when I was in junior school in Conwy, but I didn't study Welsh in secondary school because it would have meant dropping a science subject. I wanted to be an engineer and join the Royal Navy. We didn't have computers and smartphones in school in those days!"

"When I was working for North Wales Police, I realised that I too wanted to be able to communicate with people in Welsh. I was inspired to learn the language and after joining North Wales Fire and Rescue Service six years ago I continued with my learning, using CDs and classes to reach Level 4."

Sarah feels that having heard the Welsh language spoken around her it has helped with pronunciation issues but she hopes to continue improving her language skills: "I've had to put a lot of time into practicing and revising but I know that exposure to the Welsh language has helped me with my learning."

"I'm always trying to learn more from my Welsh speaking colleagues and practice with them at every opportunity. I had picked up a few odd words over the years but I now have the confidence to string a few sentences together. I chat and send basic emails in Welsh to colleagues in the Fire & Rescue Service as well as people working for other organisations."

"My mother developed Alzheimer's when she was in her late 50s. Being able to speak Welsh with her makes it easier to communicate because it is her first language. It's also a novelty to be able to speak Welsh with other members of the family, although I sometimes get the dialects mixed up because the Welsh side of my family are from Ynys Môn and my husband's family are from Gwynedd!"

Dawn Docx, Deputy Chief Fire Officer presented Sarah with her award. She said: "We live in a bilingual community and as a Service we believe that it is extremely important to be able to recognise the importance of our Welsh culture and heritage and that as many of our staff as possible can converse with residents in their chosen language.

"We have established a group of Welsh Language Champions within the Service to help our staff learn Welsh and to provide additional mentoring and support at our locations across North Wales and Sarah benefitted from this initiative.

"We thoroughly agreed with the nominator of this award that Sarah showed real commitment and determination to learning the language – hopefully it will encourage others to do the same and use their Welsh language skills in the workplace. Many congratulations and well done to her."

Note for Editors

For further information regarding this press release please contact Rhian Williams on 01745 535287.

Appendix 4 – Fortnightly advice for Welsh Language Champions

AT SYLW: HYRWYDDWYR YR IAITH GYMRAEG / FAO: WELSH LANGUAGE CHAMPIONS

Annwyl bawb

Mae'r daflen waith yma yn canolbwyntio ar gael y dysgwyr i ddweud stori drwy edrych ar y lluniau ar y daflen. Mae'n ffordd o'u hannog i chwilota am y gair cywir o blith eu geirfa. Mae hefyd tasg gyfieithu ar y daflen sydd yn sôn am fynd ar wyliau.

Gobeithio y bydd yn ddefnyddiol i chi. Fel arfer, mae copi o'r daflen waith wedi cael ei llwytho ar y fewnrwyd (Eraill/Yr Iaith Gymraeg/Hyrwyddwyr yr Iaith Gymraeg/Cyngor pob pythefnos). Mae'r rhain hefyd ar gael i ddysgwyr ar y fewnrwyd dan Eraill/Yr Iaith Gymraeg /Gwybodaeth i Ddysgwyr.

Cofiwch anfon eich adroddiadau misol ataf. Y mae hefyd groeso i chwi gysylltu â mi i drafod unrhyw beth ym maes y Gymraeg ar 01745 535284 neu nici.sion@gwastan-gogcymru.org.uk.

Dear all

This week's work sheet concentrates on storytelling by looking on the images on the sheet. This is a great way for learners to search their vocabulary for the right word. There is also a translation task that talks about going on holiday on the worksheet

I hope you'll find this useful. As usual all these ideas have been uploaded onto the intranet (Other/The Welsh Language/Welsh Language Champions). They are also accessible to learners on the intranet under Other/The Welsh Language/The Welsh Language/Information for learners.

Keep sending me your monthly return forms. Should you need any advice regarding the Welsh language, please get in touch on 01745 535 284 or nici.sion@nwales-fireservice.org.uk

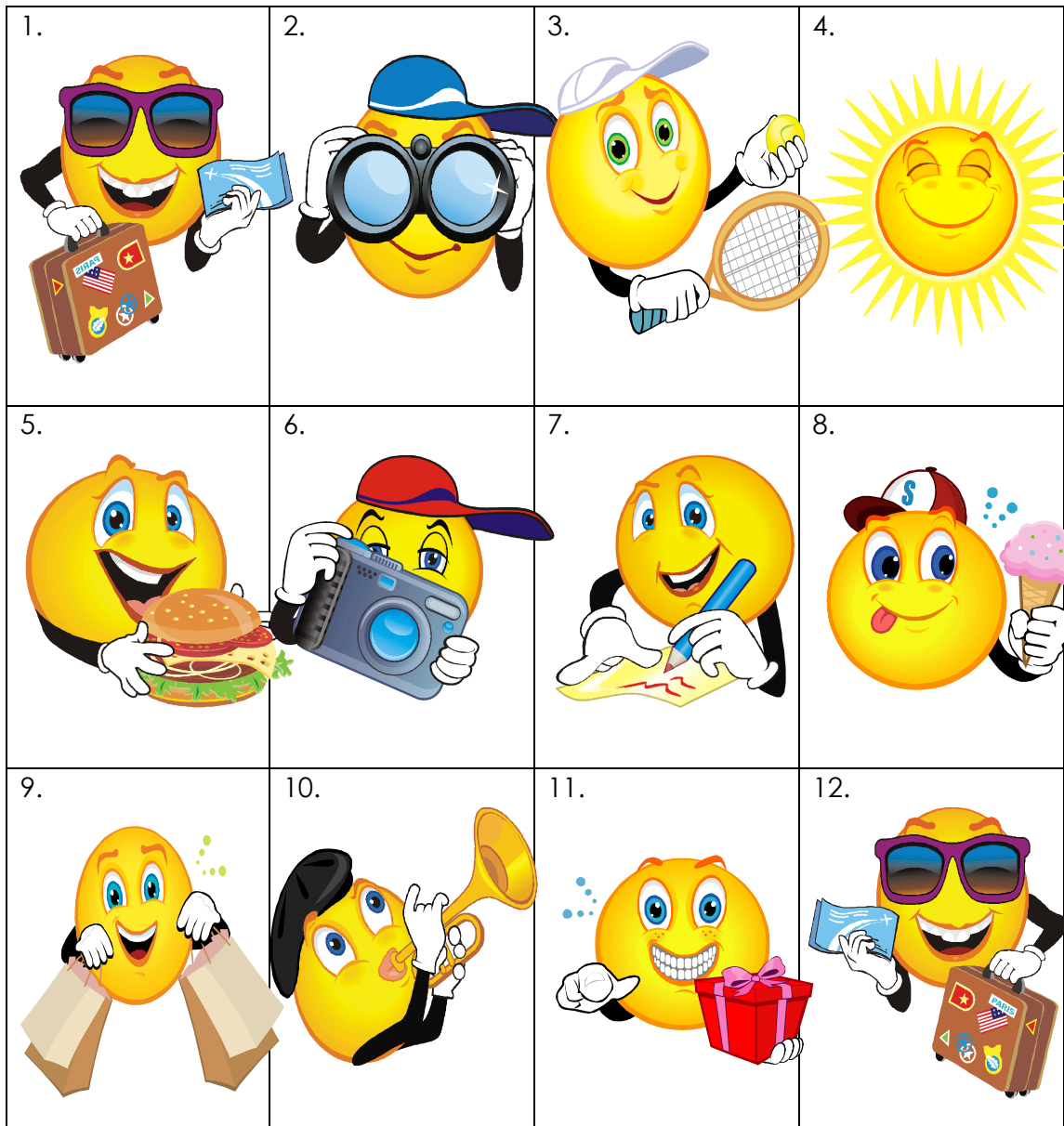
*Hwyl i chi am y tro!
Nici*

Nici Siôn
Cyfieithydd a Swyddog Cyswllt Iaith Gymraeg /
Translator and Welsh Language Liaison Officer

Pencadlys Gwasanaeth Tân ac Achub Gogledd Cymru/North Wales
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DWEUD STORI
TELLING A STORY

Edrychwch ar y lluniau a dudwch y stori.
Look at the pictures and tell the story.



1. Mi aeth Moi ar wyliau i
2. Mi aeth o i weld y mynyddoedd a'r
3. Mi chwaraeodd o dennis ar y traeth a
4. Mi nofiodd o yn y môr ac mi orweddodd o yn yr haul.
5. Mi fwytodd o lawer o
6. Mi dynnodd o luniau o
7. Mi anfonodd o gerdyn post adre i'r teulu.
8. Mi fwytodd o hufen-iâ bob dydd.
9. Mi siopodd o ac mi brynodd o
10. Mi aeth o i barti neu ddisgo bob nos.
11. Mi brynodd o anrheg i'r teulu.
12. Mi aeth o adre ar ôl cael gwyliau bendigedig.

Cyfieithwch:

Translate:

1. *Moi went on holiday to*
2. *He went to see the mountains and*
3. *He played tennis on the beach and*
4. *He swam in the sea and he lay in the sun.*
5. *He ate a lot of*
6. *He took pictures of*
7. *He sent a postcard home to the family.*



8. He ate ice-cream every day.

9. He shopped and bought

10. He went to a party or disco every night.

11. He bought a present for the family.

12. He went home after having a fantastic holiday.

Rwan, dudwch stori am chwaer Moi.

Now, tell a story about Moi's sister.

Appendix 5 – Examples of the ‘Welsh Wednesday’ work

Mercher ‘Marfer eto yfory – ymgyrch i godi proffil gallu defnyddio'r Gymraeg yn y gweithle.

Mae'n ddydd Mercher cyntaf mis Ionawr ac unwaith eto dyma ychydig o syniadau i'ch helpu i wneud ymdrech i ddefnyddio mwy o Gymraeg yn y gweithle – yn ogystal ag adre'.

Blwyddyn Newydd Dda i chi 'gyd. A hithau'n flwyddyn newydd beth am wneud adduned i ddysgu neu ddefnyddio eich Cymraeg? Mae Adran Cymraeg i Oedolion Prifysgol Bangor yn cynnig nifer o gyrsiau yn eu [Hysgol Galan](#). Waeth beth yw eich lefel, mae cwrs ar gael i chi.

Cofiwch y bydd rhifyn Ionawr Y Fflam ar y fewnwyd fory felly beth am ddarllen y fersiwn Gymraeg yn ogystal â'r Saesneg?

Fel arfer, mae yna syniadau ychwanegol i chi ymarfer eich Cymraeg wrth weithio ar y fewnwyd [Ideas for learners / Syniadau i ddysgwyr](#)

A pheidiwch anghofio gofyn am help gan un o'n hyrwyddwyr iaith os angen – mae yna restr ohonynt ar y fewnwyd [Pwy yw eich Hyrwyddwyr Gymraeg?](#)

Ac yn olaf **Ymadrodd y Mis**. Beth am 'Marfer y frawddeg hon i ddathlu diwrnod nawddsant cariadon Cymru ar y 25ain o Ionawr : Diwrnod Santes Dwynwen Hapus!

It's Welsh Wednesday again tomorrow – a campaign to raise the profile of being able to use Welsh in the workplace.

It's the first Wednesday of January and here's a little encouragement again for you to make an extra effort to use more Welsh at work – as well as at home.

Blwyddyn Newydd Dda! / Happy New Year!. At the start of a new year why not make it your New Year's Resolution to learn or make use of your Welsh. The Welsh For Adults Centre at Bangor University has a wide range of courses to suit all levels at their [New Year School](#).

The latest edition of the Fflam will be published on our intranet site tomorrow. Why not take time to read the Welsh version as well as the English?

There are additional ideas for you to practice your Welsh at work available on the intranet [Ideas for learners / Syniadau i ddysgwyr](#)

And don't forget - ask a Welsh language champion if you need help – there's list of them on the intranet [Who are your Welsh Language Champions?](#)

And lastly **Ymadrodd y Mis** (Phrase of the Month). Why not practice this sentence over the next few weeks in time to celebrate St Dwynwen's Day (the patron saint of Welsh lovers) on the 25th of January: Diwrnod Santes Dwynwen Hapus (Happy St Dwynwen's Day).

Nici Siôn

Cyfieithydd a Swyddog Cyswllt Iaith Gymraeg /
Translator and Welsh Language Liaison Officer

Mercher ‘Marfer eto yfory – ymgyrch i godi proffil gallu defnyddio'r Gymraeg yn y gweithle.

Mae'n ddydd Mercher cyntaf mis Chwefror ac unwaith eto dyma ychydig o syniadau i'ch helpu i wneud ymdrech i ddefnyddio mwy o Gymraeg yn y gweithle – yn ogystal ag adre'.

Digwyddiadau

Dathlu fu'n hanes ni ddydd Gwener diwethaf gyda'r Urdd yn dathlu ei phen-blwydd yn 90.

Er ein bod yn cysylltu'r Urdd â'r eisteddfod, mae nifer o weithgareddau yn mynd ymlaen drwy gydol y flwyddyn ym mhob cwr o Gymru megis aelwydydd wythnosol, cystadlaethau, chwaraeon, teithiau tramor, cyfleoedd i wirfoddoli dramor, teithiau i wersylloedd yr Urdd yng Nglan Llyn, Caerdydd, Pentre Ifan a Llangrannog a llawr mwy!

Mae dysgu iaith newydd yn ymwneud â llawer mwy nag ailadrodd geiriau, mae gofyn i chi gael blas ar hanes, diwylliant a threftadaeth y wlad. Os oes gennych blant dan 18 oed pam na wnewch chi eu hannog i ymaelodi â'r Urdd. Cewch gyfle i sgwrio yn Gymraeg gyda'r gwirfoddolwyr yn yr aelwydydd a chyfle i weld y Gymraeg yn cael ei defnyddio mewn awyrgylch naturiol. Cewch ragor o fanylion am yr Urdd drwy holi yn yr ysgol neu ewch i'w [gwefan](#).

- Mae Penwythnos Cymraeg i'r Teulu wedi ei threfnu yng Ngwersyll yr Urdd Llangrannog 17-17 Chwefror, am ragor o wybodaeth galwch 01443 483 600.
- Bydd rhagor o ddathliadau yn Ninbych ddydd Sadwrn nesaf (11/2/12). Mae Canolfan Iaith Clwyd (pencadlys Popeth yn Gymraeg) yn 20 oed. Bydd bore o weithgareddau i ddysgwyr a siaradwyr Cymraeg yn y Ganolfan. Am fwy o wybodaeth anfonwch e-bost at ioan@popethcymraeg.com neu ffoniwch 01745 812287.
- Yr wythnos diwethaf fe agorwyd canolfan Gymraeg yn Wrecsam, Canolfan Saith Seren. Nod y Ganolfan yw hyrwyddo iaith a diwylliant a normaleiddio'r Gymraeg fel iaith Gymunedol. www.saithseren.com

Yn y gweithle

Mae'r Adran TGCh bellach wedi lawr lwytho meddalwedd 'to bach' ar bob cyfrifiadur. Dyma feddalwedd sy'n ei gwneud hi'n haws i ychwanegu acenion Cymraeg ar lythrennau, megis â ê î ô û w ŷ ac ati. Mae'r feddalwedd yn ddigon hawdd i'w defnyddio ond ceir cyfarwyddiadau defnyddiol [yma](#).

Ac yn olaf **Ymadrodd y Mis**. Beth am ymarfer y frawddeg yma i'w defnyddio yn y swyddfa ar Fawrth 1af: Dydd Gŵyl Dewi hapus!

It's Welsh Wednesday again tomorrow – a campaign to raise the profile of being able to use Welsh in the workplace.

It's the first Wednesday of February and here's a little encouragement again for you to make an extra effort to use more Welsh at work – as well as at home.

Events

Last week the people of Wales celebrated the 90th birthday of the Urdd.

Although we usually associate the Urdd with the annual eisteddfod, the Urdd organises hundreds of events across Wales all year round such as weekly clubs, sports, competitions, trips abroad, volunteering opportunities, camping trips to the Urdd centres in Glan Llyn, Pentre Ifan, Cardiff and Llangrannog and much more.

Learning a language involves more than merely repeating words, it involves immersing yourself in that country's history, culture and heritage. If you have children who are under 18, why not encourage them to join the Urdd. You'll get the opportunity to speak Welsh with volunteers at the 'aelwydydd' (weekly clubs) and you will be able to listen to the language being spoken in a natural environment. For further information about the Urdd visit the [website](#) or ask at your child's school.

- A Welsh Weekend for the Family will be held at the Urdd Centre in Llangrannog between 17-19 February. For further information call 01443 483 600.
- Next weekend (11.2.12) Canolfan Iaith Clwyd (Clwyd Language Centre) in Denbigh will be celebrating the centre's 20th anniversary. On Saturday morning there will be activities for Welsh learners at the Centre. For further information contact ioan@popethcymraeg.com or phone 01745 812287
- Last week, a new language centre was opened in Wrexham, Canolfan Saith Seren (Seven Stars Centre). The Centre aims to promote language and culture as well as normalising the Welsh language as an integral part of the community. www.saithseren.com

Welsh at Work

The ICT department has installed new Welsh language software on all servers. This software allows the user to input Welsh language accents onto letter such as â ê î ô û wŷ. The software is straightforward to use but a user's guide is available by clicking [here](#).

And lastly **Ymadrodd y Mis** (Phrase of the Month). Why not practice this sentence over the next few weeks in time to celebrate St David's Day on 1st March: Dydd Gŵyl Dewi hapus! (Happy St David's Day!)

Nici Siôn

[Cyfieithydd a Swyddog Cyswllt Iaith Gymraeg /](#)
Translator and Welsh Language Liaison Officer

Mercher 'Marfer eto yfory – ymgyrch i godi proffil gallu defnyddio'r Gymraeg yn y gweithle.

Mae'n ddydd Mercher cyntaf mis Mawrth ac unwaith eto dyma ychydig o syniadau i'ch helpu i wneud ymdrech i ddefnyddio mwy o Gymraeg yn y gweithle – yn ogystal ag adre'.

Dathlu Dydd Gŵyl Dewi

Diolch yn fawr i bawb a gymrodd ran yn ein cwis Dydd Gŵyl Dewi. Un o ddywediadau enwocaf Dewi oedd 'Gwnewch y pethau bychan' a dyma yr ydym yn ofyn i bawb ei wneud yn y Gwasanaeth. Drwy gymryd rhan yn ein cwis, gwisgo bathodyn, dweud bore da ac yn y blaen, rydych yn tynnu sylw'r gweithlu at y Gymraeg a'n diwylliant ni fel Cymru. Er mai pethau bach ydynt, maent yn bwysig dros ben.

Cafodd pob un wan jac ohonoch yr atebion yn gywir, ond i'r rhai ohonoch na gymrodd ran dyma'r atebion cywir:

Non oedd enw mam Dewi Sant a **Peulin Sant** oedd athro Dewi. Ond dyweder hefyd fod Dewi ymhlith un o ddisgybl Illtyd Sant, felly byddwn wedi derbyn yr ateb hwn hefyd. Yn ôl yr hanes roedd Peulin yn ddall a bu i Dewi ei iachau drwy roi ei ddwylo ar lygaid ei athro. Mae'r lliwiau **Melyn a Du** yn ymddangos ar faner Dewi Sant ac y mae **colomen wen** yn ymddangos ar ei ysgwydd mewn darluniau ac ar gerfluniau. Ei wyrth enwocaf yw **codi'r tir o dan ei draed** er mwyn i'r dorf yr oedd yn ei hannerch gael ei weld.

Dewiswyd yr enillydd ar hap y prynhawn 'ma.
Llongyfarchiadau mawr i **Adrian Angel**, Gweithiwr Cefnogi Diogelwch yn y Cartref, Swyddfa Ardal Gogledd Gwynedd mae'r hamper ar ei ffordd i chi.

Cyrsiau

Efallai bod eich cariad tuag at yr iaith wedi tyfu ers i Gymru ennill y gwpan driphlyg neu ers dathliadau Dydd Gŵyl Dewi. Os felly, tarwch tra bo'r haearn yn boeth drwy sefyll ein profion lefel 1 a 2 neu drwy glicio [yma](#) am gyrsiau Cymraeg sydd yn lleol i chi.

Mae cwrs arbennig i ddysgwyr neu siaradwyr Cymraeg ail iaith ar fin cael ei gynnal ym Mangor yn fuan iawn. Bwriad y cwrs yw meithrin hyder yn yr iaith drwy gyfrwng drama a chân. Bydd y gwersi hyn yn cael eu dysgu drwy gyfrwng y Saesneg gyda'r nod o drosglwyddo'r iaith wrth ddysgu caneuon a chymryd rhan mewn gweithdai drama. Os oes gennych diddordeb yn y cwrs cysylltwch â cefin.roberts@me.com neu ffoniwch Rhian ar 07879472776

Geiriadur newydd

I'r rhai ohonoch sydd yn defnyddio'r Gymraeg yn selog yn y gweithle efallai y byddwch yn falch o glywed bod Geiriadur Yr Academi Gymraeg (neu Geiriadur Bruce) bellach ar gael ar lein. Mae'r adnodd anhepgor hwn ar gael ar glicied botwm ac yn llawer haws na thyrchu mewn cyfrol drwchus. Dilynwch y ddolen [yma](#) i ddechrau pori.

Ymadrodd y Mis

Ac yn olaf, rhowch gynnig ar y linell yma dros yr wythnosau nesaf – 'Cofiwch droi'r cloc yn ei flaen!'

[It's Welsh Wednesday again tomorrow – a campaign to raise the profile of being able to use Welsh in the workplace.](#)

[It's the first Wednesday of March and here's a little encouragement again for you to make an extra effort to use more Welsh at work – as well as at home.](#)

St David's Day Celebrations

Thank you to all of you who took part in our St David's Day quiz. St David asked us to 'Do the little things' / 'Gwnewch y pethau bychan' and this is what we were asking

all of you in the Service to do. By taking part in our quiz, wearing a Welsh badge, saying 'bore da' etc, you are helping to promote the Welsh language amongst your colleagues. These may be 'little things', but they are extremely important.

All of you who took part answered the questions correctly, but for those of you who did not take part here are the correct answers:

St David's mother was called **Non** and **St Paulinus** was David's teacher. However David is said to have been among one of St Illtud's many pupils, so I would have also accepted this as the answer. According to the story St Paulinus was a blind monk whom David healed by placing his hands on his teacher's eyes. The colours **yellow and black** appear on the flag of St David and in many paintings and sculptures he is depicted as having a **dove** perched on his shoulder. His most famous miracle is **making the ground beneath him rise** into a small hill so that the crowd he was preaching to could hear and see him.

This afternoon the winner was chosen at random.

Many congratulations to **Adrian Angel**, HSSW, North Gwynedd Area Office - the hamper is on its way to you.

Courses

You may be feeling patriotic or your love for the Welsh language may have blossomed since Wales won the Triple Crown or since the St David's Day celebrations. If so strike whilst the iron is hot and sit your level 1 and 2 tests right away or click [here](#) for a list of courses in your local area.

A new course for Welsh learners and second language Welsh speakers will be held in Bangor soon. The course is aimed at increasing confidence when speaking Welsh and improving Welsh language skills through the medium of song and drama. The course will be taught through the medium of English with the hope of improving your Welsh whilst learning songs and taking part in workshops. If you are interested in taking part please get in touch with cefin.robertrs@me.com or phone Rhian on 07879472776

New dictionary

For those of you who use Welsh in the workplace on a daily basis you may be pleased to hear that the Welsh Academy English-Welsh Dictionary is now available on line. This essential resource can be accessed anywhere by the click of a button and is much more convenient than searching through a dusty volume in pursuit of the right word. Click [here](#) to begin searching.

Phrase of the Month

And lastly, why not practise the following phrase over the next few weeks: 'Cofiwch droi'r Cloc yn ei flaen!' (remember to put the clock forwards)

Hwyl fawr

Níicí

Níicí Siôn

Cyfieithydd a Swyddog Cyswllt Iaith Gymraeg / Translator and Welsh Language Liaison Officer

Appendix 6 – Terms of Reference of the Strategic Welsh Language Group

The Welsh Language Forum / Fforwm Iaith Gymraeg will meet on a quarterly basis and is responsible for ensuring that North Wales Fire and Rescue Service continues to develop and monitor its Welsh Language Scheme (or replacement 'standards' introduced by the Welsh Government)

This includes responsibility for Welsh language skills development within the Service.

The Forum will help to raise the status of the Welsh language within North Wales Fire and Rescue Service and will;

- be strategic in nature as well as practical
- be responsible for ensuring that policy and targets are both set and delivered
- ensure that policy and targets are mainstreamed within the Service
- ensure that key messages are cascaded down to staff within individual departments.

The Forum will link into the quarterly meetings of the CFOA 'Grŵp Iaith' which comprises representatives from all three Fire and Rescue Services.