Foreword

It is a pleasure to be presenting the Iaith Pawb and Welsh Language Scheme Annual Report for the first time. This report provides an overview of the Welsh Assembly Government’s performance against the commitments in Iaith Pawb and our Welsh Language Scheme during 2006-07.

This is the fourth Annual Report in total since Iaith Pawb was published in 2003. Iaith Pawb was, of course, the first ever national policy for promoting and supporting the Welsh language, with the aim of creating a bilingual Wales. This is something I am fully committed to achieving.

We set ourselves some challenging targets in 2003, including to increase the percentage of people that can speak Welsh by 2011. Four years on, it is now an opportune time to reflect on the progress made to date, evaluate the priority areas in terms of language promotion and set ourselves some new challenges. I will therefore await with interest the outcome of the full review of Iaith Pawb taking place in 2007-08.

I am sure that I am not pre-empting the outcome of the review by stating the importance of education to the future of the Welsh language. This report once again demonstrates the progress made from early years provision to lifelong learning in increasing opportunities for the acquisition of the language. But education initiatives alone will not secure the future of the language. It is important that there are opportunities for Welsh to be used outside the classroom. Everyday activities taken for granted in English, like text messaging and pop music, are now becoming increasingly the norm in Welsh thanks to the efforts of the Welsh Language Board and its partners.

The review of Iaith Pawb will be the second major review of our language policy in two years. The Assembly Government’s revised Welsh Language Scheme, published in 2006-07, has raised the bar in terms of our commitment to provide quality bilingual services to our customers and to mainstream the Welsh language in all that we do. The expectations on us are high, and rightly so. But I am confident that we are making continued progress towards meeting those expectations, and that the revised Scheme, like its predecessor, will set the standard for other bodies implementing Welsh language schemes.

I am proud of the achievements highlighted in this report, and look forward to continued cooperation with all who are committed to achieving a bilingual Wales.

Carwyn Jones AM
Minister for Education, Culture and Welsh Language
Executive Summary

Introduction

This is the fourth annual report on the Welsh Assembly Government’s performance against the commitments contained in Iaith Pawb, the National Action Plan for a Bilingual Wales, and the Welsh Language Scheme for the Welsh Assembly Government.

Iaith Pawb sets out how we will achieve our vision of a truly bilingual Wales. It includes over 60 specific actions across a number of policy areas, and a commitment for the Welsh language to be an integral component of all Assembly Government activities. The first phase of a full evaluation of Iaith Pawb commenced in May 2007.

The Welsh Language Scheme is a statutory document prepared under the Welsh Language Act 1993, which explains how we will treat the English and Welsh languages equally through our policies and the services we deliver. The Scheme was reviewed during 2006, and the revised Scheme was approved by the Welsh Language Board in December 2006. Given that this was towards the end of the year, this report focuses on compliance with the commitments made in the previous Scheme which was operational until December 2006.

This report is based upon on evidence collected during 2006-07, including evidence from a snapshot survey commissioned by the Welsh Language Board into the Assembly Government’s bilingual services.

This Executive Summary provides a synopsis of key findings and further work and should be read in conjunction with the main report.

Main findings

Iaith Pawb

Highlights included:

- “Mae gen ti ddewis...” the Welsh Language Board’s campaign to encourage use of Welsh language services launched, with 50% increase in calls recorded by Dŵr Cymru;
- 59 bodies consulted with a view to bringing them within the scope of the Welsh Language Act 1993;
- Two meetings of the Fforwm Iaith held, discussing the benefits of bilingual education and the Welsh language in healthcare;
- An extensive survey of Welsh language use showed that 62% of Welsh
speakers, and 88% of those that considered themselves fluent, use Welsh every day;

- Welsh language pre-start business support mainstreamed into Assembly Government's General Support for Business, building upon the success of Potentia (a programme which encouraged entrepreneurship in under-represented groups);

- Potentia helped Welsh speakers start 40 businesses creating 100 jobs in 2006-07, taking the total for the life of the project to 430 businesses and 492 jobs;

- 51% of Ffatri Fenter backed test trade businesses set up by Welsh speakers;

- A package of measures to assist the development of affordable housing was launched;

- Further increases in take up of Welsh medium education:
  - primary school pupils taught in classes where Welsh is main medium of teaching up from 19.6% in 2005 to 20.1% in 2006
  - secondary school pupils taught Welsh as a first language up from 14.8% in 2005 to 15.2% in 2006;

- Over 10,000 one-to-one sessions with parents held as part of Twf project to encourage transfer of Welsh in families;

- 450 Welsh medium early years practitioners have completed training and an additional 450 were at various stages of training during 2006-07;

- The number of Cylchoedd Meithrin (nursery groups) increased by 5 (net), and the number of Cylchoedd Ti a Fi (mother and toddler groups) increased by 48 (net);

- Additional funding of £120,000 provided to the Welsh Language Board to address the drift from Welsh first language and (predominantly) Welsh-medium study to Welsh second language and English-medium study;

- Welsh medium incentive supplement scheme for initial teacher training students enhanced;

- Over 50 education practitioners have benefitted from the sabbatical scheme aimed at increasing the pool able to teach, lecture or train through the medium of Welsh or bilingually;

- £300,000 allocated to develop regional provision for Welsh medium additional needs education;

- The 6 new Welsh for Adults centres formally launched;
• Research centre on bilingualism established in the University of Wales, Bangor

• Online medical dictionary being translated;

• Welsh language predictive text-messaging software launched;

• Over 11,000 enquiries received by the Welsh Language Board’s Linkline to Welsh, 41% from the private sector; and

• 17.6% increase in sales of Welsh language books for adults, and a 6.7% increase in overall sales.

**Welsh Language Scheme**

Highlights included:

• Revised Scheme approved by the Welsh Language Board following extensive review and consultation;

• Scheme described by the Welsh Language Board as “far-reaching with the potential to make a difference”;

• Detailed Welsh language action plans produced by departments;

• Welsh Language Scheme requirements incorporated into Assembly Government’s draft revised core terms and conditions for grant funding;

• Extensive bilingual skills surveys and analyses conducted across Assembly Government Departments for the first time and bilingual skills strategies produced;

• Skills surveys have shown that 18% of staff can speak Welsh in most or all work situations;

• Details on Welsh language skills incorporated into the new Online Recruitment Management System and HR Information System;

• Bilingual user’s experience of the Assembly Government’s website significantly improved and described in an independent report as “an example of good practice for bodies which are implementing Welsh language schemes”

• Near 100% of press notices published bilingually on the internet;

• All 27 new brands developed in 2006-07 were bilingual;

• 90% of invitations and advertisements for conferences were bilingual;
• 43% of division undertook tasks in Welsh at least "sometimes" without reliance from the Translation Service; and

• New Welsh language training contract awarded for provision across Wales.

There are also areas that require further work. We need to:

• improve our press notice service to media clients;

• establish robust systems to manage the quality of text drafted in Welsh by staff;

• raise awareness of the new commitments made in the revised Scheme and of the new guidance produced in support;

• increase the capacity of departments to be able to provide a first point of contact for staff on Welsh language issues;

• maintain the good progress made with bilingual skills strategies, ensuring that data is kept up-to-date and strategies reviewed regularly;

• ensure that all departments produce, implement and monitor Welsh language action plans to deadlines;

• improve our front-line bilingual services in reception areas and switchboard, in particular to ensure a continuity of bilingual service when transferring customers to staff within departments;

• ensure that a higher proportion of our helplines offer an automated language choice; and

• further improve our performance with regard to bilingual out-of-office messages to meet the stronger commitment made in the revised Scheme.
Introduction

The Welsh Assembly Government is committed to supporting and promoting the Welsh language. Our vision of a truly bilingual Wales is a bold one. A truly bilingual Wales means a country where people can choose to live their lives through the medium of either or both Welsh and English and where the presence of both languages is the source of pride and strength to us all (Iaith Pawb, 2003).

Background to Iaith Pawb

Iaith Pawb (2003)¹ is the national action plan for a bilingual Wales. Structured in 3 parts, Iaith Pawb contains over 60 action points. All Welsh Ministers and their officials share responsibility for these actions and for identifying and addressing Welsh language issues in their policy areas.

A full evaluation of Iaith Pawb is being conducted in 2007, the findings of which are expected to be available in 2008. The first stage of the evaluation will provide recommendations on the shape of the second, and full, stage of the evaluation.

Background to the Welsh Language Scheme

The revised Welsh Language Scheme² was prepared in accordance with Section 21 of the Welsh Language Act 1993, and received the approval of the Welsh Language Board (WLB) on 22 December 2006.

The Scheme explains how the Welsh Assembly Government will give effect to the principle established by the Welsh Language Act 1993 that, in the conduct of public business and the administration of justice in Wales, the English and Welsh languages should be treated on a basis of equality.

Given that the new Welsh Language Scheme was approved towards the end of the year, this report focuses on compliance with the commitments made in the previous Scheme which was operational until December 2006. Future monitoring reports will focus on compliance with the revised Scheme.

Monitoring in 2006-07

In 2006-07 the Welsh Language Unit (WLU) monitored progress and performance against the action points in Iaith Pawb and the commitments in the Welsh Language Scheme. The key monitoring methods used were:

- Annual Compliance Report and Statement (see Evidence 1) sent to each Division. 100 Divisions, for which the exercise was applicable, returned their report for inclusion (see Evidence 2);
- Divisions and bodies with lead responsibility for Iaith Pawb action points provided information on activities conducted during 2006-07;

¹ http://new.wales.gov.uk/topics/welsh_language/iaith_pawb/?lang=en
² http://new.wales.gov.uk/topics/welsh_language/WLS-CIG/?lang=en
Annual Returns were provided by Divisions responsible for specific actions and functions e.g. recruitment, training, print unit, publicity;
Analysis of existing data - press releases, correspondence, emails, internet sites, complaints, publications, translation prioritisation system, training statistics, AutoSignatures, and out of office replies; and
Documentary analysis - Departmental Plans and promotion materials.

Evidence is also included in Part 2 of the Annual Report from a snapshot survey commissioned by the Welsh Language Board into the Assembly Government’s bilingual services.

Evidence 3 maps the monitoring methods for assessing each Scheme commitment.

The Structure of the Annual Report

Part 1 of the Annual Report outlines the progress made with the action points/projects in Iaith Pawb and other projects developed since the publication of Iaith Pawb in 2003 which contribute to the overall agenda of creating a bilingual Wales.

Part 2 of the report outlines performance and progress with Welsh Language Scheme commitments.

Both Iaith Pawb and the Welsh Language Scheme require the mainstreaming of linguistic issues in policies and initiatives. This responsibility rests with everyone, including Ministers, officials and AGSBs. Part 1 of this Report deals in brief with the specific action points on mainstreaming in Iaith Pawb whereas Part 2 addresses mainstreaming in more depth, discussing its application across policy areas and in policy making more generally.

The Report, which has been produced by the Assembly Government WLU, is evidence based and reports at both Departmental and Divisional level, when appropriate. It will result in an Action Plan outlining specific actions for improvement during 2007-08 and beyond.

In order to reduce the length of the Report widespread use is made of abbreviations. A glossary of these abbreviations is included at Annex 1. Similarly, there are references to further evidence. These are not appended to the Report, but are available on request. Any uses of "we", "us" and "our" refer to the Welsh Assembly Government. When referring to activities conducted by Assembly Government Departments in 2006-7, the titles of the Departments as they were at that time are used, rather than new Departmental titles that have been created since April.
PART 1: Iaith Pawb Annual Report

1.1 Introduction

Part 1 of the Annual Report outlines the progress made in 2006-07 with the action points/projects listed in Iaith Pawb as well as other projects developed since the publication of Iaith Pawb which contribute to the overall agenda of creating a bilingual Wales.

A full evaluation of Iaith Pawb is being conducted in 2007 which will look in more detail at the overall progress across policy portfolios since the publication of Iaith Pawb in 2003, and of the impact of those projects on the following Iaith Pawb targets:

<table>
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<th>By 2011:</th>
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<tr>
<td>• the percentage of people in Wales able to speak Welsh has increased</td>
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<td>by 5 percentage points from the figure which emerges from the</td>
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<td>census of 2001 (21% to 26%);</td>
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<td>• the decline in the number of communities where Welsh is spoken by</td>
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<td>over 70% of the population is arrested;</td>
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<td>• the percentage of children receiving Welsh medium pre-school</td>
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<td>education has increased;</td>
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<tr>
<td>• the percentage of families where Welsh is the principal language of</td>
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<td>conversation/communication between adults and children at home</td>
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<td>has increased;</td>
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<td>• more services, by public, private and voluntary organisations are</td>
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<td>able to be delivered through the medium of Welsh (increasing usage</td>
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<td>and visibility).</td>
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The findings of the evaluation are expected in early 2008. Rather than pre-empt the findings of the evaluation, this report provides a flavour of recent developments under the Iaith Pawb agenda. Projects that have been completed in previous years are not covered in this report, but are covered in previous Annual Reports which are available on the Assembly Government’s website³.

The main highlights from 2006-07 are listed in the Executive Summary (pages 4-7)

³ http://new.wales.gov.uk/topics/welsh_language/WLpublications/?lang=cy
1.2 Political and Strategic Leadership

This section of the report outlines the work undertaken in mainstreaming, the Assembly Government’s WLU, legislative framework, the Welsh Language Board (WLB), Fforwm Iaith, and developing research capacity.

Mainstreaming

One of the main commitments made in Iaith Pawb is that the Welsh language is the responsibility of all Ministerial policy portfolios, and that consideration of the Welsh language and the needs of Welsh speakers and Welsh language communities is mainstreamed within all of the Assembly Government’s functions. This commitment is also made in the Welsh Assembly Government’s Welsh Language Scheme. Part 2 of this report highlights examples of mainstreaming across portfolio areas.

The Assembly Government expects organisations that it funds to follow its lead and ensure that the Welsh language is mainstreamed within their activities. To this end, and as is noted in Iaith Pawb, the remit letters of Assembly Government Sponsored Bodies (AGSB) in 2006-07, as in previous years, included a requirement to mainstream the language.

Welsh Language Unit

The WLU, which was set up in 2003, continued with its work in 2006-07 with the equivalent of 7 staff working on Welsh language matters, an increase of 1 post since 2005-06. Of these, 3 worked exclusively on issues relating to implementing and monitoring Iaith Pawb and the Welsh Language Scheme, and mainstreaming the language. Work undertaken by the Iaith Pawb and Welsh Language Scheme team in 2006-07 included:

• reviewing the Assembly Government’s Welsh Language Scheme; the revised Scheme being approved by the WLB in December 2006;
• commissioning the first phase of the full evaluation of Iaith Pawb;
• participating in various project working groups such as the Assembly Government’s new Online Recruitment Management System, the Welsh Language-Economy Discussion Group;
• launching a policy statement on the internal use of the Welsh language within the Welsh Assembly Government;
• delivering Welsh language awareness training at induction sessions for new staff and tailored sessions in a number of Divisions (see 2.7.3 for further details);
• arranging and conducting a programme of work for the bi-monthly meetings of Departmental Bilingual Service Co-ordinators (see 2.7.1 for further details);
• providing advice and guidance to colleagues across the Assembly Government on a daily basis; and
• monitoring Iaith Pawb projects and Welsh Language Scheme compliance.
Welsh Language Board

The main function of the WLB \(^4\) is to promote and facilitate the use of the Welsh language. The Board’s work includes offering advice and information, ensuring that public bodies provide services in Welsh and English, maintaining an overview of all aspects of Welsh language education and training, and encouraging and assisting private companies and voluntary organisations to use more Welsh. The Board is funded by grant in aid from the Welsh Assembly Government and in 2006-07 it received £13.4m.

During the year the WLB took forward a wide range of activities, many of which are referred to in the body of this Report.

Fforwm Iaith

The second and third meetings of the Assembly Government’s \textbf{Fforwm Iaith} were held in Swansea in May 2006 and in Llangollen in February 2007, attended by a total of 250 people. Both meetings were facilitated by the broadcaster Arfon Haines Davies. The theme of the Swansea meeting was the benefits of bilingual education, which included presentations by the then Culture and Education Ministers, and Professor Colin Baker of Cardiff University. The Llangollen meeting focused on Welsh in the Health Service, and included presentations by the then Culture Minister, the then Deputy Minister for Health and Social Services and Barry Harrison, Chair of Flintshire LHB. Full reports of both meetings are available on the Assembly Government's website \(^5\).

Legislative Framework

A significant development in 2006-07 was the inclusion within the \textbf{Government of Wales Act 2006} of a duty placed on the Welsh Assembly Government to prepare a strategy for promoting the Welsh language and to adopt a Welsh Language Scheme. There is also a requirement to publish a report on progress against both documents annually. The above duties are already being met, of course, due to the existence of Iaith Pawb, the Welsh Language Scheme and this and previous Annual Reports.

Iaith Pawb contains a commitment to “continue to work to identify further organisations which provide services of a public nature which can be required to operate Welsh Language Schemes”. In March 2007 the Assembly Government consulted with a total of 59 bodies with a view to their being included in a new \textbf{order under section 6(1)(o) of the Welsh Language Act 1993}. The effect of the order would be to enable the Welsh Language Board to notify any bodies specified in the order to prepare a Welsh Language Scheme under the Act. Five previous orders have been made in 1996, 1999, 2001, 2002 and 2004. Among the bodies consulted were the Bank of England, the Welsh Books Council and the Electoral Commission.

\(^4\) www.welsh-language-board.org.uk
\(^5\) http://new.wales.gov.uk/topics/welsh_language/fforwm_iaith/?lang=en
During 2006-07 the WLB approved 62 Welsh Language Schemes, bringing the total number of Schemes operational to over 450. The WLB also responded to 160 monitoring reports on existing Welsh Language Schemes during the year, and 34 Schemes were revised. Amongst the bodies that had Schemes approved were Ofcom, Ordnance Survey, the National Library of Wales, the Office of the Information Commissioner and the Welsh Assembly Government. Work also commenced on agreeing the Assembly Commission’s Welsh Language Scheme.

The WLB launched a campaign in February, called “Mae gen ti ddewis...” which aims to encourage Welsh speakers to use Welsh language services provided by a wide range of organisations. Dŵr Cymru and Denbighshire County Council were the first to take part in the campaign – and data provided by Dŵr Cymru recorded a 50% increase in calls to its Welsh language helpline by the end of April. A further 15 organisations wish to join the campaign during 2007-08.

Data and Research

The additional funding provided to the WLB to support Iaith Pawb has helped to greatly develop and widen our data and research base on the Welsh language. The WLB is now implementing the data strategy it published in 2005-06, which aims to ensure that more relevant, regular and substantive data is available as a basis for language planning.

At the Board meeting held in Aberystwyth in March 2007, a presentation was made detailing the research projects that the WLB have undertaken since Iaith Pawb. The following is a list of those projects, quoted from the paper presented to the Board meeting:

<table>
<thead>
<tr>
<th>Research Title</th>
<th>Main findings</th>
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<tbody>
<tr>
<td>Machine Translation, the Welsh Language and the Way Forward.</td>
<td>A feasibility study by the Professor Harold Somers, editor of ‘The International Review of Machine Translation’ regarding machine translation for the Welsh language.</td>
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<tr>
<td>Language Transmission in Bilingual Families in Wales</td>
<td>A research project commissioned from the School of Psychology and School of Linguistics and English Language, University of Wales, Bangor. The report will be published shortly. The research notes that language choice is an instinct not a conscious decision. It states that a parents’ experience of a language as a child is very influential when deciding which language to speak with a child.</td>
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<tr>
<td>Young People’s Social Networks and Language Use.</td>
<td>A research project commissioned from Cwmni Iaith and the European Research Centre Wales. This report was published in 2006. The main findings was that 3 types of communities exist in Wales - areas where young people from Welsh speaking homes assimilate incomers; areas where two linguistic communities co-exist; and areas where young people from Welsh speaking homes blend into the network of</td>
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6 “you have a choice...”
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<tr>
<th>Research Title</th>
<th>Main findings</th>
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<tbody>
<tr>
<td>“TWF And Onwards” – An Impact Assessment of the Twf Project 2005-2008</td>
<td>A research project commissioned from the School of Nursing, Midwifery and Health Studies, University of Wales, Bangor. This is a 3 year project that will come to an end in March 2008. The project studies a sample of the parents of 100 children, assessing what is the influence of Twf on their decision of which language to speak to their child.</td>
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<tr>
<td>Changing Behaviour, usage and perceptions: marketing the Welsh language. (2004)</td>
<td>A project commissioned from FBA, NOP and Walton Evans. This project studied the motivations that drive Welsh speakers to use the language. The aim was to identify marketing messages that would be likely to encourage more people to use the language. The main finding was that Welsh speakers can be placed in one of five main clusters: enthusiasts; comfortables; unconfidents; resentfuls and rejectors. The research showed that young people are more concerned about the future of the language, and that Welsh speakers need ‘audio clues’ before being speaking Welsh to a stranger.</td>
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<tr>
<td>A survey of Cymraeg yn Gyntaf / Welsh – Give it a go. (2005)</td>
<td>A small-scale survey conducted by Beaufort. A total of 278 people were interviewed by phone in the following areas where the campaign was active in 2005: Newcastle Emlyn; Ammanford; Fishguard; Cardigan; Denbigh and Amlwch. The research showed that 60% of respondents were aware that the campaign has taken place in their area, that 90% thought that the campaign was a good idea and that 55% stated that they speak Welsh more frequently after the campaign had taken place.</td>
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<tr>
<td>Focus groups to consider the content of the Welsh Language Board’s websites. (2006)</td>
<td>Walton Evans were commissioned to hold a series of focus groups and interviews with members of the public and Board website super-users in order to feed their opinions onto a strategy for the content of the Board’s new websites.</td>
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<tr>
<td>Survey of the Board’s Welsh in business advertising campaign. (2005)</td>
<td>A small-scale survey commissioned from MRUK. 100 people were interviewed that had noticed the Welsh Language Board’s ‘Welsh in Business’ posters at Cardiff Central train station. 27% of respondents believed that the main purpose of the posters was to persuade businesses to use Welsh, 70% of respondents liked hearing the Welsh language being used in businesses, and 49% believed that the language had a substantial role to play in the business sector in Wales.</td>
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<tr>
<td>Living Lives through the medium of Welsh – Project in partnership with, S4C, Arts Council of Wales and BBC Wales, (2006).</td>
<td>A project commissioned from Beaufort Research. The research showed a strong link between fluency, and the level Welsh speakers live their life through the medium of Welsh. Usage of Welsh Language media sources and attendance at Welsh Language arts and cultural events by Welsh speakers is nearly always lower than in the case with the English Language equivalents. The research showed that the number of people that participate in Welsh Language activities between the ages of 22-45 is lower than in other age group.</td>
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<tr>
<td>Research Title</td>
<td>Main findings</td>
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<tr>
<td>Developing Linguistic Indicators (2007)</td>
<td>A project commissioned by the European Research Centre. The intention of the project is to establish a methodology similar to Ofercat in order to provide data regarding the use of the Welsh language in specific areas. Ofercat monitors language use in institutions, businesses, and societies in an area but does not monitor the social use of the language in an area. This project aims to extend the methodology to include that.</td>
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<tr>
<td>Welsh Language Use Survey 2006-2008 (forms part of the Living in Wales Survey)</td>
<td>A study undertaken by MORI as part of the Living in Wales Survey. The 2004 Language Use Survey was published in May 2006, which showed that a very high percentage of Welsh speakers use the language every day. The survey shows that 62% of Welsh speakers, and 88% of those that consider themselves to be fluent, use Welsh every day. The study also shows a reduction in the number of Welsh speakers that consider themselves to be fluent. 57% of Welsh speakers considered themselves to be fluent. This is compared with 61% according to the Welsh Social Study by the Welsh Office in 1992.</td>
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<tr>
<td>Promoting Welsh Technology: A Study into the responses to the Board’s Language Control Centre (a mechanism to facilitate switching interface language)</td>
<td>A quantitative report by Monitor Wales that will be published in April 2007 based upon an experimental project that took place to promote the use of Welsh language IT in Anglesey. The report shows that awareness of the technology is low, but after receiving assistance, enthusiasm to use Welsh language IT products is high.</td>
</tr>
<tr>
<td>Focus Groups to consider the use of the Welsh Language in the Private Sector.</td>
<td>Mabis were commissioned to stage 10 focus groups during March and April 2007. The purpose of the groups is to assess the use of the language in Small and Medium sized businesses.</td>
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In 2006-07, the Welsh Assembly Government's Economic Research Advisory Panel commissioned research into attitudes towards bilingualism within the private sector, which will be conducted in 2007-08. The objective of the research project is to improve understanding of the costs and benefits of bilingualism in the private sector, and to explore the factors that determine why private sector firms based in Wales choose to make use, or not make use, of the Welsh language in their dealings with the public.
1.3 Economy

The Welsh Language-Economy Group is charged with generating economic and linguistic benefits through increasing the understanding of the links between language and the economy and further identifying and promoting economic opportunities afforded by the language. Following the merger of the economic development functions of the Welsh Assembly Government in April 2006, the role of the group has also evolved. It now plays a role in contributing to the development of Assembly Government policies and strategies in order to take forward the language-economy agenda. Specific actions undertaken during 2006-07 included:

• The undertaking of the second phase of a research stemming from *Capitalising on Language and Culture* – a scoping study published in 2005 which identified promising and growth sectors for creating new products and services that capitalise on culture and language. Three workshops were held as part of the second phase, entitled *Extracting Economic Value from language and culture*, involving representatives from the public and private sectors, and focusing on those specific and niche sectors where there is most potential to capitalise on the Welsh language, namely food, leisure and creative industries. The workshops examined trends and drivers in each of the sectors and outlined future scenarios.

• The launch in February 2007 of the Wales Futures Network by the Observatory of Innovation of Cardiff Business School as a mechanism to share knowledge and understanding of innovative futures planning tools. The network will be holding a conference later in 2007 looking at the role of the Welsh language and culture in the economy, which will be supported by the participation of Menter a Busnes and the Language-Economy Group.

• Ongoing work by the marketing sub-group established in February 2006 to agree key messages regarding the economic benefits of the Welsh language and to share information on communication campaigns and specific projects undertaken by members of the group (DELLS, Careers Wales and the WLB).

Potentia was a pre-start up business support programme aimed at encouraging and supporting under represented groups, including Welsh speakers, in setting up in business and referring them on to further mainstream support. The project worked alongside mainstream business support providers offering consultancy and training to help them develop their provision and accessibility to these groups.

The Potentia project ended in March 2007. Pre-start up business support for Welsh speakers is now delivered via the mainstream General Support for Business providers, with Welsh language consultancy continuing to be offered through this mechanism to ensure that providers can meet the needs of Welsh speakers.

The evaluation of Potentia carried out during 2006 identified the following:

• Firms started by Welsh speakers were most likely (compared with the other under represented groups) to be registered for VAT

• Welsh speakers placed importance on the following types of support:
  ▪ 79% required help on how to start a business
  ▪ 70% required help with developing contacts
  ▪ 67% required help with market research
- 32% required help with personal development
- The evaluation noted that for all the Potentia groups, a higher proportion of Welsh speakers were identified as requiring help than any other group with 60% stating that the support had made them more confident and 45% identified the need to develop their skills, suggesting a lack of confidence amongst this group to start in business without the appropriate support.
- 93% of those interviewed described the service offered by Menter a Busnes as very helpful or helpful and 84% of Welsh speakers said that the help provided was “tailored to the respondents needs”, the highest of all the Potentia groups.
- The goals of Welsh speakers are “to see the business grow to its full potential and providing a decent income.”
- 75% of Welsh speakers said that the advice had at least some impact upon their decision to start a business, a very important factor when considering building the capacity of Welsh speaking communities.
- Of the Welsh speakers interviewed none had ceased training.

During the Potentia project almost 3,200 Welsh speakers registered with Menter a Busnes, with 430 businesses being started creating 492 jobs. 40 of those business start-ups, and around 100 jobs, were in 2006-07. (These figures do not include Welsh speakers supported through the other strands of Potentia.)

During the project Menter a Busnes developed and delivered a total of 198 innovative and creative workshops and events including Awakening the Entrepreneurial Spirit, Communicating and Influencing as well as sectoral events, all aimed at building confidence and introducing participants to new networks. A series of supporting resources and information were produced aimed at promoting enterprise to Welsh speakers, and promoting the use of Welsh by all SME’s setting-up or developing their business. This included:
- the Busnesa DVD showcasing Welsh speakers in business;
- the booklet “Y busnes Cymraeg ˈma” (This Welsh Business); and
- a new booklet produced in 2006-07, “Gair o Gyngor” (A Word of Advice) for those wishing to set up in business.

In addition, a total of 465 individuals benefited from the 66 half day Language Awareness Training sessions delivered for Menter a Busnes by Sglein, including 48 individuals in 8 sessions in 2006-07. Beneficiaries include a significant number of Business Eye staff as well as business advisors working across all areas of business support throughout Wales.

The following case study demonstrates how the programme has supported Welsh speakers.

Automotive enthusiast, Lyn Morgan, knew he was taking a significant risk when he decided to buy a local garage that came up for sale in the North Wales village of Trefnant, Denbighshire. The college lecturer and ex-garage foreman from Mercedes-Benz believed he could make a go of the enterprise in the area offering a bilingual service. But he worried whether the locality would provide enough trade to sustain the Mercedes-Benz independent specialist garage.
At the suggestions of a friend, Lyn turned to Menter a Busnes. Lyn recalled: “Menter a Busnes helped me a lot and it was great discussing my ideas with a fellow Welsh speaker. An advisor would visit me at work to talk about starting my business and would supply lists of useful business contacts. One thing that really helped was being able to meet other business people in the area. I attended a networking meeting in Llanrhaeadr, which gave me the opportunity to make contacts and to talk with other business people about their experiences.”

Armed with renewed confidence Lyn gave up his college job and pressed ahead with his plans and succeeded in building both a strong customer base and a team of three accomplished technicians and service advisors. Lyn was also introduced to other mainstream support providers for help in developing and growing his business.

**Ffatri Fenter** provides opportunities for aspiring entrepreneurs to test trade their businesses. Since the initiative started, 912 (45%) of the 2,041 clients registered with the project were Welsh speakers, and 399 (51%) out of the 787 test trading businesses established with Ffatri Fenter have been set up by Welsh speakers. The following is a personal account of a Ffatri Fenter officer, which demonstrates how Ffatri Fenter is assisting Welsh speakers.

“In north east Wales I have come across a number of clients who have received Welsh medium education (primary and secondary) but have stopped using Welsh after leaving education because their family/circle of friends/work colleagues do not speak Welsh. Some were glad of the opportunity to use Welsh and their language choice with me changed from English to Welsh.

I was also able to explain to clients the economic benefits of using Welsh in the running of the businesses, and how bilingual marketing materials can make a difference to this end. A client of mine changed her mind and decided to produce a bilingual website instead of solely an English one.

I know that all of my colleagues too are aware of the small grants scheme run by the Welsh Language Board to produce bilingual marketing materials, and also the ‘Sense of Place’ scheme that contributes towards bilingual signage. We can also introduce clients to Welsh sources for marketing etc. I have been able to refer a client too to the local Menter Iaith (Welsh Language Initiative) who organise chat sessions for Welsh learners etc so that they can practice and gain confidence in their use of Welsh.”

**Cwlwm Busnes** is a networking facility for Welsh speakers in the business sector, with over 2,000 businesses registered as members of the network. The Cwlwm Busnes website receives 30,000 hits annually. The aim of the network is to encourage networking between Welsh businesses and promote the language within business thus encouraging the use of the language and delivery of services through the medium of Welsh. Two networking events were held during November 2006 in Deganwy and Swansea. The events were jointly arranged with the Business Sense/Synnwyr Busnes project

Menter a Busnes has recognised the potential of the network and are now looking to develop the initiative on a commercial level. In order to move this forward they have decided to invest in employing a Manager to develop the service over the next 12 months demonstrating their commitment to the Network. Currently they are focusing the work on technical developments to the website and also the potential of a virtual office service to members.
The aim of the **Gwobrau Menter Awards** is to reward Welsh speakers that succeed in business and successful businesses that use and promote the Welsh language whilst making an important contribution to the local or national economy. The winners of the Menter Awards 2006 were announced in a ceremony on the main stage of the Swansea and District National Eisteddfod in August 2006:

### YOUTH MENTER AWARD
To and individual or a group of young people who use and promote Welsh to run a successful full or part time business in an innovative or experimental way.

**Winner: Siop Inc, Aberystwyth**
This is now a well established business in a competitive field. It represents a new style of Welsh-interest shop – as well as books and music, it sells greeting cards, T-shirts and a range of Welsh gifts. Part of Angharad Morgan’s secret was in targeting specific markets at the start, including young people and families, learners and students. She also aimed at a welcoming, modern image. During the two years since Inc opened, the range of customers has grown, especially amongst schools, colleges and libraries. The short term aim is to maintain the progress and then to develop new angles like an e-commerce service to supplement the existing mail deliveries. In the judges’ view, this is a good example of steady, sound growth.

### TOURISM MENTER AWARD
To a tourism company that uses and promotes Welsh and is committed to Visit Wales’ ‘Sense of Place’ Scheme.

**Winner: Neuadd Llwyd, Penmynydd, Llanfairpwll**
This is a fine example of a new breed of high quality hotels where the Welsh language and a sense of place are vital. Neuadd Llwyd was a Victorian vicarage, with a magnificent view of Snowdonia and close to the Tudor dynasty’s ancestral home. It has now been renovated to an exceptional standard by Siw and Peter Woods, who pride themselves in the area’s culture and history and in supporting local produce. After less than a year, the hotel has been included in some of the best guidebooks but, as well as five star accommodation, the kitchen is also being developed to serve small parties and to offer sumptuous Welsh cream teas. There are also plans to link up with similar businesses in Wales and Ireland, to offer special wedding packages and to renovate the outhouses. “A business that adds value and quality to the Welsh language,” said the judges.

### EISTEDDFOD AREA MENTER AWARD
To an individual or company that uses and promotes Welsh and contributes to the economy of the area of this year’s National Eisteddfod, Swansea and District.

**Winner: Tŷ Tawe, Swansea**
A community business in the true sense of the phrase. Promoting Welsh in Swansea was the driving force. Tŷ Tawe does so by offering a social centre for learners’ classes and entertainment, as well as a community café and a home for many local Welsh societies. The main emphasis in plans for the future is on offering more activities to children, young people and learners, in partnership with other agencies. For the judges, this wide reaching influence was important, along with its financial success after many years in business.

### AREA MENTER AWARD
To a company that uses and promotes Welsh whilst making an important contribution to prosperity in their local economy.
Winner: Ji-binc, Aberaeron
Since opening her first shop in Aberaeron three years ago, Rhian Dafydd has built up a chain of three fashion outlets in west and mid Wales. The other two, in Aberystwyth and Machynlleth, share the same formula of offering tasteful, fashionable clothes for professional women, at a reasonable price, along with accessories, such as shoes, jewellery, bags and hats. Yet, each shop has its own character to suit local tastes. But the atmosphere in all three is thoroughly Welsh and every sign is bilingual. By now there is an art gallery and tea shop on the first floor at Aberaeron, supporting local food producers and artists... plans have been drawn up to extend the premises further. As if this weren’t enough, Rhian Dafydd has recently become a mum and has spotted a gap for fashionable maternity clothes. “Boundless energy and enterprise,” was the judges’ view.

NATIONAL MENTER AWARD
To a company that uses and promotes Welsh, that shows a strong enterpreneurial spirit is successful, and makes a substantial contribution to the Welsh economy.

Winner: Emyr Evans a’i Gwmni Cyf
Through thick and thin for the agriculture and construction industries over the past 20 years, this Anglesey company has grown and adapted. As a result it sells new machinery for both sectors across north Wales, as well as second hand tractors and components. Their customers include local authorities and institutions as well as businesses and individual farmers. There is also a busy workshop for repairs. This wide range of activities is one of the company’s strengths and they are now developing a range of gardening machinery too. This is a Welsh-speaking family business, run by Emyr, with wife Gwenda and their sons, Gwynedd and Berwyn. As their roots are in farming, their knowledge and understanding of the market has been crucial. The judges were impressed by the emphasis on standards of service – the company is ambitious without losing sight of its local customer base. At the same time, the Internet has given the business the opportunity to compete in foreign markets; they export to Ireland and are looking at other parts of Europe.

This year a booklet was produced presenting the short lists and the winners of the Menter Awards 2006. The aim of which was to help to inspire other Welsh speakers into entrepreneurial activity. The booklet was produced in time for the Swansea National Eisteddfod and it has now been distributed amongst Business Eye centres, mainstream business support agencies, Mentrau Iaith, Enterprise Development Officers of the Prince’s Trust, business department of Welsh Universities, sponsors and supporters of the Menter Awards, BBC Wales, and a number of Welsh movements and societies including Welsh Students Union, Mercator, the Welsh Language Board, TAC, Acen, Young Farmer’s Movement, Mudiad Ysgol Meithrin, Radio Ceredigion.
1.4 Communities

We adopted the Wales Spatial Plan (WSP) in November 2004. Its role is to ensure the Assembly Government and its partners and agents develop policy in ways which take account of the different challenges and opportunities in the different parts of Wales; and to provide a basis and momentum for working together on a shared agenda locally.

A key focus of the WSP is sustainable communities: ensuring that through an integrated approach to policy, funding and development, all people can live in the community of their choice. In the 6 sub regional areas of Wales: North West Wales, North East Wales, Central Wales, Swansea Bay, South East Wales and Pembrokeshire Haven there are projects that have been working through a partnership process to identify what sustainable communities mean for the different parts of Wales. The projects also attempted to identify what their needs are in terms of access to services, housing and employment to give people the opportunities to stay in their local areas.

The structures provide a forum for joint decision making and action at the sub regional level, recognising that key issues such as the Welsh language are not always best served by a 'one size fits all' approach. The area structures enable the impact of policies to be considered in both its geographical context and in an integrated way across policy sectors and partners include the WLB, local authorities, the voluntary, equality and environment sectors and trade unions in addition to Assembly Government Ministers and officials.

In 2006-07 each of the regions have developed strategies which provide a 20 year framework through which we can work together to ensure that our actions are joined up, both now and in the future. Each of these strategies identified the priorities for the Welsh language and culture in their respective region. In the Central Wales Spatial Plan region the Group has developed guidance to assist public bodies and practitioners with regard to how and when considerations should be given to the needs and benefits of the Welsh language in the context of the Wales Spatial Plan. This will be used as a tool to appraise the options/proposals being considered under the various Wales Spatial Plan workstreams. The strategies will contribute to the update of the Spatial Plan which will be subject to full consultation and sustainability appraisal in Autumn 2007 and the regions will continue to work in partnership when taking this work forward to implement the strategy.

The Community Regeneration Toolkit programme provides a mix of revenue and capital support to community-led projects. The Toolkit has supported a large number of community groups and social enterprises with assistance with funding for:

- development officers and offices;
- funding for consultancy support to develop action plans and business plans;
- capital funding for larger integrated projects.

Companies receiving support have had to comply with the Assembly Government’s Welsh Language Scheme as a pre requisite for support. Regeneration companies
supported are encouraged to develop their own Welsh Language Policies, as a positive action, enabling them to engage with a wider community. Regeneration Executives are currently working to develop and implement and support regeneration projects for 2007-08.

The toolkit has undergone extensive external evaluations, the results of which are being used to form future programmes of support for regeneration. The majority of this change will occur during 2007-08. Consideration will continue to be given to the Iaith Pawb targets and the implications of the Welsh language policy through this ongoing evaluation process.

In March 2006 the status of the 12 Rural Community Action (RCA) Partnerships were renewed for another 3 year period from April 2006 to March 2009. The 2007-08 business plans were approved in March 2007 for the 11 Partnership groups and all are making good progress and continue to build on the good capacity building work that was undertaken in the previous years. The RCA programme recognises Welsh speaking communities as a specific target group for assistance. For example, some partnerships have developed mentoring schemes for incomers to rural areas. The promotion of the Welsh language has been seen as paramount to welcoming new people moving to the area and highly developed integration. Many groups have explored the history and culture of their local area, including the use of the Welsh language.

A specific example is in the field of enterprise. The Llwyddo'n Lleol project based in Gwynedd provides a number enterprise based initiatives focused directly at young people. The development of enterprise modules, which are delivered within schools, are provided bilingually using Welsh as the primary working language. This holistic approach includes the activities themselves to any resources, communications and meetings. This approach has been the preferred option of the schools and pupils involved, actively promoting Welsh as the working language of all people engaged within these workshops. Although the true outcome of this approach cannot be measured for some years, it is with some certainty that young entrepreneurs within the area will have confidence and skills to operate in their preferred medium.

The Countryside Policy Division within the Department for Economy and Transport (DE&T) has responsibility for three socio-economic measures under Article 33 of the EU Rural Development Regulation. The Rural Development Plan for Wales 2000-2006 implemented the regulation and the three measures (launched in 2003) account for total expenditure during the programme period of over £9 million, of which some £6.5 million is grant aid. The scheme operates only in the rural areas of Flintshire, Wrexham, Powys, Monmouthshire and the Vale of Glamorgan. A total of some 137 schemes were supported. These were mostly small scale capital schemes providing (up to 80%) funding for a range of needed rural community facilities including improved tourism signage and safer traffic routes, safe children’s recreation areas, community meeting facilities, local food distribution networks, small scale tourism projects etc. During 2006-07, the last round under this programme, £1.7 million in grant aid was provided.
Attention is now turning towards implementation of the 2007-13 Rural Development Plan, which will require applicants for funding under the various measures under the plan to mainstream the Welsh language within their activities.

There are 7 LEADER+ Local Action Groups in Wales. The Department for the Economy and Transport is facilitating the delivery of the programmes on behalf of the Welsh Assembly Government. The LEADER+ programme recognises Welsh speaking communities as a specific target group for assistance. Local Action Groups are required to comment on the Welsh language as a cross cutting theme in the programme in their narrative quarterly reports. The number of Welsh speaking communities assisted is a programme output. When reviewing policies and programmes, the adequacy, relevance and quality of Welsh medium provision is tested.

The Rural Retail Scheme is a small grant scheme managed on behalf of Sustainability and Rural Development (SRD) Department by the DE&T Regional Planning Department. Following an independent review of the programme, to monitor uptake, and to suggest possible improvements, adjustments were made for 2005-06 and continued through 2006 -07. These have led to an increase in uptake over previous years and a professionally produced bilingual application pack will be produced for 2007-08.

The studies of the Wales Rural Observatory will include a scoping exercise on Welsh language use in rural Wales. A number of surveys will be completed in 2007 including the Household Survey which looks at the way people live and work in rural Wales. A separate survey will gather information on services available to rural communities and another will examine rural businesses. The Observatory is funded via a grant linked to the Rural Development Plan 2007-2013 and the forward work programme is focussed on the requirements of the Plan. Study reports completed in 2006-07 included Housing Need in Rural Wales: towards sustainable solutions and Population Change in Rural Wales: Social and Cultural Impacts. Both studies included an examination of issues relating to Welsh speaking rural communities.

The Broadband Wales Programme is ensuring that citizens and businesses in Wales can access affordable broadband. Broadband allows access to media rich online content, including anything provided in the Welsh language. Broadband can help assist the Welsh speaking community and those citizens learning the Welsh language to access the information they require.

Nearly £1.5 million was awarded in grants to 25 Menter Iaith (in 18 counties) in 2006-07, and training programmes and staff development have continued. During the year, a review of Mentrau Iaith was held, and as a result there are now 22 initiatives three fewer than previously due to restructuring in Carmarthenshire. Regular contact by the WLB's regional and national staff ensured a close relationship with the Mentrau Iaith during this period. Regular contact has also been developed when the Mentrau have helped the Board on specific campaigns such as ‘Cymraeg yn Gynta’ and ‘Cymraeg – Kids Soak it Up’. The Mentrau are also busy holding local and regional competitions for ‘Brwydr y Bandiau’ (Battle of the Bands). This is a
partnership between all the Mentrau Iaith and C2 Radio Cymru for young pop groups. The competition this year has helped to increase interest in contemporary music among young people across Wales.

In 2006-07, the ten Language Action Plans in Ruthin, Corwen, Llanrwst, Bangor, Amlwch, Machynlleth, Newport, Fishguard, Cardigan, and Ammanford were maintained. Also, a new plan was established in Gwauncaegurwen. The aim of these plans is to increase the use of Welsh in areas of special linguistic significance, by co-ordinating activities for local people and institutions in the area based on identifying local circumstances and needs. Here are a few examples of activities that were held in 2006-07:

- Ruthin – an open evening was held for the town’s businesses to inform them of services that are available to help them use Welsh.
- Corwen – a puppet show was developed in partnership with the community on the theme of Owain Glyndŵr.
- Llanrwst – a project was co-ordinated to bring various community and commercial organisations together to celebrate Wales’ cultural events.
- Bangor – a Hip Hop music workshop was held in Friars School, which gained an excellent response from the pupils.
- Amlwch – creative games session was held in Amlwch Secondary School for 120 pupils.
- Machynlleth – a number of Playground Sports sessions were held in Machynlleth Primary School.
- Fishguard – a Community Drama Company was established which performed in Bro Gwaun Theatre in March.
- Gwauncaegurwen – a gig was organised for St David’s Day, in conjunction with the Communities First Partnership for 70 young people aged 14-18.

In the majority of LAPs, a Development Officer is employed by the WLB to work locally to facilitate the development of the Steering Group of volunteers. In some, there is also a local Partnership Committee. The LAP represents the innovative development in community language planning in Wales.

During the reporting period, a strategy was produced on the current situation of LAPs, as well as recognising their development and looking towards the future. The strategy notes the intention of the LAPs to concentrate on one specific area for a period of six years. At the end of that period, an assessment will be made of the effect the scheme has on the Welsh language in the community in order to lay a strong foundation to ensure sustainability of future schemes.

Hysbys is another community project run by the WLB, in conjunction with BBC Wales and the University of Wales, Bangor. It is a converted double-decker bus, which has been equipped with PCs with internet access along with facilities for meetings, workshops and small training events for small, dispersed rural communities in North-west Wales. In 2006-07, around 14,300 people visited the bus in 35 communities. It is often used by the Mentrau Iaith, Language Action Plans and the Twf project.
Affordable Housing

We issued a comprehensive package of measures to assist the development of affordable housing in the summer of 2006. The package comprised; a Ministerial Planning Policy Statement, Technical Advice Notes 1 and 2 (see section below on Planning), the Affordable Housing Toolkit and the Local Housing Market Assessment Guide. The package is aimed at increasing the supply of affordable housing provided through the planning system and through other enabling mechanisms such as the provision of publicly owned land.

We have also developed a Protocol for the Disposal of Surplus Land for Affordable Housing. All surplus land, owned by the Welsh Assembly Government and Assembly Government Sponsored Bodies, will be considered to assess its potential use for affordable housing as part of the disposal process.

Forestry Commission Affordable Housing Initiative, Dinas Mawddwy, Gwynedd

As part of the Welsh Assembly Government's objective of increasing the availability of affordable housing in rural Wales the Forestry Commission in Wales (FCW) was asked by the then Minister for Environment, Planning and Countryside, Carwyn Jones AM, to investigate the possibility of small scale affordable housing development on the Assembly Government owned land it manages. The aim was to establish exemplary standard affordable housing and a mechanism to enable the delivery of affordable housing on FCW managed land in the future.

Following a detailed survey of the woodland estate a site for possible development was found on the edge of the village of Dinas Mawddwy in Gwynedd, a predominately Welsh speaking area with few opportunities for local young people to find suitable accommodation to enable them to stay in the area. FCW has worked with a range of partners to progress the scheme and have now agreed to transfer a small area of land to Tai Clwyd Housing Association for the construction of three homes for which planning permission was awarded in March 2007.

The Minister visited the site in March 2007 to meet officials of Tai Clwyd, Gwynedd Council, Snowdonia National Park, and the local Community Council to see the site and meet those involved. The legal transfer of the land is expected to take place during the summer. FCW will then work with Tai Clwyd and the chosen developer to ensure that the homes meet the highest possible standards of sustainable construction expressed in our recently published Affordable Housing Policy and Sustainable Design and Construction Guidelines.

FCW is also making good progress on the development of a second site nearby and along with colleagues from several other Assembly Government Departments are investigating the potential of other sites on the land it manages on behalf of the Assembly Government.

We are considering using the Assembly's new powers under the Government of Wales Act 2006 to amend primary legislation to enable us to suspend the Right to Buy in areas of housing pressure. This measure would help to preserve the stock of affordable housing, particularly in rural areas.

The aim of the Welcome Packs scheme which is led by the WLB is to educate potential newcomers of the linguistic and cultural nature of Welsh communities. In 2006-07, a consultant visited estate agents in the north in order to encourage them
to include the ‘Moving to Wales’ logo and statement at the bottom of each home particulars, and 3,400 packs were distributed to potential newcomers.

Planning

Over the last year the Assembly Government’s Planning Division has scrutinised 14 development plans, 7 of these being under the new development plan system. None of these raised issues of concern relating to the Welsh language.

As noted above, Technical Advice Note 2 (Planning and Affordable Housing) has been revised and published. The revised TAN provides local planning authorities with a step by step guide to the delivery of affordable housing through the planning system, with the aim of increasing the provision of such housing.

Technical Advice Note 1 (Joint Housing Land Availability Studies) has also been revised and published. It requires local planning authorities to monitor the provision of affordable housing delivered through the planning system.

In addition, the changing nature of the agricultural industry and rural communities in general has led to a need to reassess our policies in relation to the provision of essential dwellings in the open countryside. As a result, a review of Technical Advice Note 6 (Agricultural and Rural Development) is being carried out, informed by the work of the independent 2020 group on the way forward for farming and countryside. One of the issues the review is considering is the relationship between affordable housing and essential dwellings.

The Assembly Government is committed to revising Technical Advice Note 20 on the Welsh language. This is likely to be underpinned by research planned to begin in 2008 which will examine how local planning authorities have approached this issue.

Population Movement

Llwybro-Routes promotes opportunities for young people to stay in, or return to rural Wales and is managed by the DE&T. The project is now operational in 14 local authorities in Wales (Gwynedd, Anglesey, Conwy, Denbighshire, Flintshire, Wrexham, Powys, Ceredigion, Carmarthenshire, Pembrokeshire, Swansea, Neath-Port Talbot, Vale of Glamorgan and Monmouthshire). Excellent progress has been made in recruiting new members - over 48,000 young people have now registered with Llwybro and around 14,000 new members have joined during 2006-07 - through data collection in schools, attendance at events and on-line registration. The Llwybro website – www.llwybro-routes.co.uk is an increasingly popular resource, and over 166,000 pages on the website were viewed in 2006-07, with the Jobs pages being the most popular pages. Information for Employers section on the website enhances the project’s ability to match young people with job opportunities provided by employers. A Management Board comprising key partners provides overall direction to the project and 4 regional steering groups provide additional input to project activities. Budget for 2006/07 fully utilised.
Case studies of young people who have stayed in, or returned to rural Wales are featured in regular newsletters (distributed to over 25,000 members three times a year) and on the website. In 2006-07 518 job vacancies were advertised on the Llwybro website and 68 employers have used Llwybro to promote opportunities for young people, either by advertising posts or using mail shots. Opportunities for young people to study and work through the medium of Welsh are also promoted by Llwybro e.g. current newsletter contains articles on Twf and Safleswyddi (Welsh language job recruitment).

An independent evaluation of project is scheduled for 2007 – will include details of Welsh speakers, changes in attitude towards staying or returning to Welsh communities, attitudes to Welsh language and effectiveness of project communications.

The project was highlighted in the Welsh Language Board’s Youth Strategy (2005) as “an innovative project that provides an example of good practice in terms of the Welsh language.”

The WLB’s Project for Integrating Newcomers to Welsh speaking areas was expanded in 2006-07 following on from the initial project established in the Llyn Peninsula in 2003. Three new projects were established in Penllyn (Bala), Anglesey and Tanat Valley. The projects employ animateurs as direct links with communities, with the aim of raising newcomers’ awareness about the linguistic situation of the area and encourage them to support the use and learning of the Welsh language. In 2006-07, 138 people received mentoring across the three projects.
1.5 Education

Education is vital for the future of the Welsh language, and the increase in take-up of Welsh medium education continued in 2006-07. The Welsh in Schools 2006 Statistical Bulletin7 issued by the Assembly Government’s Statistical Directorate in January 2006 shows that, when compared to 2005:

- The percentage of primary school pupils taught in classes where Welsh is used as the main medium of teaching has increased from 19.6 per cent to 20.1 per cent.
- The percentage of pupils assessed in Welsh at the end of each key stage has:
  - decreased slightly from 20.1% to 20.0% at KS1.
  - increased slightly from 19.1% to 19.3% at KS2.
  - increased from 14.5% to 15.7% at KS3.
- The percentage of pupils in secondary schools (of statutory age) being taught Welsh as a first language has increased from 14.8% to 15.2%.

The following section highlights progress with various initiatives in the education and lifelong learning sector during 2006-07, ranging from pre-school initiatives like Twf to lifelong learning initiatives including the Welsh for Adults programme.

Early Years

In 2006-07, the third year of the second contract was fulfilled between the WLB and Cwmni Iaith Cyf to implement the Twf project, which promotes family language transfer, and to continue funding the post and activities which have already began. Over 10,000 one-to-one sessions were held directly with parents, and over 3,000 presentations were made. In addition, 45,000 Bounty packs were distributed to pregnant mothers and new mothers, and over 88,000 hits were recorded on the Twf website during the year.

The main aim of Twf is to fulfil one of Iaith Pawb’s main targets, which is, by 2011: “the percentage of families where Welsh is the principal language of conversation/communication between adults and children at home has increased.” An ongoing evaluation of Twf and a full impact assessment will be published in 2008.

WLB funding to Mudiad Ysgolion Meithrin (MYM) in 2006-07 was £1.077 million, compared with £771,000 in 2002-03. Figures for MYM for 2006-07 showed an increase of 26% in the number of children who attended Cylchoedd Ti a Fi (Parent and Toddler Groups) compared with 2005-06; a total of 9,991 children. There were also a net gain in the number of Cylchoedd Ti a Fi with 77 new groups opening during the year and 29 closing. In addition, 21 new Cylchoedd Meithrin (nursery groups) were opened with 16 closing.

Cam wrth Gam – the training centre for Welsh medium Early Years Care and Education has made a significant contribution to Iaith Pawb and the present scheme

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has set the infrastructure, through the partnership between Trinity College and Mudiad Ysgolion Meithrin to ensure and to support a career path for Welsh-medium practitioners to gain qualifications from level 2 to graduate and post-graduate.

The establishment and use of the latest technology, including distance learning and e-learning has enabled candidates access to tuition, resources, support and information about employment opportunities all over Wales.

The successful candidates within Cam wrth Gam will not only be available to the Welsh-medium sector, but also to bilingual and English-medium provision where their ability to carry out the new area of learning will be a great asset.

The following outlines the progress to date:
- By March 2006, 180 candidates had completed Level 3; 92 candidates had completed Level 2 training.
- 21 candidates commenced Level 3 Early Years Care and Education Course (EYCA) in September 2005 and completed in March 2007.
- 150 candidates commenced a new CACHE Level 3 in Children’s Care, Learning and Development in May 2006 and will complete the course in July 2007.
- An additional 150 commenced training in January 2007 and will complete by March 2008.

Geiriau Bach the training programme being managed by Trinity College Carmarthen for the Certificate of Higher Education in Welsh and Bilingual Practice in the Early Years at Level 4. The programme has proved to be very successful and popular with students and aims:
- to provide early years staff with little or no Welsh with the Welsh language skills useful for working with young children;
- to enhance good practice in early years provision.

By March 2006, 148 candidates had completed the Geiriau Bach training programme for Certificate of Higher Education in Welsh and Bilingual Practice in Early Years at Level 4. 150 candidates have recently commenced the training for 2007.

Therefore to date, through Cam wrth Gam and Geiriau Bach, some 450 practitioners have been trained and an additional 450 were at various stages of training during 2006-07.

Bilingualism is a new area of learning within the new Foundation Phase curriculum which is designed to provide children in English medium settings with the opportunity to experience more Welsh in their play and everyday lives. Welsh medium settings will continue with their immersion strategy and will be supported by the language, literacy and communication area of learning. Support guidance has been issued to the Foundation Phase pilot settings to aid their planning under this new area of learning.

We have emphasised the need to continue training individuals to ensure sufficient staff are available to enhance smooth and effective rollout of both the Foundation
Phase and Flying Start policies developments. The current Cam Wrth Gam project is contributing significantly to the additional staff that will be required to rollout the Foundation Phase. We will need to ensure that sufficient well-trained staff are available to deliver the adult/child ratio required for the Foundation Phase in all areas of Wales.

The financial support of £35,000 we provided to MYM in 2006-07 to employ a development officer to promote and ensure quality of bilingual provision or nursery education will continue in the 2007-08. The role has been extended to ensure support for the Foundation Phase Pilot and Early Start settings. Over the last year the development officer has continued to work with the Foundation Phase pilot schools and settings and has began to support the Early Start Schools and Settings that will become part of the Foundation Phase pilot in September 2008. The officer has also been involved in the preparation of the five-day bilingual Foundation Phase training pack that is being developed to support ongoing professional development.

The 5 to 16 age range

The expansion of Welsh medium primary education continued. Approval was given in August 2006 for Ysgol Llwynderw in Swansea, to transfer and expand to 315 places. This is expected to be implemented in September 2008. Two LEAs conducted consultation on the establishment of primary schools towards the end of the reporting year 2006-07. Cardiff is looking to establish 4 new Welsh medium primary schools in temporary locations in the first instance, and Caerphilly to establish a new Welsh medium primary school in Oakdale.

Defining language provision of education is a key action in Iaith Pawb. We consulted widely on proposals for definitions between January and April 2006. Consultees included parent associations, language interest groups, schools and language advisers, in addition to the standard consultees. Responses were analysed and the proposed definitions refined as a result of consultation.

Consistent definitions will inform parental preference and assist LEAs in planning provision and monitoring levels of provision. The proposed definitions will describe schools according to the proportion of the curriculum or time which is delivered in Welsh.

Addressing the issue of the drift from Welsh first language and (predominantly) Welsh-medium study to Welsh second language and English-medium study was a key commitment that the Assembly Government made in Iaith Pawb. In March 2007, the then Minister for Education, Lifelong Learning and Skills approved funding of £120,000 to be made available to the WLB to implement a series of practical steps to address the issue of linguistic continuity.

The measures which involve working with a small number of schools where the drift is most prominent, will build upon work that the WLB has undertaken in the Dinefwr area to market to parents and children the value of studying subjects through the

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medium of Welsh in secondary education. The focus of the Dinefwr work will be extended to include schools where there is an obvious lack of continuity so that field workers can discuss with headteachers and governing bodies possible ways of increasing the level of continuity.

The other activities that will be undertaken will include:

- appointing field workers;
- production of a booklet for governing bodies explaining the principles of continuity together with examples of good practice;
- reviewing a selection of school prospectuses to see how linguistic continuity is dealt with and produce a report with recommendations for possible improvements;
- working initially with a small number of secondary schools in Anglesey, Conwy, Carmarthen and Ceredigion and their feeder primary schools to discuss the principles of continuity and to encourage a proactive approach by secondary schools in streaming Year 7; and
- evaluating the work to date and the production of a report.

There is a commitment in Iaith Pawb to pilot immersion and intensive language teaching methods in order to open up additional entry points into Welsh medium education. The first clusters of participating schools joined the programme in the 2004 summer term with pilot projects involving pupils in Year 6. A pilot project involving pupils in Year 3 started in September 2004. Further pilot projects involving pupils in Year 6 were implemented in the summer term 2005 and in 2006 as well as a project involving pupils in Year 5. Piloting of a number of models will continue in 2007.

Assembly Government funding for the pilots totalled £80,000 for 2004-05, £245,000 for 2004-05 and £337,000 for 2005-06. Funding for 2006-07 was £340,000. This funding covers both the cost of employing the Project Manager and project staff, and the cost of running the pilots. Responsibility for day to day management and implementation the pilot projects lies with the Welsh Language Board.

The main aims of the immersion and intensive language teaching pilots are to:

- open up additional entry points into Welsh-medium education;
- enable more subjects to be studied through the medium of Welsh in a bilingual or predominantly English-medium secondary school setting than would otherwise have been the case; and
- map out the main considerations, including the exemplification of best practice, required to mainstream provision of this nature; and safeguard the interests of those pupils involved in the pilot.

The pilots will be evaluated over the next 18 months.

Support for 174 athrawon bro posts and 26 teachers in centres for latecomers continued across Wales via grants to Local Education Authorities to Promote Welsh Education.
The Welsh Assembly Government has announced an enhanced Welsh Medium Incentive Supplement (WMIS) scheme for initial teacher training (ITT) courses starting from September 2007. The changes to the WMIS scheme introduce improved funding to recognise the contributions made by ITT institutions and maintained schools in their support of the scheme, as well as improving the level of grant for trainees. The main changes to the grants are:

- an increase in the level of grant for trainees from £1,200 to £1,500 (£1,800 for those on mathematics and science courses)
- a new grant of up to £600 each academic year to maintained schools who act as partner schools in providing language mentoring to trainees on the WMIS on teaching attachments
- a new grant of up £150 in respect of each trainee on the WMIS to be available to accredited institutions which support trainees with additional tutoring under the scheme.

The enhanced scheme also includes an alteration to eligibility requirements. The changes will expand the number of potentially eligible courses to include ones from all Welsh ITT providers.

The Welsh language Sabbaticals Scheme has been running successfully since January 2006. Over 50 educational practitioners from all parts of Wales have already benefited from face to face immersion courses held in Cardiff and Bangor and a further 19 practitioners are on track to complete the training by July 2007.

We have developed this pioneering programme to boost the number of Welsh medium and bilingual teachers, lecturers and trainers available in Wales. It offers Welsh-language and pedagogical training to full-time and part-time practitioners wishing to teach, lecture or train through the medium of Welsh or bilingually, who need the confidence and specialist terminology to do so. First-language Welsh speakers or fluent learners are eligible.

A distance-learning course with residential elements has also been trialled as part of the pilot with considerable success, and this option will be repeated in order to provide a more flexible alternative to the three-month block courses currently available at University of Wales, Bangor and Cardiff University.

Feedback from an external evaluation and early participants has been extremely positive and as a result, the initial pilot scheme has been extended for a further two-year period, with courses running until July 2009. In addition, the target audience for the scheme has also been extended, with courses now accessible to supply staff, and a third location for courses planned.

School Organisation Plans have been replaced by Single Education Plans (SEPs). New guidance issued in January 2006, and Regulations made in March 2006, have made SEPs a statutory requirement since April 2006. In a significant development, we have ensured that LEAs are required to report in their SEPs on demand for Welsh medium provision, and we have provided a template for LEAs to conduct surveys of parents to assess the demand. The guidance states that plans need to
Several LEAs have now carried out surveys or have definite plans to do so.

A National Reference Group was established in 2005 to develop an Action Plan to implement the recommendations of the Acknowledging Need report into **Welsh medium SEN provision**. The group included a wide range of stakeholders from education, health, WLB, parents, the voluntary sector and officials of the Welsh Assembly Government. The following are activities being conducted to develop this area:

- We are providing £90,000, over 3 years, to the University of Wales Bangor for the development of Welsh specific resources. This is ground breaking work in the development of specific Welsh language assessment tests in speech, language and verbal reasoning skills. These will be available to all educational psychologists, speech therapists and educators in Wales.

- In September 2005 a Welsh Language adviser was seconded to the Assembly Government for a term to undertake a scoping exercise of all available bilingual SEN resources across Wales. It is intended that materials will be made available to teachers and support staff via the National Grid for Learning website to enable teachers and practitioners to share resources.

- A bilingual e-learning course for SEN is currently under development and should be available across Higher Education Institutions in Wales and schools by the Autumn Term 2007.

- We have seconded Huw Roberts, a senior lecturer from Bangor University and the author of Acknowledging Need, on a part-time basis, to undertake a scoping study of bilingual training needs and professional development and to work on developing further Welsh language SEN services.

- Funding totalling £300,000 was allocated from the Assembly’s Regional SEN SBIG Grant Scheme for 2006-07 specifically to enable the development of regional provision for children with SEN to be taught through the medium of Welsh. Such provision is being developed in Ysgol Plasmawr in Cardiff.

**Commissioning Welsh medium classroom materials** is part of the work carried out by the Qualifications and Curriculum 14-19 Division in the Department for Education, Culture and Welsh Language (DECWL, formerly DELLS). The annual funding for the commissioning of Welsh language and bilingual classroom materials (approximately £1.8m) allows for the commissioning of 40-45 projects each year, leading to the production of 200-250 titles. These materials cover the whole 3-19 age range, for subjects across the whole curriculum and pupils of all abilities.

During 2006-07, the additional laith Pawb allocation (£250-£300k) was used to commission more materials for post -16 Welsh medium pupils, an area which was judged to be poorly resourced. There were ten projects to produce materials for A level students of design and technology, geography, ICT, mathematics, physical
Post-16 learning

In accordance with its Strategy for Bilingual Learning for post-16 provision, DELLS funded a number of programmes to expand Welsh-medium and bilingual provision, training and resources.

- A total of 17 Bilingual Development Plan partnerships for expanding Welsh-medium and bilingual provision in collaboration between schools and FE colleges are being funded for the academic years 2006-07 and 2007-08. Various models of partnership provision aimed at kick-starting Welsh-medium or bilingual courses are being trialled in these pilots. These models will inform other partnerships and lead to greater coordination and collaboration between Welsh-medium/bilingual schools and the FE sector.

- New proposals for funding to expand specifically vocational Welsh-medium and bilingual provision were invited as part of the 14-19 Annual Network Development Plans (ANDPs) submitted by 14-19 Networks during January 2007. The additional bilingual vocational funding covers the academic years 2007-08 and 2008-09. It is anticipated that a minimum of 7 Networks will receive additional funding after evaluation of these proposals in this round.

- Another important method of increasing Welsh-medium and bilingual provision is through installing videoconferencing equipment in schools. Through DELL’s partnership with CYDAG, 18 Welsh-medium/bilingual secondary schools received state-of-the-art videoconferencing equipment, with technical support and training for using videoconferencing equipment for teaching and learning. This enables these schools to exchange or buy in Welsh-medium or bilingual courses from other partner schools or colleges which may be geographically distant. A current further round of funding is providing equipment enabling videoconferencing in another 11 schools, extending the Welsh-medium videoconferencing network to 29 schools by September 2007.

- Bilingual Champions in three Further Education colleges are being funded as a pilot until 31 August 2008 in order to trial the Champions as a means of creating a supportive infrastructure in FE colleges where traditionally there has been little infrastructure to encourage Welsh-language and Welsh-medium provision. The Champions, in Coleg Llandrillo, Coleg Llysfasi and Coleg Sir Gâr, will promote and support bilingualism in their colleges and in wider local and national networks.

- The Sgiliaith/CYDAG partnership provides a central all-Wales support service for the post-16 sector for the development of Welsh-medium and bilingual provision. This support, in terms of training and networking, identifying resource needs and disseminating good practice, will assist the sector to deliver increased and improved Welsh-medium and bilingual learning opportunities.
• **High-quality teaching and learning Welsh-medium resources** for vocational subjects and Welsh for Adults are being commissioned to support provision. Resources to support Welsh for Adults provision include materials for tutors and learners, from printed books to audio resources and online interactive material. Commissioning for vocational subjects concentrates on the six priority subject areas outlined in the DELLS Bilingual Learning Strategy (Health & Social Care, Childcare, Business and IT, Leisure and Tourism, Performing Arts/Media and Agriculture). This complements the Qualifications and Curriculum Group’s programme to commission Welsh-medium and bilingual classroom materials for schools. The commissioning programme produces materials in a wide range of media, including online and interactive materials, DVDs, CDs, and printed books. In addition, an initiative to enable practitioners to share teacher-generated Welsh-medium vocational materials online (the ‘Rhannu’ project) is currently being piloted.

• Research to **define Welsh-medium and bilingual teaching and learning methodologies in the post-16 sector** has been undertaken, and the findings are reflected in the National Planning and Funding System. A positive external evaluation report of the Bilingual Learning Scheme and its projects under ELWa and DELLS was completed by December 2006 and now informs the development of future strategies.

• **Training for practitioners** was funded to raise awareness and knowledge with regard to the use of bilingual teaching and learning methodologies, Welsh-medium Virtual Learning Environments and to promote the use of videoconferencing equipment. FE lecturers and work-based training providers participated in the Welsh-language Sabbaticals Scheme (see page 32).

• **Collaboration with the Qualifications and Curriculum Group of the Assembly Government** has ensured the prioritisation of 6 key subject areas for vocational provision in terms of qualifications as well as provision and resources, and there is on-going dialogue with Sector Skills Councils (SSCs) in the six priority areas to discuss and investigate how they can strategically support the development of opportunities through the medium of Welsh.

**Welsh for Adults**

The names of the 6 regional language centres that are central to the restructuring of Welsh for Adults were revealed in May 2006. The six centres are the University of Wales Aberystwyth, the University of Wales Bangor, Cardiff University, the University of Glamorgan, Coleg Gwent and the University of Wales Swansea. During 2006-07 the centres started working to plan, fund and develop the Welsh for Adults provision in advance of August 2007 when all funding for Welsh for Adults provision will be transferred to the language centres. The new centres were formally launched by the then Minister for Education, Lifelong Learning and Skills during a two-day conference for tutors held in Cardiff in November 2006.

Welsh for Adults is one of the biggest adult learning programmes in Wales. A wide
variety of courses are available: from weekly evening classes to more intensive
courses and courses in the workplace. In 2006/07 approximately £2.7m was spent
on developing Welsh for Adults including the establishment of the new national
infrastructure, and £6.5m was allocated in core funding to 31 providers to deliver a
range of courses. The establishment of the 6 language centres will enable capacity
building, better quality assurance, improved marketing, more consistent and reliable
data collection, better progression and higher levels of learners achieving fluency.

The language centres now offer a progressive career structure to individuals who
wish to develop an expertise in the field. Additional funding was made available
during 2006-07 to the language centres in order to deliver a training programme to
tutors in their region/sub-region. The centres also developed comprehensive training
plans which will offer a variety of training opportunities as part of a continuous
professional development programme over three years. Cardiff University were
contracted in July 2006 to develop a National Qualification for tutors which will be
rolled out from January 2008 onwards.

To coincide with the development of the language centres a new Welsh for Adults
brand was developed during 2006-07 in order to position the programme as a
prestigious and professional learning experience. The logo for the brand is now in
use and a national marketing campaign will be held during July and August 2007
prior to the start of the 2007-08 academic year.

Higher Education

The National Strategy for Welsh Medium Provision in the Higher Education
(HE) sector, developed following a report commissioned by the Assembly
Government in 2003, is being implemented incrementally. Progress during 2006-07
included:

- An additional £1.310m from Reaching Higher over the 4 years 2007-08 to 2010-
11 to enhance the Welsh medium Teaching Development Centre. The Centre
is based in the University of Wales and its aim is to extend and develop Welsh
medium provision throughout the Welsh higher education sector. The funding will
allow the recruitment of further posts to build on the work already being
undertaken by the Centre.

- 10 Postgraduate Research Scholarships were awarded under the new scheme
fund from the Reaching Higher fund – 3 at the University of Wales,
Aberystwyth, 3 at the University of Wales, Bangor, 3 at the University of Wales
Swansea and 1 at UWIC. These are tenable for up to 5 years and holders will
contribute to teaching through the medium of Welsh from their 2nd year onwards.
• 7 Teaching Fellows were awarded in 2006-07 – 2 at the University of Wales, Bangor, 3 at the University of Wales, Aberystwyth and 1 at both the University of Wales Swansea and Trinity College, Carmarthen. These 9 month Fellowships give students who have completed their research degrees an opportunity of Welsh medium teaching experience.

• For the first time in 2006-07, 5 vocational scholarships for Welsh speakers have been awarded – 1 each at Swansea Institute of Higher Education, North East Wales Institute of Higher Education, Trinity College, Carmarthen, University of Wales, Bangor and the Royal Welsh College of Music and Drama.

• These schemes increase both Welsh medium teaching in the short term and the potential supply of Welsh medium staff for the future.

In other developments during 2006-07:

• The Higher Education Funding Council for Wales (HEFCW) is supporting through the Joint Information Systems Committee (JISC) a two-year project by the National Library of Wales to digitise its modern Welsh journal collection. This will provide a valuable research resource as well as material for students on Welsh medium courses.

• The establishment of a new research centre at the University of Wales, Bangor jointly funded by the Economic and Social Research Council, HEFCW and the Welsh Assembly Government. It will study bilingualism and create a better understanding of bilingualism across the world. This is an exciting project which will see Wales leading the way in developing understanding and academic expertise of bilingualism.

The main theoretical focus of the ESRC Centre for Research on Bilingualism is the nature of the relationship between the two languages of bilingual speakers in bilingual communities. The main practical focus will be the implications of the findings for bilingual language policy, planning and implementation.

Research in the field of bilingualism draws on several disciplines, including linguistics, psychology, neuroscience, education, sociology, economics, and political science. Recent years have seen an explosion of research in this area, as a result of which our understanding of the nature of the individual bilingual mind, language use and development and of the bilingual community is making rapid progress.

New neuroscientific and experimental studies have revealed far more processing interaction between the languages of a bilingual than was previously suspected, even when a speaker is only using one language at a time. Recent developmental studies have emphasised the positive cognitive effects of knowing more than one language. Work by linguists shows that the use of two languages in the same conversation does not happen at random, but is constrained in ways that we are just beginning to understand. Finally, observational and ethnographic research is now beginning to provide a holistic perspective on the use of two languages and literacies in interaction at home and school. The ESRC Centre for Research on Bilingualism constitutes an unprecedented initiative to move forward in all of these areas by combining four broad methodological approaches: Neuroscientific, Experimental, Corpus-based and Observational.
Located in the well established bilingual community in the Welsh-English speaking area of North Wales, the new research centre will have an advantage in providing easy access to bilingual people and will allow an unprecedented concentration of effort on Welsh-English bilinguals as well as offering a springboard into other bilingual communities.

The main objectives of the Centre are:

(1) to increase the understanding of bilingualism world-wide, as regards both the individual and the community;

(2) to build research capacity on bilingualism in the UK by developing a vibrant 'laboratory' for the study of bilingualism in action which aims to serve as a platform for interactions between bilingualism experts and junior researchers;

(3) to develop strong bidirectional links with practitioners and policy makers concerned with bilingualism in the UK, so as to ground research and theory in the needs of those users and ensure dissemination of research findings;

(4) to develop new collaborations between researchers on bilingualism at the University of Wales Bangor and bilingualism experts worldwide.

www.bilingualism.bangor.ac.uk
1.6 Young People

As noted in Iaith Pawb, the Assembly Government is acutely aware that if Welsh is to flourish, young people in particular need to develop a sense of ownership of the language and to see it as their language and not simply the language of school and culture.

To this end, the WLB has identified young people as one of its main target groups, and is now implementing, in cooperation with partners, its **Youth Strategy**. The aim of the Strategy is to increase the social use of the Welsh language by young people. The following were developments during 2006-07:

- self-assessment guidelines for Local Authority Young People’s Partnerships (YPP) were produced;
- representation of Welsh language organisations on YPPs increased to 14 of the 22 local authorities;
- a Welsh language awareness session held for Funky Dragon staff; and
- a conference held jointly between the WLB and CYDAG to discuss good practice examples relating to the social use of Welsh by young people.

**Urdd Gobaith Cymru** plays a valuable role in providing a wide range of Welsh medium activities for children and young people. In 2006-07, there was an increase of 8.7% in the number of Urdd members in the target group 11-15, compared with last year.

The WLB has targeted **contemporary Welsh language music** in order to develop new activities that will contribute to the aim of increasing the social use of Welsh by young people.

The annual **tour of secondary schools by Welsh language bands**, arranged by WLB in partnership with S4C and BBC Radio Cymru, was held over 20 days in September-October 2006. The 14-18 age range were targeted in order to raise awareness of the Welsh language contemporary music scene, and the tour reached an audience of 8,000 for the 20 gigs and workshops. Since the annual tours started in 2003, 140 gigs have been held with a total audience of 63,000 young people.

Since joining the partnership, BBC Radio Cymru has monitored its impact in terms of hits to the website of its C2 radio programme. The figures confirm that hits increase significantly during the weeks of the tour, with a 25% increase during the three-month period that featured the 2004 tour and a massive 140% increase during the three months that featured the 2005 tour.

The **Community Welsh Language Music Project**, now known as Ciwdod, is a partnership between the WLB, S4C and BBC Radio Cymru which aims to increase the use of Welsh by promoting contemporary Welsh language music at the community level. The project’s activities in 2006-07 included:

- arranging 4 Welsh language gigs and 7 bilingual gigs as part of the aim of establishing a Welsh language gig circuit;
• a training session for new organisers and promoters for the Welsh language music scene was held in the Wales Millennium Centre;
• 4 musical mentors were trained to lead workshops and other events for young bands through the medium of Welsh; and
• 54 workshops were held in schools and community groups to help develop musical skills.

The WLJ’s partners play a key role in developing the Welsh language music scene. The National Eisteddfod’s Maes B – a separate field which hosts gigs – has been a formal part of the Eisteddfod’s annual provision since the Llanelli Eisteddfod in 2000. Attendance figures for the last 6 Eisteddfodau, including the 2006 Eisteddfod held in Swansea total 51,000.

A more recent development is the C2 and Mentra Iaith Cymru’s Battle of the Bands. This is a competition for new groups formed in schools and FE colleges, with prizes which include the opportunity to record a radio session for Radio Cymru’s C2 programme and to shoot a video for the S4C series, Bandit. Since the first Battle of the Bands in 2004, 58 new groups have competed in the regional stages of the competition. For the final round of the 2006 competition, C2 registered 16,897 votes in one evening between 10pm and midnight.

As well as raising awareness of the Welsh contemporary music scene, the WLJ has been engaged with partners to promote the development of the Welsh language music industry. The aim of the National Welsh Language Music Partnership, which is managed jointly by the WLJ and the Welsh Music Foundation (WMF), is to bring together relevant organisations and individuals to co-ordinate activities which will promote the holistic development of the contemporary Welsh language music scene and thereby increase the social, cultural and economic opportunities for the use of Welsh by young people. In 2006-07:
• a speed-dating event was held bringing together 13 music companies and relevant officials from the BBC;
• a two-day music conference was held which discussed the use of Welsh language music within the media in Wales, attended by 30 people representing record labels, the media, community groups and promoters;
• a database of shops which sell and distribute Welsh language music was launched on the WMF website.

One of the projects that WMF and the WLJ have undertaken is the production of a free compilation CDs of songs by different Welsh language artists. The second free CD produced under the project – Dan y Cownter 2 – was launched at the National Eisteddfod in Swansea in August 2006. 10,000 copies of the CD were distributed during the year at the Eisteddfod, youth projects, summer music festivals and during the school tours. There is strong evidence of the project’s economic impact, in terms of the sales of other CDs by some of the artists featured on the compilation, for example:

8 Source: Paper to the 3 November meeting of the WLJ (Document 77/8 http://www.bwrdd-yr-iaith.org.uk/download.php?id=4001.4)
Winabego – an increase of 400% in the three months following the launch;
Alun Tan Lan – an increase of 200% in the same period;
Frizbee – an increase of 50%;
Brigyn – an increase of 100% in monthly orders from shops;
Sales doubled for the online distributors www.sebon.co.uk following the launch.
1.7 Health and Social Services

The **NHS Welsh Language Unit** is charged with monitoring Welsh language policies and issues within NHS Wales. The Unit raises awareness, status and importance of language issues internally within the Health and Social Services Department and externally with healthcare providers and their partners and in higher and further education.

The Unit has made significant progress between April 2006 and March 2007 including the fifth Welsh Language in Healthcare Conference, the fourth Welsh Language in Healthcare Awards, and the continued roll out of the Language Awareness Video and Training Pack *Iechyd Da/Good Health*.

The Unit was involved in the preparations for the *Fforwm Iaith* in Llangollen in February ’07. During the day visits were made to the main hospitals of the three North Wales health trusts where the Unit accompanied the Minister for Culture, Welsh language and Sport and the Deputy Minister for Health & Social Services.

The *Fforwm Iaith* was also a platform for the announcement that an online Medical Dictionary is being translated into Welsh and will be launched during the Summer of 2007. The Unit has been involved in discussions with Informing Healthcare regarding the production of the dictionary.

Since the launch of the language awareness video and training pack *Iechyd Da/Good Health* in April 2004, over 13,000 NHS staff have received the training. All LHBs have been asked and encouraged to expand the language awareness training within the primary care sector amongst GPs, pharmacists and dentists as part of the implementation of the new service contracts.

North Wales LHBs have sent out the training DVDs to all contracted GPs and pharmacists in their area, and have extended this to all dentists and opticians. Packs have also been distributed during the year to the Community Health Councils in Wales. The quality and impact of the video has been so well regarded that other public and voluntary sector providers are using the pack as template for their own language awareness programmes e.g. Powys County Council.

We have also contributed to the research and preparation of a new language awareness pack to be sponsored by the WLB for use in the public sector in general.

Through the language awareness training significant numbers have come forward with the intention of learning the Welsh language. For example, Gwent Healthcare NHS Trust has had a major increase in Welsh learners, mainly as a result of the language awareness training, leading to the awarding of 40 learner certificates in March 2007.

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<th>Language awareness in Conwy and Denbighshire NHS Trust</th>
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In Conwy and Denbighshire NHS Trust, over the past two years the focus has continued to be on raising |
This increased awareness has lead to several projects within the Trust to mainstream Welsh, which include:

- Introduction of bilingual Consent Forms to treatment.
- Introduction of new Welsh Language course, 'Consolidation', for those who need to increase their confidence in speaking Welsh. The Beginners and Intermediate courses have been running for the past six years and are very popular amongst staff.
- Walkabouts in various departments and hospitals to monitor visual bilingualism including signs, posters, information leaflets etc. We have visited Surgery and Anesthesia Wards and Departments, Learning Disabilities Department, the Cancer Centre, Hafod Mental Health Centre, Ablett Mental Health Unit, Speech and Language Therapy Department, Colwyn Bay Hospital, Denbigh Infirmary, and Outpatients in Ysbyty Glan Clwyd.
- Extending the ‘Twf’ Project by giving the Twf pack to pregnant members of staff
- Production of a bilingual Staff Handbook
- Launching a new website which is fully bilingual
- Campaign to recruit Welsh-speaking Ward Volunteers (Robins)

The Welsh Language in Healthcare Conference & Awards attracted 150 delegates from all over Wales. A new award category, Learner of the Year had 13 nominees and was welcomed as an encouraging and positive introduction. The winner was a nurse originally from Canada.

The final report of the secondee appointed as National Liaison Officer for Welsh Medium/Bilingual Speech and Language Therapy was published in June 2006, which concluded that:

- The objectives set have been met and some continuation work will be continued by established groups.
- Progress is being made in the collation and provision of reliable data, and that Speech and Language Therapy will be included in the NHS Corporate Information Strategy.
- Communication, networking, partnership working and the sharing of best practice has improved and Therapists have felt supported, encouraged and motivated to move the service forward.
- A support mechanism has been set up for all Therapists including those treating patients bilingually or through the medium of Welsh, by the development of a National Intranet-based Resource Centre.
- The work undertaken by Speech and Language Therapists bilingually, or through the medium of Welsh, has been recognised and incorporated in the Welsh in Healthcare Awards 2006.

The report also recommends that to ensure patients needs are met, and equitable service provision is available, waiting list data should include patient choice/need relating to language; that future assessment tools/resources developed should be available via the Intranet –based SLT Resource Centre; and that Speech and
Language Therapy should continue to be recognised within the scope of the Welsh in Healthcare Awards in future years.

A website of Welsh language resources launched last Summer has been developed as a tool for Speech and Language therapists in Wales.

An additional Speech and Language Therapy course has been awarded to University of Wales, Bangor. While there is a 4 year undergraduate course at UWIC, Bangor will be offering a 2 year postgraduate course from January 2008. There is to be an initial intake of 12 students. The Bangor course will contain a Welsh language element and reference made to this in promotional literature for the course.

The Assembly Government’s **Social Services** strategy *Fulfilled Lives/Supporting Communities* makes an important commitment to:

- Advise local authorities on how to mainstream the language into issues such as assessment and care plans, and the joint-commissioning of services
- Encourage our partners to address obstacles in the provision of Welsh medium services
- Ensure that local authorities provide appropriate measures within their service plans and training and workforce development strategies to improve the provision of Welsh medium services

On 1 April 2007, the Social Services Inspectorate for Wales (SSIW) and the Care Standards Inspectorate for Wales and their respective functions and powers were brought together to form the Care and Social Services Inspectorate Wales. **CSSIW** will provide a citizen-centred regulation and inspection service. Its aim is to support the improvement of care, early years and social services in Wales by raising standards, improving the quality of services and promoting best practice through regulation, inspection and development work.

During the reporting year 2006-07 SSIW provided a range of mechanisms to promote and monitor the achievement of best practice by public, private and voluntary providers of social care, including in respect of Welsh language services. This related in particular to Local Authorities, who commission and provide social services. The former SSIW inspected social services provided by local authorities and others, evaluated performance, promoted good practice and service development, and provided professional advice to the Assembly on social services matters. SSIW incorporated language sensitivity issues in to all its work and where appropriate published reports commenting on access to and availability of services in the Welsh language.

**Recruiting and retaining Welsh speakers in the workforce** remains a priority. Progress continues to be made in the numbers of Welsh speakers registering for and gaining a qualification in social work. Registrations by Welsh speakers have increased by 6% since 2003-04, and the percentage gaining qualifications has risen by 7% since 2002-03. The number of Welsh speaking candidates registering for and gaining PQ awards has increased following a 2 year decline. PQ programmes continue to encourage candidates to submit part of full portfolios through the medium
of Welsh. One practice Teaching Programme has a Welsh medium cohort, ensuring that students on social work degree programmes can potentially be assessed in Welsh. This is an effective model of interest to other programmes including social work training programmes. This means that more staff are available to deliver services in Welsh.

In relation to children's issues specifically, local authorities are seeking to address a general shortage of foster carers through recruitment, including the recruitment of Welsh-speaking carers. With regard to independent sector foster care and children's homes, the major issue is of children being placed a long way from home, with Welsh children placed in England and vice versa. The Assembly Government is seeking to encourage local authorities to commission placements closer to home so that children can maintain local links including culture and language.

To assist in this, the Assembly Government with the WLGA and the Association of Adult Social Services in Wales has set up a Children’s Commissioning Support Resource located in the WLGA and Local Government Data Unit. This comprises a database of all placements (children’s homes and foster care) in Wales and some in the border counties in England supported by a small team to assist in the development of commissioning of services. The database provides a facility to record details of the placements including language specifics and a search facility to enable local authorities to find and match children to placements. The longer term aims are to map provision and usage and to identify gaps in provision and the means of tackling them.
1.8 Language Use

The remit letter issued by the Welsh Assembly Government to the Welsh Language Board in the last three years, including in February 2007 for the 2007-08 financial year, have instructed the Board to work to further increase the provision of services in Welsh across the Private, Public and Voluntary Sectors including active promotion of the services provided.

In 2006-07, the Board established a new directorate in the charged with promoting the Welsh language in the sector. This followed the launch in July 2006 of the Board’s Private Sector Strategy. The Board has worked with a wide range of businesses from all sectors – retail, financial, IT, leisure and tourism – to persuade them to use Welsh or to extend their existing provision. A sample of those companies includes Borders, Somerfield, T K Maxx, Alliance and Leicester, Homebase, the Football Association Wales, Holiday Inn and the Celtic Manor. The Board has also collaborated with SMEs from across Wales.

The Board stages business operations across Wales and has collaborated on events in Caernarfon, Swansea, Llanelli, Llandeilo, Mold, Chepstow, Abergavenny and Conwy.

The Board supports a number of award schemes to recognise the contribution of businesses that embrace the Welsh language, including the Western Mail Business Awards, the Gwynedd Business Awards, the Rhondda Cynon Taf Business Awards, the Arts in Business Awards and the Wales Call Centre Forum Awards. This Board also hold their own annual Bilingual Design Awards.

The WLB’s Iaith Gwaith project facilitates the use of Welsh by customers and the public across all sectors. Its aim is to enable companies, bodies and organisations to draw customers’ attention to a bilingual service, by identifying staff who speak Welsh. During 2006-07 badges were distributed to high profile private companies such as supermarkets and banks and also smaller businesses by Mentrau Iaith staff. The project will be reviewed in 2007-08 which will include an analysis of the behaviour and responses of users (customers and staff).

The WLB worked in partnership with and provided advice to a number of organisations, including the Welsh Assembly Government, on mainstreaming the Welsh language within their core activities. One example of such partnership working was with voluntary sector organisations, and the Voluntary Sector Unit in the Assembly Government to establish a synergy between the WLB’s strategy for the voluntary sector and the Assembly Government's Strategic Action Plan for the Voluntary Sector, Empowering active citizens to contribute to Wales. A compact between the WLB, the Assembly Government and the voluntary sector will be developed during 2007-08.

Welsh in the workplace

The WLB has also been working with Ceredigion County Council and North Wales
Police on a project looking at ways of creating bilingual workplaces by focusing on:
- the administrative culture of the organisations;
- the language of internal training;
- written work;
- oral work; and
- resources and professional advice.

The WLB has received the project's final report in March 2007, and is due to commission further work in 2007-08 on finding ways to increase the confidence of Welsh speakers to use Welsh in the workplace. The project will be enhanced by the participation of the Countryside Council for Wales and Her Majesty’s Court Service.

There are synergies between the WLB project and the Working Bilingually Project established within the Assembly Government’s Location Strategy to facilitate greater use of Welsh in the internal administration of the new offices in Aberystwyth and Llandudno Junction. A range of products were delivered in 2006-07, the project’s final year, ranging from guidance on working practices through to a mentoring scheme to develop Welsh language skills of staff which is being piloted in the new Merthyr Tydfil office.

The good practice established and lessons learnt through the pilots will inform further work by the Assembly Government to support its Policy Statement on the Internal Use of Welsh which was launched in January 2007:

“The Administrative Languages of the Welsh Assembly Government

Both Welsh and English are working languages of the Welsh Assembly Government. This is in line with ‘Iaith Pawb’, the Assembly Government’s National Action Plan for a bilingual Wales. The Assembly Government’s vision is a bilingual Wales – a country where people can choose to live their lives through English, Welsh or both languages. Supporting and encouraging bilingualism in the workplace is a key element of this vision. We encourage and support the appropriate use of Welsh and English within the internal business of the Assembly Government.

This statement sets out the vision for the future and indicates the intention to create appropriate opportunities for greater use of Welsh in the workplace. Bilingual working practices need to be incorporated and developed in a way which takes into account the needs and practicalities of the organisation; the need to retain the mutual respect of all staff; and equality of opportunity in career progression.”

Research by the WLB shows that lack of confidence and people’s perception of their level of fluency in the Welsh language undermine their use of Welsh in the workplace, both orally and in writing. In 2006-07 the WLB started to develop resources to boost Welsh speakers’ confidence to write Welsh and to speak it in formal situations at work and in offering bilingual services.

ICT

In 2006-07, the WLB’s ICT Strategy was launched, and a document was published
on Standards and Guidelines for Bilingual Software. The WLB held three bespoke seminars to explain the guidance to bodies who have a Welsh Language Scheme.

It is imperative that Welsh has a contemporary image. Technology in general, and especially mobile phones have a key role to play in increasing the status of Welsh. In August 2006, the Board launched a consultation on a predictive texting programme in Welsh. This programme, which is available for free to the majority of mobile phones, will predict what the user is going to type in Welsh. The final version of 'Tecstio' was launched at the Urdd Eisteddfod in Carmarthenshire in May 2007.

Terminology and translation

In the field of terminology, the Board worked on a project in the legal field, and added extensively to the national standardisation of terms database. The Board also worked closer with partner organisations, including the Assembly Government’s Translation Service and bodies in the field of administering justice and environment, by establishing the Board as the Co-ordinating Body of Standardisation of Terms and Place-names. One other important development was increasing the working hours of the LinkLine to Welsh, due to the significant increase in the call for this service.

In the translation field, a National Strategy for Developing the Translation Profession Welsh/English was launched in the National Eisteddfod. The document was formed in conjunction with the Association of Welsh Translators, and sets out what steps should be taken to regulate this profession.

The WLB’s Linkline to Welsh service received over 11,000 enquiries in 2006-07, 41% of those from private sector organisations. The service offers information about the Welsh language and about Wales, including translations up to 30 words, editing of texts in Welsh up to 75 words, translation of menus, information about place-names, information about translation, and general information.

Culture

The Welsh Assembly Government’s Task and Finish Group on Publishing in Wales (March 2002) recognised the need for additional funding for Welsh-language publishing. An additional sum of £250,000 was allocated in 2002-3, rising to £300,000 in 2003-04 and £500,000 in 2004-05. This budget was maintained in 2005-06 and 2006-07 and allowed the Welsh Books Council to fund a number of projects which included:

<table>
<thead>
<tr>
<th>Support for Authors (£210,000)</th>
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<tr>
<td>Grants of £5,000-£10,000 are awarded for the main author commissions, for which there is open competition, and publishers are given budgets for smaller commissions. A total of 50 books, awarded the main commissions under the scheme since July 2002, had been published by March 2007, and a further 45 had been commissioned. An extra £30,000 was allocated to the scheme in 2004-05 for awards to illustrators. A total of 11 books awarded these grants had been published by March 2007, and a further 20 had been commissioned.</td>
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</table>
### Appointments (£80,000)
The Council continued to support posts for creative editors in each of the seven `programme` publishers (the main revenue clients). Following the final amalgamation of the Publishing Grant and the Literature Grant (which had been transferred from the Arts Council of Wales in 2003), Cyhoeddiadau Barddas became a programme publisher in 2006-07, thus increasing the number of programme publishers from six to seven.

### Booksellers (£50,000)
In 2006-07 the Council decided to modify and simplify the grants to booksellers scheme without losing sight of the original aim, and to implement an alternative scheme which had been included in the Joint Marketing Strategy at the request of the booksellers. The revised scheme provides small independent bookshops with an additional discount based on their turnover through the Books Council's Distribution Centre. A total of £50,000 was paid to 28 booksellers under this new scheme in 2006-07.

### Market Research (£15,000)
Questions relating to reading and book-buying were included in the Beaufort Omnibus Survey between March 2003 and April 2006. The results over the three year period are being assessed before any further research is commissioned, and the report is expected shortly.

### Magazines for Young People (£25,000)
Two new magazines for young people had been supported in July 2004. In October 2005 applications were considered for the whole magazine budget (due to the merger of the Publishing Grant and the Literature Grant, inherited from the Arts Council of Wales). The publishers of Taci had found it difficult to publish regularly and did not renew their application; Selar was awarded continuing funding for the franchise period 2006-09 and continued publication in 2006-07.

### Audio-books (£30,000)
The two publishers awarded grants for audio-books (the first ones were awarded in 2004-05) found initial sales difficult in this new field in Welsh; as a result only 5 titles were published in 2005-06. Due to the personal circumstances of one of the publishers, only 1 title was published in 2006-07. The Council is considering the future of this scheme.

### Marketing (£75,000)
As in the previous two years, the money was spent in accordance with the priorities of the Joint Marketing Strategy. During 2006-07, 56 book launches and author tours were supported, and a professional publicist was engaged to create publicity for 30 titles. Work on an electronic knowledge warehouse for the book trade was completed and it became live on the Council’s website in Summer 2006; a part-time post with Cwlwm Cyhoedwr was supported; and money was spent on generic advertising for the Christmas book market, as well as advertising connected with the Book of the Year and Tir na n-Og awards.

(The sums indicated are those allocated in the budget. Final spending may vary slightly from these.)

Overall sales of Welsh-language titles showed an increase of 6.7% on 2005-06; and between 2003 and 2006 there has been an increase of 12.5% in sales. Welsh-language books for adults, the field in which the increased funding has been mostly concentrated, showed an increase in sales of 17.6% in 2006-07 compared with 2005-06. One category which showed a particular improvement this year was autobiographies, where increased sales of 48.9% on 2005-06 were recorded.

In 2006-07 **Theatr Genedlaethol Cymru**'s three tours were of Saunders Lewis' Esther, a Welsh translation of Samuel Beckett's Endgame and a stage adaptation of
Islwyn Ffowc Ellis’ Cysgod Y Cryman’. A total audience of 10,600 people attended the productions.

This programme demonstrates the breadth of main stage productions that the company have been charged with producing. Esther is a classic Welsh language play by one of our foremost playwrights of the twentieth century. It demonstrated the company’s ability to put together a team of first class artists from Wales many of whom had not before been able to use their talents at this scale on the stage in Wales within the Welsh language. Daniel Evans was the director with Nia Roberts and Julian Lewis Jones in the cast.

Diweddgan, the Welsh language version of Samuel Beckett’s Endgame shows the company giving Welsh language audiences the chance to see a classic of world theatre in their own language. The production was part of the centenary celebrations of the birth of Samuel Beckett.

Cysgod Y Cryman, a new drama by Sion Eirian based on the novel by Islwyn Ffowc Ellis broke box office records for the company throughout its tour in Wales. A new initiative by the company took the production for one night to the Bloomsbury Theatre in London. The performance was well supported by the London Welsh with Sian Phillips and Rhys Ifans in the audience.

The company looks forward with anticipation to moving into to its new office base and rehearsal space on the Trinity College campus in Carmarthen later this year.
PART 2: Welsh Language Scheme Annual Report

2.1 Introduction

The Welsh Assembly Government's Welsh Language Scheme is a statutory document prepared in accordance with Section 21 of the Welsh Language Act 1993. It sets out how the Assembly Government gives effect to the principle of treating both languages on a basis of equality in its dealings with the public and within the context of its core functions.

The Assembly Government's revised Scheme was approved by the Welsh Language Board (WLB) on 22 December 2006. The previous Scheme received the approval of the WLB on 4 October 2002. As the new Scheme was approved towards the end of the 2006-07 financial year, this report focuses on compliance with the commitments made in the previous Scheme.

This is the fourth annual monitoring report of our performance with the Scheme and spans the period 1 April 2006 to 31 March 2007. The structure of the Report mirrors that of the Scheme. Part 2 of this document therefore contains sections on our strategic role and mainstreaming; dealing with the public; our public face; staffing; administrative arrangements; and handling complaints.

2.2 Overview of progress

This section provides an overall snapshot of our achievements in 2006-07 and where we need to concentrate on improving in the future. We draw on a range of evidence including annual returns from 100 Divisions and statistical analysis. We also draw on a snapshot survey commissioned by the WLB which measured the scope and quality of Welsh language services offered by the Assembly Government. The survey took place in various offices across Wales and tested face to face services, telephone calls, correspondence, publications and websites. The exercise took place between February and March 2007.

Main highlights for 2006-07

The main highlight for 2006-07 was the full review of the Welsh Language Scheme undertaken by the Welsh Language Unit (WLU) in cooperation with an advisory group of internal stakeholders and officials from the WLB. A public consultation on the revised Scheme was conducted between September and November 2006, the report of which is available on the Assembly Government's website. The revised Scheme was formally approved by the WLB on 22 December 2006, and was described by the Board as "far-reaching with the potential to make a difference".

The principles which underpin the revised Scheme are the same as in the previous

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Scheme, and there are many sections that are unchanged. However, other sections of the Scheme were:

- strengthened in order to challenge the organisation to continuously improve our bilingual services;
- revised to take account of the commitments made in the Welsh language schemes of the bodies which merged with the Assembly Government in April 2006;
- updated to take account of organisational development since 2002; and
- changed in light of experience from implementing and monitoring the previous Scheme.

Some of the main changes were:

- all staff are now required to adopt a bilingual out-of-office message on their e-mail;
- Welsh speaking staff and confident learners are expected to answer the telephone with a bilingual greeting;
- a flow-chart was developed as guidance to staff on when simultaneous translation should be provided at meetings and conferences to ensure value for money; and
- the translation prioritisation system was amended, with a particular emphasis on ensuring that consultation documents are given appropriate weighting.

Our general performance against Scheme commitments (2002 version) was good, and showed a continued improvement in many areas. Particular highlights during the year, and the main areas for further work, are listed in the Executive Summary (pages 4 – 7).
2.3 Strategic Role and Mainstreaming

The Welsh language is a cross-cutting theme across all areas of Assembly Government policy. The Scheme states that we will ensure that the Welsh language is mainstreamed across Ministerial portfolios and AGSBs – in terms of policy development as well as service delivery.

This section of the report firstly outlines our performance in ensuring that new policies and new initiatives conform with the Scheme. It shows how we have ensured mainstreaming at AGSB level and progress with mainstreaming within the Assembly Government at a corporate and divisional level.

2.3.1 New initiatives and new policies

When formulating new policies or initiatives, the Scheme requires us to assess linguistic implications. Examples of new initiatives and policies developed in 2006-07 that assessed linguistic implications included:

- The Learning Country: Vision into Action, the Welsh Assembly Government’s strategic plan for education, lifelong learning and skills in Wales until 2010;
- A Shared Responsibility - Local Government policy statement published in 2007;
- Building Better Customer Service: Core Principles for Public Services (Making the Connections) – language is one of the 5 core principles; and
- The Assembly Government’s Online Recruitment Management System (ORMS), which was introduced in November 2006.

All 27 new brands developed in 2006-07 complied with the requirements of the Scheme, with all 27 being bilingual. An example of a bilingual brand developed during the year is AGGCC/CSSIW (Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru/Care and Social Services Inspectorate Wales).

2.3.2 Mainstreaming at AGSBs

See section 1.1 of this report.

2.3.3 Mainstreaming at Corporate level

The mechanisms noted in previous Annual Reports, including the inclusion of Welsh language considerations within the Policy Integration Tool, continued to be implemented in 2006-07. In 2007-08 the WLU will be revising its guidance to divisions on how to mainstream the Welsh language into their work, and will participate in a review of the Policy Integration Tool.

2.3.4 Mainstreaming at Divisional level

Of the 100 Divisions that completed a compliance report, 78 reported that integrating linguistic elements into their policy work was applicable. Of those, 77 Divisions stated that they had done so.
However, the independent snapshot survey commissioned by the WLB suggests that there is further work needed to ensure that divisions are able to identify the opportunities to include linguistic considerations within their policy documents. As part of the snapshot survey, a sample of 20 consultation documents published by the Assembly Government in 2006-07 were assessed with regard to the extent to which each dealt Welsh language issues. The survey found that of 16 documents where it was judged that there was a relevance to the Welsh language, 9 had included appropriate consideration of language issues, one had partly done so, and 6 had not done so.

2.3.5 Encouraging and facilitating bilingualism
The following are examples of mainstreaming during 2006-07.

Education and Lifelong Learning

- The consultation draft of Planning Guidance and Regulations for Local Authorities and their Partners on Children and Young People’s plans contained numerous reference to Welsh medium provision.

- Welsh medium and bilingual childcare provision: the Childcare Act 2006 draft guidance which was released for consultation in February 2007 highlighted the need for local authorities to assess the demand from families for Welsh medium and bilingual childcare.

- The consultation draft of the Arfon and Ynys Môn Geographic Pathfinder project looked at how education and training for young people aged over 16 is organised in the area. The Geographic Pathfinder makes reference to Welsh medium and bilingual education and states that this should be increased for the benefit of learners.

- National Learning and Skills Assessment:Priority Setting. This consultation document outlined the priorities for change that will form the basis of the National Learning and Skills Assessment for 2007 and will inform the National Planning and Funding allocations from August 2008. One of the priorities set out in the document was to increase the provision of learning provided through the Welsh language and bilingually by at least 5% in 2007-08 and increasingly thereafter - specifically in the Care, IT and Preparation for Life and Work sectors.

- As reported in Part 1 of this report, the Assembly Government contributed to the funding of a new research unit on bilingualism within the University of Wales, Bangor.

Health and Social Services

- The implementation of Designed for Life, Designed to Deliver and the Social Care Directions Document considered linguistic dimensions. There are various actions for NHS organisations to develop mechanisms to capture data on patient language choice and also language skills of staff.
• The legislation for smoke-free public places and workplaces included the views and opinions of Welsh speakers. The use of Welsh media and Welsh language spokespersons were highlighted in PR briefing sessions. The signage prescribed in the legislation is bilingual, meaning that both the Welsh and English are now visible in all public places required to display the signage.

Culture and Sport
• National Museum Wales sponsored by the Culture, Welsh Language and Sport Division launched a downloadable resource for use by Welsh tutors and learners at the National Slate Museum, Llanberis, building on the success of the Llwybrau Llafar initiative at St Fagans.

• National Governing Bodies (NGB) of Sport benefited from a pioneering Welsh language course aimed at mainstreaming the language into their everyday activities. Organised by the Welsh Language Development Officer at the Welsh Sports Association, which is jointly funded by the Sports Council for Wales and the WLB, the course is the first of its kind to be offered to NGB staff and associated partners.

• The Wales 2012 Strategic Action Plan on the London Olympic Games and Paralympic Games, published in 2006-07, contains various references to the Welsh language, and highlights the need for the Games to embrace bilingualism in its activities in Wales.

Economic Development and Tourism
• The Department for Enterprise, Innovation and Networks (DEIN) now the Department for the Economy and Transport (DE&T) have established a Welsh Language Working Group (‘Gweithgor Iaith’) to ensure Departmental compliance with the Welsh Language Scheme and to mainstream matters relating to the Welsh language.

• DEIN established a Key Activity Summary Sheet (KASS) for each project lead within the department to complete as part of their annual business planning. The KASS includes two questions on the Welsh language and this helped identify the most important projects in terms of their potential impact on the Welsh language and Welsh speaking communities. These projects will receive guidance from the EIN Gweithgor on how to mainstream the Welsh language.

• Transport Wales conducted an audit of tourist signs in 2006-07. The next step, which has just begun is looking at whether the signs are still appropriate including whether they are bilingual.

• Most of the international marketing campaigns are produced in the language relevant for the target country. The Welsh language is a particular strength for marketing Wales, and campaigns and press visits are designed to emphasize the competitive strength that this gives. Because of this, basic Welsh phraseology has been incorporated into some campaigns, portraying Welsh as a unique and
attractive aspect of a visit to Wales. The WLB has been consulted before such adverts have been published.

Environment, Planning and Countryside
- The Countryside Council for Wales, sponsored by Sustainability and Rural Development Department (SRD) is currently running a Welsh Medium Student Sponsorship Scheme. The aim of the Scheme is to increase the number of Welsh speakers working in the environmental field by offering sponsorship to Welsh speaking students attending environmental courses in the University of Wales. The Assembly Government is participating in the scheme. The current focus is within one Branch of SRD but the Assembly Government is looking to expand participation by inviting other Departments with an environmental objective to be involved in the scheme.

- Work is ongoing on the development of the next Rural Development Plan (RDP) for Wales, to cover the period 2007 - 2013. The Welsh language is a cross-cutting theme within the RDP alongside sustainable development and equalities strands. Applicants for funding under the RDP will need to demonstrate how their proposals will be consistent with the Assembly Government's aim of creating a bilingual Wales. Guidance has been provided to applicants on how to incorporate linguistic considerations into their funding applications.

Information and Communication Technology
- Of the 100 divisions that completed a compliance report, 64 reported that ICT was applicable to their work, and 61 said that linguistic considerations were integrated into their ICT systems.

- Of the 17 new ICT Systems developed in 2006-07, 16 had bilingual interfaces. The new Online Recruitment Management System is one example of such a system developed during the year.

Equality and Diversity
- CyMAL commissioned a report ‘Quantifying Diversity: Mesur Amrywiaeth’ - to measure access and inclusion in Welsh museums, archives and libraries. This was the first project to systematically gather data on minority groups, which included information on the Welsh language in local museums, archives and libraries (MALs) in Wales.

Communities/Social Inclusion
- A new information pack called ‘A Welcome to Wales Pack’ aimed at migrant workers was launched by the then Minister for Social Justice and Regeneration in March 2007. The pack raised awareness of the Welsh language and encourages migrant workers to learn Welsh as well as English by providing details of Welsh for Adults courses. The pack is available in 19 languages including Welsh and English.

- A National Strategic Framework for Community Development in Wales was issued for consultation during 2006 which highlights the importance of community
development across Wales. The framework gives consideration to the Welsh language and states that community development activity can promote and enhance the Welsh language and help sustain predominantly Welsh speaking communities.

Research

- 53 of the 54 Divisions for which research work was applicable stated that they mainstreamed Welsh language considerations in 2006-07.

- As part of the Assembly Government's Economic Research Programme, a proposal for a research project on ‘Bilingualism in the private sector in Wales: exploratory study’ was approved.

- The Wales Office for Research and Development assisted the UK Clinical Research Collaboration to establish a bilingual helpline service as part of a UK helpline service for researchers on ethics and governance in research. The helpline in Wales will provide a service in Welsh as well as provide advice on the implications of the Welsh Language Act on conducting research in Wales and of best practice when conducting bilingual research.

Partnerships and joined up working

- We work in partnership with a wide range of partners, including UK Government Departments, public bodies, and the voluntary sector. All 77 Divisions that worked with partners in 2006-07 reported that that they did consider linguistic issues in this context.

Contact with Whitehall

- 46 Divisions reported that contact with Whitehall was applicable to their work and of those 45 stated that they did reflect linguistic considerations in their work with UK Government Departments/Whitehall.

Europe

- The Council of Europe's Committee of Ministers published its second report on the situation of minority languages in the UK in March 2007. The report concluded that more clauses of the Charter were being fulfilled with regard to Welsh compared with the conclusions of the first report three years ago, and that the Committee of Experts were of the opinion that the Welsh language is making continued progress. The report recommended the further development of Welsh medium education and a need to further improve services in Welsh in health and social care facilities. Work is already happening as part of Iaith Pawb to address these issues.

- The Welsh Assembly Government has requested that the UK Government enter into negotiations with EU institutions so as to allow specific use of Welsh at EU level. These negotiations, which will soon be underway, are in relation to allowing elected representatives to speak Welsh in plenary sessions of the Committee of the Regions and at Ministerial meetings in the Council and also that citizens can write to the institutions in Welsh and to receive responses in the same language.
Guidance and Circulars
- In 2006-07, all 75 Divisions that issued guidance and circulars reported that they complied with Scheme commitments.

Funding
- Out of 56 Divisions that reported that they provided funding in 2006-07, 55 said that they complied with the Scheme requirements.

- Welsh language conditions have been incorporated into the draft revised Assembly Government Core Terms and Conditions of grants to ensure that Welsh language related issues are reflected in all core activities in relation to grants and funding. This is an important development which will help ensure that all grant schemes comply with the Scheme requirements with regard to funding.

- The WLU co-ordinated the Assembly Government's comments on the WLB's draft Guidance on Awarding Grants, Loans and Sponsorship. WLB officials delivered a presentation at a meeting of Bilingual Service Co-ordinators to raise awareness of the guidance. The Assembly Government's revised Welsh Language Scheme states that depending on the nature of the grant, we will have regard to the WLB’s guidance on administering grants and loans.

Inspection and review
- The Assembly Government both inspects and commissions organisations to inspect on our behalf. The Scheme requires inspection and review on the adequacy and quality of provision in Welsh and to include standard setting on linguistic considerations.

- All 36 Divisions involved in conducting or commissioning inspections and reviews in 2006-07 reported that they complied with Scheme requirements.

- The former Social Services Inspectorate Wales (SSIW) was responsible for inspecting social services provided by local authorities. SSIW incorporated language issues into its services and commented on access to and availability of services in Welsh in its inspection reports. This work will now continue under the new Care and Social Services Inspectorate for Wales.

Services provided on our behalf or under our supervision
- An example of a bilingual service established under contract in 2006-07 is the bilingual Welsh Smoke Free Compliance Line set up to allow the public to report instances of non-compliance with the smoke free legislation. It is operated by Connect2Cardiff on behalf of the Assembly Government.

Welsh Language Action Plans (WLAPs)
- A new template for Departmental WLAPs was produced by the WLU in 2007 to coincide with the revised Welsh Language Scheme. Each Department is required to prepare a WLAP which, as a requirement of the revised Scheme, is submitted to the WLB for approval. The WLAPs set out how each Department will ensure
that they will implement Scheme requirements within the context of their planned core activities for the year. The WLAPs also incorporate each Department's Bilingual Skills Strategy (see section 2.6 for further details), and a list of actions to improve the Department's compliance with the service delivery requirements of the Scheme.

- At the end of June 2007, all but one department had submitted plans to the WLU for comment, and 7 plans had been submitted to the WLB for approval.

FURTHER WORK: The WLU to work with remaining departments to ensure that all WLAPs are submitted to the WLB by the end of July 2007.

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

(i) Selection of Board members
- We analysed new appointments made by the Assembly Government to AGSBs in 2006-07. In total 31 appointments were made. We found that 23% of applicants were Welsh speakers; 35% of those selected for interview were Welsh speakers; and 48% of those appointed were Welsh speakers.

(ii) Selection process
- As with previous years all material is bilingual and interviews were conducted in the preferred language of the candidate either by arranging an all-Welsh speaking panel or providing simultaneous translation. We ensure that the candidate is aware of the linguistic make up of the panel so that they are able to make an informed choice, for instance, when simultaneous translation will be used. The WLU and Public Appointments Unit (PAU) are in the process of reviewing the whole selection procedure to ensure that the language preference of candidates and Welsh language skills are appropriately addressed at all stages of the process.
2.4 Dealing with the Welsh speaking public

Delivering a bilingual service is a key element of our Welsh Language Scheme. The Scheme requirements ensure that we will treat both Welsh and English languages with equality and provide services in the language preferred by our customers.

This section of the report outlines our performance with correspondence, telephone calls and helplines, meetings, conferences, and reception areas in 2006-07.

2.4.1 Correspondence

Cabinet Secretariat manages the process for dealing with Ministerial correspondence. A total of 9,968 pieces of correspondence were received during 2006-07. Of the 274 correspondence received in Welsh, 217 were replied to on time (84%). For the 9,716 correspondence received in English, 8,719 were replied on time (90%). The percentage of correspondence replied to in Welsh on time has increased 5% since 2005-06; the first increase since 2003-04, whereas the percentage of correspondence in English replied on time has remained static since last year. It is encouraging to see that the percentage of Welsh correspondence replied to on time is nearing the same percentage as English correspondence. Our aim is to ensure comparable performance between Welsh and English correspondence. One way of reaching this aim is to further encourage individuals who can draft replies confidently and accurately in Welsh to do so, thus normalising the use of Welsh. In 2007-08, the WLU and the Translation Service will update and promote guidance on drafting in Welsh and the support services available to help staff to do so.

The performance of Assembly Government departments in replying to correspondence within the 15 day deadline was tested as part of the snapshot survey commissioned by the WLB. 54 pieces of correspondence were sent to 16 Assembly Government departments across Wales; 45 by letter and 9 by e-mail. 64% of Welsh correspondence were answered within the target time of 15 working days compared with 42% of English correspondence. The overall performance percentage was 54% with 10 Welsh correspondence and 15 English correspondence not being answered on time. Whilst these results are based on a small sample, they are nevertheless disappointing in terms of compliance with target times and although performance with Welsh correspondence is significantly better than performance with English correspondence.

All of the 94 Divisions that dealt with correspondence reported that they complied with paragraph 4.1 of the Scheme regarding Welsh correspondence, standard circulars and letters.

2.4.2 Telephone calls

Detailed monitoring work on telephone calls was not undertaken by WLU in 2006-07.

Calls to divisions

Of the 100 divisions that responded to the question on telephone calls in their compliance report, 88 reported that their staff were clear on the procedures as
outlined in the Scheme for dealing with calls in Welsh. 96 divisions reported that they had at least one member of staff able to respond to Welsh speaking telephone calls directly.

There is a stronger commitment on telephone greetings in the new Welsh Language Scheme noting that all Welsh speaking staff and confident learners will answer their telephone with a bilingual greeting. Other members of staff are encouraged to do the same. Training on telephone greetings will be available to staff in due course. This will help staff with the pronunciation of greetings as well as Welsh names of people and places.

Calls to switchboards

In 2006-07 new switchboard arrangements were implemented with the establishment of two 0845 non-geographical telephone numbers for the main Assembly Government switchboard – one bilingual line (0845 010 3300) and one Welsh language line (0845 010 4400).

As part of the snapshot survey commissioned by the WLB, 50 telephone calls were made to 15 different services within the Assembly Government. These calls were made to switchboard and telephone lines for Assembly Government offices advertised on the internet with the caller seeking a service in Welsh. The survey found that:

- 64% of calls were answered with a bilingual greeting, which is a requirement for switchboards (although 100% of calls answered through the main Assembly Government switchboard on the 0845 numbers were answered with a bilingual or Welsh only greeting);
- 52% of calls complied with the Scheme in full (i.e. staff greeting bilingually and either dealing with the phone call in Welsh, transferring the call to a Welsh speaker or arranging for a Welsh speaker to return the call within 24 hours); and
- 42% of calls were dealt by Welsh speakers immediately without the need to be transferred.

The fact that the survey found that only 52% of calls made in Welsh received a service that was fully compliant with Scheme commitments is a cause for concern. We need to ensure that awareness of Scheme commitments is raised further among staff working on switchboards and main telephone lines. One positive development which should help switchboard staff, and indeed all staff, to identify staff in departments able to deal with calls in Welsh is the project to develop a new internal Staff Directory. The Staff Directory, sourced from the HR Information System, will note which members of staff speak Welsh. A quick search facility within the Directory will allow users to quickly identify Welsh speaking staff within relevant departments.

It is very pleasing to note the 100% compliance with bilingual greetings through the new switchboard arrangements.
2.4.3 Helplines and dedicated lines
All 14 new helplines and dedicated lines established in 2006-07 provided a service in Welsh.

The favoured option, as set out in the Scheme, is to provide an automated language choice. Only 2 helplines provided this facility, the other helplines were facilitated by a bilingual greeting and adherence to the language spoken by the caller. The WLU will investigate in 2007-08 whether an automated language choice option can be implemented on new and existing helplines.

An example of a dedicated helpline launched in 2006-07 is the Welsh Smoke Free Compliance Line (0845 300 2525 for English, 0845 300 2526 for Welsh). The helpline is operated by Connect2Cardiff and is funded via a Service Level Agreement with the Welsh Assembly Government.

The new Scheme publicises 5 dedicated Welsh language lines run by the Statistical Directorate to deal with enquiries from the public on different subject areas.

2.4.4 Public meetings
Of the 45 divisions that conducted public meetings, 44 reported that they complied with paragraph 2.5 of the Scheme.

2.4.5 Conferences
A total of 257 conferences that were attended by external individuals or bodies were arranged by Assembly Government divisions in 2006-07 according to the divisional compliance reports. (Data from the compliance report of one Division was omitted from the sample due to concerns regarding the consistency of the details provided).

Of those, a bilingual invitation or advertisement was provided for 90% of conferences 231 out of 257. This is an increase of 32% compared with 2005-06.

With regard to provision at conferences:
• simultaneous translation was provided in 58% of conferences 149 out of 257; a 3% increase from 2005-06; and
• bilingual programmes, agendas and papers provided in 84% of conferences 215 out of 257, a 11% increase from 2005-06.

The fact that simultaneous translation and bilingual material was not provided in all conferences does not necessarily indicate non-compliance with Scheme commitments because provision at conferences is usually decided after obtaining the language preference of delegates.

Our monitoring work over the last 4 years has showed that Divisions find providing an appropriate and consistent bilingual service at conferences to be a challenging task due to the numerous factors that have to be considered in deciding the appropriate level of provision. A more systematic method of deciding on bilingual provision at conferences was therefore needed and the revised Scheme includes a new flow chart which will help Divisions to decide whether or not to provide simultaneous translation facilities. Detailed guidance is also available to staff which
includes techniques on how to facilitate and encourage the use of Welsh at conferences. Further work will be required in 2006-07 to promote the guidance to staff and Bilingual Service Co-ordinators.

2.4.6 Reception areas
No internal monitoring work was undertaken in 2006-07.

The snapshot survey commissioned by the WLB found that of 27 visits to reception areas in offices across Wales the member of staff encountered was Welsh speaking in 9 cases. Of the remaining 18 cases where the member of staff was non-Welsh speaking, the visitor was transferred to a Welsh speaking member of staff in only 2 cases. The sample was relatively small and therefore this is only a snapshot and not a complete performance indicator. However these findings show that significant improvement is needed in this area.
2.5 Welsh Assembly Government’s public face

This section of the report outlines our performance in 2006-07 on presenting a bilingual corporate image through our stationery, e-mail, signs, publications, forms, internet site, press releases and advertising.

2.5.1 Presentation of public image

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

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

E-mail

During 2006-07 the WLU collated examples of e-mail AutoSignatures and out of office replies for monitoring purposes. The sample included examples from all Departments.

(i) E-mail Auto Signatures

The Scheme requires that e-mail Auto Signatures are bilingual. From our monitoring, we found that 94.1% were bilingual: 91.2% wholly and 2.9% partly (see Table 1). These figures are similar to last year’s findings (94% bilingual: 90% wholly and 4% partly).

<table>
<thead>
<tr>
<th>Table 1: E-mail AutoSignatures sampled in 2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bilingual (Requirement)</td>
</tr>
<tr>
<td>Partly Bilingual</td>
</tr>
<tr>
<td>English Only</td>
</tr>
<tr>
<td><strong>Sample:</strong> 238</td>
</tr>
</tbody>
</table>

(ii) E-mail out-of-office replies

The former Scheme said that we encouraged staff to put bilingual out-of-office messages on their e-mail system. Table 2 shows that in 2006-07, 76% of out-of-office replies sampled were bilingual: 69% wholly and 7% partly. There has been a decrease of 5% in the out of office replies that were bilingual, but a slight increase of 1% in those that were partly bilingual.

<table>
<thead>
<tr>
<th>Table 2: Out-of-office replies sampled in 2006-07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bilingual (encouraged)</td>
</tr>
<tr>
<td>Partly Bilingual</td>
</tr>
<tr>
<td>English Only</td>
</tr>
<tr>
<td><strong>Sample:</strong> 484</td>
</tr>
</tbody>
</table>

We are pleased with the performance with regard to out-of-office replies, given that it was not a requirement in the 2002 Scheme. The new Scheme includes a stronger commitment with regard to Auto Signatures and out of office replies. Although the
vast majority of staff are complying further work needs to be done to ensure full compliance of all staff.

2.5.2 Signs on and in our buildings

Permanent signs
When permanent signs are erected HR (Facilities and Emergencies) Division ensures these are bilingual, with the Welsh text placed above or to the left of the English.

Of the 45 divisions that produced new or replaced signs in 2006-07, 44 reported that they complied with the Scheme.

Permanent signs inside and outside Assembly Government buildings were monitored as part of the snapshot survey commissioned by the WLB. The survey found that:
- all permanent signs were bilingual outside 21 of 25 offices monitored, with most (80%-90%) of the signs outside the other 4 offices bilingual; and
- all permanent signs were bilingual inside 19 of 25 offices monitored, with most of the signs inside the other 6 offices bilingual.

These findings are encouraging, but we will further our efforts in 2007-08 with the aim of ensuring full compliance.

Temporary or Unofficial signs
No internal monitoring work was undertaken by the WLU in 2006-07.

Temporary signs inside and outside Assembly Government buildings were monitored as part of the snapshot survey commissioned by the WLB. The survey found that:
- all temporary signs were bilingual outside 12 out of 16 offices monitored, with most of the signs outside the other 4 offices bilingual; and
- all temporary signs were bilingual inside 11 out of 19 offices monitored, with most of the signs inside the other 8 offices being bilingual.

2.5.3 Traffic signs
The procedures and practices outlined in previous reports still stand. The revised Welsh Language Scheme contains a commitment to consider the order of languages on signs on our trunk road within the life of the Scheme.

2.5.4 Publications and written material
Of the 92 divisions that produced publications in 2006-07, 90 reported that they complied with Scheme commitments.

Translation prioritisation system
The translation prioritisation system is in place to ensure we select the appropriate material for translation in order to make the most effective use of substantial but finite resources. Monitoring satisfies us that the system is, in the main, being correctly administered. The system has been changed slightly in the revised Welsh
Language Scheme to ensure that appropriate weighting is given to consultation documents and that recurring material are given a consistent score for each edition.

(i) Scoring
As a control point, the WLU receives all translation prioritisation forms electronically. For monitoring purposes in 2006-07, the WLU randomly sampled translation prioritisation forms in each quarter, scored the items independently and compared this score with that submitted by the Division.

As in previous years, most Divisions successfully and accurately applied the prioritisation methodology and overall there was a close correlation between the scores allocated by Divisions and the independent assessment. In 100 of the 128 items sampled the categorisation was shown to be the correct one.

Although 28 items were incorrectly scored non-compliance with the Scheme was at a lower level. This is because the incorrect score did not materially affect the outcome in 14 cases e.g. Category A items were scored as Category B1 meaning they were translated anyway. There was 1 item translated when it was not a requirement to do so (i.e. it was scored too highly). Only 12 items that should have definitely been bilingual were issued in English only. The outcome with regard to the 1 item is unknown.

As part of the monitoring process it was decided to notify staff of any items that they categorised incorrectly. This was to raise awareness amongst staff and to ensure that subsequent documents were categorised appropriately.

(ii) Translation of documents
The Scheme requires Category A and B1 documents to be translated. Category B2 documents must be submitted to the Translation Service (TS) for consideration of whether there are enough translation resources for them to be translated. Table 3 shows that the TS accepted the vast majority of Category A (99%) and B1 (93%) documents in 2006-07, and accepted 32 out of 177 Category B2 documents.

<table>
<thead>
<tr>
<th>Category</th>
<th>Items received</th>
<th>Items translated</th>
<th>Items in progress</th>
<th>Items refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>8,060</td>
<td>8,003</td>
<td>24</td>
<td>33(1)</td>
</tr>
<tr>
<td>B1</td>
<td>298</td>
<td>277</td>
<td>3</td>
<td>18(1)</td>
</tr>
<tr>
<td>B2</td>
<td>177</td>
<td>32</td>
<td>2</td>
<td>143(2)</td>
</tr>
</tbody>
</table>

(1) Items refused due to responsibility for the item resting with another organisation, other arrangements made for translation, or recategorisation by the WLU.
(2) Items refused due to lack of translation resources, as is permissible under the prioritisation system.

Figures on print contracts let through the Corporate Procurement Service again show that the vast majority of documents printed in glossy format were bilingual in 2006-07. Of the 1,139 contracts let, 1,100 (97%) were for bilingual (or English and
Welsh) material. Only 37 were English only contracts, and 2 were Welsh only contracts.

**Inspection reports**
There are specific commitments in the Scheme with regard to the inspection reports of CSIW and SSIW. A new inspectorate, HIW, was established in April 2004.

(i) CSIW
CSIW issued some 4,300 inspection reports for registered care settings in Wales in 2006-07. Of the 1,244 reports produced bilingually in line with Scheme commitments, 105 (8.4%) were drafted in Welsh by CSIW staff, and translated into English using CSIW's translation contract. The remaining 1,139 reports were drafted in English and translated into Welsh using the translation contract.

(ii) SSIW
In 2006-07, 4 out of 5 of the Main Service Inspection Reports for individual authorities were bilingual and 1 was in English only. This is compliant with the formula in our Language Scheme.

3 SSIW Joint review reports, which are national reports, are available bilingually.

(iii) HIW
All 8 inspection reports published in 2006-07 were bilingual.

**Internal material**
The Scheme recognises the positive effect of communicating in both English and Welsh with staff. A policy statement on the internal use of Welsh was launched in January 2007. The WLU developed Frequently Asked Questions (FAQ’s) for staff to explain the background to the policy statement and the linkages between the statement and Iaith Pawb and the Welsh Language Scheme. WLU also developed working bilingually scenarios in co-operation with the Working Bilingually Project (see Part 1 for further details).

2.5.5 Forms
Forms for the public and forms for industry or specialist groups are included in the translation prioritisation methodology as category A and category B items respectively, and were therefore included within the sample of translation prioritisation forms that were independently assessed by the WLU.

**Health forms**
The Department of Health and Social Services (DHSS) within the Assembly Government, in consultation with the WLB and NHS Wales is continuing to implement a planned programme to introduce bilingual versions of NHS forms. Further progress has been delivered during 2006-07.

The focus for the past 12 months has been on the introduction of a new prescriber type prescription forms for Independent Prescribers. These are likely to be available from September/October 2007. In addition, work has also been undertaken to
produce scripts for Private Prescribers of Controlled Drugs which are used within the private sector. Both the Private and Independent Prescribers are available bilingually.

The focus for the forthcoming year will be the updating of current products that are in the HC Series which are already available bilingually.

DHSS continues to manage the updating of forms which are already bilingually. It also continues to work on the introduction of forms in a bilingual format which result from the introduction of new health care policies.

2.5.6 Internet
The Welsh Assembly Government’s new website was launched in April 2006. A key aspect of the new site is the Content Management System (CMS). The CMS contains features that has improved the bilingual functionality of the website such as:
- the ability to transfer between English and Welsh content at page level;
- control points to ensure that material that needs to be posted in both English and Welsh are posted simultaneously; and
- control points to ensure that both the English and Welsh sites mirror each other at all times.

The report of the snapshot survey commissioned by the WLB noted that the the Assembly Government’s website is “very near if not fully compliant with the Welsh Language Scheme”. The report described the website as “an example of best practice for bodies implementing Welsh Language Schemes”. The report also mentioned some minor issues that needed to be ironed out, such as ensuring that links from the Assembly Government website to external websites provide a continuity of Welsh language service in cases where the external websites are bilingual.

(i) Content of web pages
Of the 87 Divisions that were responsible for maintaining internet pages in 2006-07, 84 reported that all material that was required to be in Welsh was available.

(ii) Accessibility of English only material
The Scheme requires that English only material (in accordance with the translation prioritisation methodology) is accessible on the Welsh pages. In 2006-07, all 68 Divisions that published English only material reported that they had complied.

The snapshot survey report also mentioned in particular the good practice now adopted for documents published in both languages to be available to download in both languages irrespective of the interface language chosen by the user.

(iii) Navigation
The Scheme requires “easy transference” between English and Welsh sites, facilitated by a link to the alternative language on all pages. This facility is available on all pages of the new site.
2.5.7 Press notices and press conferences

In 2006-07, 99.5% of press releases were published on the internet in English and Welsh simultaneously. This meets our specific targets in the Scheme i.e. that 50% appear on the internet bilingually simultaneously and 90% bilingual within 24 hours. This is also demonstrated by the snapshot survey commissioned by the WLB which found that the overall compliance for the sample of press notices that were surveyed was 98.6%.

Prior to the new website launch in 2006-07, press notices were published on the internet at the same time as they were released to media clients. That practice changed when the new website was launched in April 2006, and, apart from in exceptional circumstances, the notices are now published when both English and Welsh versions are available. This explains the high compliance rate.

In 2007-08 we aim to improve on sending English and Welsh press releases to media clients simultaneously. In 2006-07, 29.7% of press notices were issued to clients in English and Welsh simultaneously, with 95.7% issuing in bilingual format within 24 hours.

2.5.8 Publicity campaigns, exhibitions and advertising

This section covers publicity, television and radio advertising, and exhibitions (including staffing displays).

Examples of bilingual publicity campaigns conducted in 2006-07 included:

- **Smoking Ban** – multimedia advertising campaign targeting everyone in Wales, specifically C2DE’s and Businesses: TV, radio, press and bus advertisements; beermats, phone booths, outdoor posters, PR, website, direct marketing to businesses, household door drop;
- **Welsh Backs** – targeting 30-55 year olds to encourage those with mild to moderate back pain to stay active. This included TV, radio and press advertisements, PR and website;
- **Breastfeeding Awareness Week** – raising awareness of the importance of breastfeeding among new mums, particularly teenage mums. This included posters, information leaflets, exhibition stands, newsletters and promotional items;
- **Welsh Language Scheme** – bilingual bookmarks were produced to publicise the consultation on the revised Scheme and the publication of the final version of the revised Scheme;
- **Ask Rhodri in Aberystwyth** – produced bilingual posters, flyers and press adverts. The event itself was bilingual with simultaneous translation;
- **Summer Shows** – bilingual promotion of the Assembly’s presence and bilingual displays and activities on the stand at these events;
- **Promotions of sustainable living website, sustainwales.com** – bilingual flyers and poster campaign with presence at Royal Welsh and bilingual case studies for press and website; and
- **Free swimming for older people** – bilingual literature produced as well as radio
and press adverts.

2.5.9 Public surveys
Of the 77 public surveys conducted in 2006-07, Divisions reported that 66 were bilingual. The 11 surveys that did not comply with the Scheme were confined to 3 Divisions. The WLU will investigate the instances of non-compliance as part of its action plan stemming from this report.

2.5.10 Public notices and recruitment advertising

Public notices
All 40 Divisions that issued public notices in 2006-07 reported that they complied with paragraph 5.10 of the Scheme.

Recruitment advertising
Of the 64 Divisions that placed recruitment advertisements, 63 complied with the requirements under paragraph 5.4 of the Scheme. HR (People) Division act as a control point for recruitment advertising.

On-line Recruitment Management System (ORMS)
A new On-line Recruitment Management System was introduced by HR in November 2006. All internal and external vacancies are now advertised on the system. The system allows applicants to complete an application in their preferred language. E-mails and letters generated by the system are bilingual or in the language preference of the applicant.

The system requires line managers to specify the Welsh language skill requirements for each post advertised (or note that there are none), and set out an objective assessment of that decision making reference to the Department's Bilingual Skills Strategy. Each applicant is required to note his/her level of Welsh language skill against the four competencies of reading, writing, understanding and speaking. The data provided by successful applicants will be fed into the HR Information System.
2.6 Staffing and bilingual capability issues

People are the key resource in delivering the commitments in the Scheme. Our Bilingual Skills Strategy is an important first step to effective staff planning to deliver bilingual services.

Bilingual Skills Strategy

During September 2006, following a procurement exercise, a consultant was appointed to provide coaching for Heads of Department and Heads of Division on implementing the Welsh Assembly Government’s Bilingual Skills Strategy.

The programme has been delivered in 3 phases, including initial briefing meetings for Heads of Department and workshops for Heads of Division, which have assisted Departments with the development of their Bilingual Skills Strategies. These strategies include:

- an audit of a Department’s current Welsh language skills (self-assessment by questionnaire);
- an assessment of the Welsh language skills needed in order for the Department to implement the Assembly Government’s commitment under the Welsh Language Scheme; and
- an action plan based on the gap analysis.

This has been a major exercise. For the first time, departments across the Assembly Government are assessing their skills needs and their current skills capacity in a consistent and objective manner.

Data on skills

The data gathered on the Welsh language skills of individuals and the Welsh language requirements of each post is being inputted into the HR IT System. This enables management reports to be generated and an analysis of the information captured. The following table provides a breakdown of the main results for the Welsh language skills of individuals, as at the end of June 2007. The figures are based on data inputted on a total of 3,716 members of staff, 59% of the Assembly Government's workforce.

<table>
<thead>
<tr>
<th></th>
<th>Numbers and percentage of staff able to use each skill in most or all work situations (levels 4 and 5 of the skills register)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking</td>
<td>674 (18%)</td>
</tr>
<tr>
<td>Understanding</td>
<td>673 (18%)</td>
</tr>
<tr>
<td>Reading</td>
<td>597 (16%)</td>
</tr>
<tr>
<td>Writing</td>
<td>471 (13%)</td>
</tr>
</tbody>
</table>

These figures corroborate the results from the interim skills survey conducted in...
December 2005 and reported in last year's Annual Report.

It is also worth noting that:
- only 48% of staff have no understanding of Welsh;
- 137 members of staff regarded themselves as being able to speak Welsh with some hesitancy on a one to one basis on routine work issues (level 3). There is therefore potential for these individuals, given the appropriate investment in training support (see below), to improve their skills in a relatively short period of time.

The challenge for 2007-08 and following years is to ensure that the data collected is regularly updated and that Departments use their Skill Strategies as the basis for future recruitment, training and re-organisation.

**Current Bilingual Capability**

We analysed to what extent Divisions undertook work in Welsh, without relying on the Translation Service (TS), as set out in pages 32-33 of the 2002 Scheme.

In 2006-07, 43% of Divisions undertook the selected tasks without reliance on the TS at least sometimes. This was a 11% improvement from 2005-06 and 20% since 2004-05. Below is a breakdown of the results by the different tasks:

- 28% processed forms and responses to consultation exercises in Welsh at least “sometimes” (down 3% from 2005-06);
- 48% drafted their own responses to correspondence in Welsh at least “sometimes” (up 12% from 2005-06);
- 35% prepared written material under 500 words bilingually at least “sometimes” (up 4% from 2005-06);
- 52% advised colleagues on content of letters in Welsh at least “sometimes” (up 16% from 2005-06);
- 47% updated their own websites in Welsh at least “sometimes” (up 15% from 2005-06); and
- 46% revised Welsh drafts of translated documents at least “sometimes” (up 15% from 2005-06).

There is supporting evidence which suggests that divisions are doing more work bilingually, without reliance on the TS to translate:

- The TS has seen an increase in the number of requests to check text drafted in Welsh from 234 in 2005-06 to 411 in 2006-07.
- The vast majority of divisions, 98 out of 100, reported in their compliance reports that they had a member of staff able to advise on the content of letters.
- Out of the 62 Divisions that replied, 58 reported that they had located bilingual staff in front-line public service posts and/or teams.

We are pleased with the significant improvement shown in this area. We need to build upon this by ensuring that there are robust management systems in place to
ensure quality of Welsh text. The WLU and the TS will be updating and promoting guidance on drafting in Welsh during 2007-08.

2.6.1 Recruitment
Recruitment has an important role to play in bridging the gap between existing skills and the required skills to deliver the Scheme.

Figures provided by the HR Recruitment Centre from the new ORMS show that 150 posts were advertised between October 2006 and March 2007, 29 externally and 121 internally.

- Of the 29 posts advertised externally, 9 were “Welsh essential” posts with 5 of these being filled with Welsh speakers. There were also 9 advertised as “Welsh desirable” posts with 3 of these being filled with candidates who had Welsh language skills.
- Of the 121 posts advertised internally, 10 were “Welsh essential” posts with 3 of these being filled with Welsh speakers. There were 18 advertised as “Welsh desirable” posts with 8 of these being filled with candidates who had Welsh language skills.

2.6.2 Language training
Language training also has an important role to play in bridging the gap between existing and required language skills.

Welsh language training for the Welsh Assembly Government has been provided by a number of providers since 2003.

The tender to provide a comprehensive service to the Assembly Government in respect of Welsh language (awareness), learning and development at all levels, throughout its offices in Wales was advertised and awarded to 'Acen'. The contract started in January 2007 and will last for 36 months, with the option to extend the duration up to a period of a further 12 months. It will accommodate all levels from basic awareness and beginner to the advanced level for staff learning Welsh. It will also provide appropriate learning opportunities, both oral and written for existing Welsh speaking staff in the Assembly Government in line with agreed training and development needs or organisational.

The classes are made available at all Assembly Government locations depending on the demand from staff. Levels will vary from, entry, foundation, intermediate and advance in the workplace. E-learning, will be made available to all staff participating in any of the training courses.

There will be an Administrator located in Cathays Park for 3 hours each day. He/she will be responsible for:
- ensuring that each student has and is aware of their on-line Personal Learning Plan and that it is updated regularly,
- providing a monthly report for the Assembly Government on costing, student progress, attendance, etc
- arranging activities that will enable students to practice outside of the class,
• fostering and arranging mentoring for students, which will consist of experienced learners and Welsh speakers in the office,
• dealing with any problems,
• replying to the Welsh Language Lessons mailbox, where staff queries should all be sent to.

The courses will be tailored towards using Welsh in the workplace. The higher the level of the course, the greater emphasis there will be on tasks relating to using Welsh in the workplace. A certificate will be provided for all staff who are successful on the course.

Welsh language training was advertised on the intranet to all staff and information was forwarded to all Bilingual Service Co-ordinators and Learning and Development Advisers. Around 600 staff have expressed an interest in the training to date, and road-shows have been conducted to obtain further information on the courses, and to assess the level of learning that each member of staff will require.

Enrolment in 2006-07
1st April 2006 saw the merger of the Welsh Assembly Government (WAG), Welsh Development Agency (WDA), Wales Tourist Board (WTB), ACCAC and ELWa. For the first time in a number of years, central funding was available for beginners as well as for the more advanced learners. Welsh language lessons were provided in offices throughout Wales by Cardiff University, Coleg Powys, Bangor University, Trinity College Carmarthen, Yale College Wrexham, Acen and Aberystwyth University. In addition, a number of staff attended community courses with local/community providers.

Between March 2006 and April 2007, the estimated number of staff attending Welsh language courses throughout Wales was around 233. A breakdown according to level is provided in Table 7 below. Locations include, Aberystwyth, Caernarfon, Cardiff, Carmarthen, Llandudno Junction, Machynlleth, Merthyr Tydfil, Mold, Nantgarw, Newtown, Swansea and Treforest.

<table>
<thead>
<tr>
<th>Course level</th>
<th>Number of learners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginner/basic</td>
<td>3</td>
</tr>
<tr>
<td>Intermediate</td>
<td>5</td>
</tr>
<tr>
<td>Wipan</td>
<td>133</td>
</tr>
<tr>
<td>Cefndir</td>
<td>6</td>
</tr>
<tr>
<td>Pellach</td>
<td>8</td>
</tr>
<tr>
<td>Uwch</td>
<td>44</td>
</tr>
<tr>
<td>Meistroli</td>
<td>25</td>
</tr>
<tr>
<td>Gloywi</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>233</strong></td>
</tr>
</tbody>
</table>

Additional Activity
In addition to the formal courses outlined above, the Welsh Language Tutor based in Cardiff arranged regular lunches/coffee/theatre and museum visits for staff keen to
practice their Welsh outside the class room situation. (For example, visits to the National Museum and St Fagans National History Museum take the form of guided tours delivered in Welsh by museum staff).

Learners attended the National Eisteddfod where apart from enjoying the many opportunities to practice their Welsh Language skills, those successful in their GCSE and GCE A Level exams were offered the opportunity to be presented with their certificates.

### 2.6.3 Vocational training

The Assembly Government’s Performance Management System for staff was revised during 2006 and staff were required to attend a mandatory course. 13 Performance Management Awareness sessions were provided through the medium of Welsh in different office locations across Wales (Cardiff, Machynlleth, Swansea and St Asaph).

3 Action Centred Manager sessions were held during December 2006 in Caernarfon, Carmarthen and Llandrindod Wells with a total of 21 staff attending.

The following courses are being reviewed at present: Equipping Managers for Delivery, Reception Stage 1,2 & 3, Mentoring and Conducting a Performance Review. As soon as these have been finalised, the courses will be offered through the medium of Welsh. Material for Presentation Skills and Recruitment and Selection are being translated at present. The Records Management course has been piloted and the materials are currently being finalised.
2.7 Administrative arrangements

Administrative arrangements are in place to ensure the Scheme is implemented. These comprise of a Welsh Language Scheme Officer, the Welsh Language Unit and Bilingual Service Co-ordinators (BSCs) in each Department. This section also outlines the briefings, guidance and training provided to develop staff awareness.

2.7.1 Responsibility
A total of 6 BSC meetings were held in 2006-07. Presentations made during the year included:
- the main findings of the 2005-06 Annual Report;
- the revised Welsh Language Scheme and new associated guidance;
- regular updates on the Bilingual Skills Strategy;
- internal use of Welsh;
- Welsh language style guide ‘Arddulliadur’;
- CyMAL Welsh Language mentoring scheme;
- the new Welsh Language Training contract; and
- how to produce a Departmental Welsh Language Action Plan.

There was also a regular slot for BSC’s to share good practice and give feedback on developments within their Departments. The WLU also attended EIN’s Welsh Language Scheme Working Group during the same period.

2.7.2 Instructions and guidance
In addition to the guidance already in place and reported on in 2003-04, 2004-05 and 2005-06, the WLU produced the following guidance during 2006-07:
- guidance relating to new aspects in the Scheme:
  - auto-signatures, disclaimers and out-of-office replies
  - handling telephone calls
  - producing bilingual written material
  - arranging and conducting bilingual public meetings and conferences
  - summary of the most important aspects of the scheme
  - guidance for Cabinet Secretariat on ‘Cy mraeg Clir’ (drafting in plain Welsh).

2.7.3 Briefings and training
The WLU conducted 12 induction course sessions in 2006-07, which were attended by around 144 new staff. In addition to the sessions provided at induction courses for new staff, the WLU carried out 3 tailor-made training sessions in Cardiff, Swansea and Llangollen for CAFCASS Cymru.

2.7.4 Staff awareness
No monitoring was undertaken in 2006-07.

2.7.5 Systems at Divisional level
In one of the BSC meetings the OCMO and DEIN BSCs shared with other BSCs examples of effective systems that they had developed in their own Departments. OCMO have produced new pages specifically on the Welsh Language on their
intranet site and DEIN have established a Gweithgor (Welsh Language Working Group) to ensure that Welsh is mainstreamed in DEIN projects. DEIN Gweithgor members participated in a workshop to study Key Activity Summary Sheets (KASS) for DEIN projects which are completed by project managers as part of annual business planning. The workshop helped identify the projects which have the greatest potential to impact positively on the Welsh language and Welsh speaking communities thus helping to prioritise which projects should receive support and guidance of Gweithgor members.

2.7.6 The Translation Service (TS)

The Assembly Government’s TS was established on 1 April 2005, following the decision to split the National Assembly TS into two separate service for the Assembly Parliamentary Service and the Assembly Government.

The TS translated a total of 8,280 items (8.6 million words) in 2006-07 using internal and external resources. The TS also provided 1,348 items of express translation, 665 items of proofreading work and 411 items of text for checking. In addition, the TS provided a total of 294 hours of simultaneous translation at 93 Assembly Government meetings and events.

In addition to work carried out by the TS, translation work was undertaken by contractors under separate arrangements in some departments. This included DELLS Q&C Group, with 235 items (432,665 words) being translated through such arrangements in 2006-07.

2.7.7 Publicising the scheme

The WLU carried out the following to publicise and promote the Scheme and also the revised Scheme which was approved in December 2006 following a public consultation exercise.

- Attended Knowledge Fair for staff of Tir Gofal who joined the Assembly Government in March 2007 (September 2006);
- Foyer display to publicise the Welsh Language Scheme consultation document (September 2006);
- Launch of the revised Scheme at the Fforwm Iaith (February 2007);
- Copies sent to all Assembly Government offices, BSC’s and Management Board;
- Stand in Healthcare and Welsh language conference (May 2007);
- Numerous Newpage articles;
- The Scheme is available on the Assembly Government’s website.
2.8 Complaints

The WLU registered 24 Scheme-related complaints during 2006-07 including those sent direct to Divisions. Of these, we found that 4 were complaints about the content of our Scheme rather than compliance. There were 20 complaints on compliance with Scheme commitments with 11 of those being upheld.

Table 9 shows the breakdown of the issues raised in the 11 complaints where there had been a failure to adhere to Scheme commitments.

<table>
<thead>
<tr>
<th>Table 9: Breakdown of issues raised in complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Material published in English only</td>
</tr>
<tr>
<td>Quality of Welsh on internet site and written material</td>
</tr>
<tr>
<td>Lack of provision at a conference</td>
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</tbody>
</table>

The WLU routinely asks Divisions where complaints have arisen to include an explanation in their replies to complainants of how they will ensure future compliance. Examples of steps taken as a result of complaints include:

- review of procedures within a department to ensure compliance with the Welsh Language Scheme;
- a review of working arrangements between the Translation Service and web content managers to ensure greater accuracy and consistency of Welsh text on the Assembly Government’s web pages.

Of the 9 complaints that were not failures to comply with Scheme commitments, 7 were regarding documents that had been issued in English only in line with the translation prioritisation system.

Half of the complaints received a written response within the 15-day deadline; the same as in 2005-06. However, we need to further improve our performance in this area.
### Appendix 1: Glossary of Terms

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCAC</td>
<td>Qualifications, Curriculum and Assessment Authority for Wales</td>
</tr>
<tr>
<td>AGSB</td>
<td>Assembly Government Sponsored Body</td>
</tr>
<tr>
<td>ANDPs</td>
<td>Annual Network Development Plans</td>
</tr>
<tr>
<td>BSC</td>
<td>Bilingual Service Co-ordinator (in the Welsh Assembly Government)</td>
</tr>
<tr>
<td>Careers Wales</td>
<td>All age information, advice and guidance service on careers and learning opportunities in Wales.</td>
</tr>
<tr>
<td>CACHE</td>
<td>Council for Award in Childrens Care and Education</td>
</tr>
<tr>
<td>CAFCASS Cymru</td>
<td>Children and Family Court Advisory and Support Service</td>
</tr>
<tr>
<td>CMS</td>
<td>Content Management System</td>
</tr>
<tr>
<td>CSIW</td>
<td>Care Standards Inspectorate for Wales</td>
</tr>
<tr>
<td>CSSIW</td>
<td>Care and Social Services Inspectorate Wales</td>
</tr>
<tr>
<td>DE&amp;T</td>
<td>Department for Economy and Transport</td>
</tr>
<tr>
<td>DECWL</td>
<td>Department for Education, Culture and Welsh Language</td>
</tr>
<tr>
<td>DEIN</td>
<td>Department of Enterprise, Innovation and Networks</td>
</tr>
<tr>
<td>DELLS</td>
<td>Department for Education, Lifelong Learning and Skills</td>
</tr>
<tr>
<td>DHSS</td>
<td>Department of Health and Social Services</td>
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<tr>
<td>ELWa</td>
<td>National Council for post-16 learning</td>
</tr>
<tr>
<td>ERAP</td>
<td>Economic Research Advisory Panel</td>
</tr>
<tr>
<td>ESRC</td>
<td>Economic and Social Research Centre</td>
</tr>
<tr>
<td>EU</td>
<td>European Union</td>
</tr>
<tr>
<td>EYCA</td>
<td>Early Years Care and Education Course</td>
</tr>
<tr>
<td>FAQs</td>
<td>Frequently Asked Questions</td>
</tr>
<tr>
<td>FCW</td>
<td>Forestry Commission Wales</td>
</tr>
<tr>
<td>FE</td>
<td>Further Education</td>
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<tr>
<td>GCE</td>
<td>General Certificate of Education</td>
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<tr>
<td>GCSE</td>
<td>General Certificate of Secondary Education</td>
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<tr>
<td>HE</td>
<td>Higher Education</td>
</tr>
<tr>
<td>HEFCW</td>
<td>Higher Education Funding Council for Wales</td>
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<tr>
<td>HIW</td>
<td>Healthcare Inspectorate Wales</td>
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<tr>
<td>HR</td>
<td>Human Resources</td>
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<tr>
<td>HR IT</td>
<td>Human Resources Information Technology (Human Resources Group)</td>
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<tr>
<td>ICT</td>
<td>Information Communication Technology</td>
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<tr>
<td>IT</td>
<td>Information Technology</td>
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<tr>
<td>ITT</td>
<td>Initial Teacher Training</td>
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<tr>
<td>JISC</td>
<td>Joint Information Systems Committee</td>
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<tr>
<td>KASS</td>
<td>Key Activity Summary Sheet</td>
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<tr>
<td>LAls</td>
<td>Language Action Plans</td>
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<tr>
<td>LEA</td>
<td>Local Education Authority</td>
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<tr>
<td>LHBs</td>
<td>Local Health Boards</td>
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<tr>
<td>MYM</td>
<td>Mudiad Ysgolion Meithrin- Welsh language pre-school provider</td>
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<tr>
<td>NGB</td>
<td>National Governing Bodies</td>
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<tr>
<td>NHS</td>
<td>National Health Service Wales</td>
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<tr>
<td>OCMO</td>
<td>Office of the Chief Medical Officer</td>
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<tr>
<td>ORMS</td>
<td>Online Recruitment Management System</td>
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<tr>
<td>PAU</td>
<td>Public Appointments Unit</td>
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<tr>
<td>RCA</td>
<td>Rural Community Action</td>
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<tr>
<td>RDP</td>
<td>Rural Development Plan</td>
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<tr>
<td>SEN</td>
<td>Special Educational Needs</td>
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<tr>
<td>SEPs</td>
<td>Single Education Plans</td>
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<tr>
<td>SBIG</td>
<td>School Building Improvement Grant</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
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<tr>
<td>SLP</td>
<td>Speech and Language Therapy</td>
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<tr>
<td>SME</td>
<td>Small and Medium Enterprises</td>
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<tr>
<td>SRD</td>
<td>Sustainability and Rural Development</td>
</tr>
<tr>
<td>SSCs</td>
<td>Sector Skills Councils</td>
</tr>
<tr>
<td>SSIW</td>
<td>Social Services Inspectorate Wales</td>
</tr>
<tr>
<td>TS</td>
<td>Translation Service</td>
</tr>
<tr>
<td>WDA</td>
<td>Welsh Development Agency</td>
</tr>
<tr>
<td>WLAP</td>
<td>Welsh Language Action Plan</td>
</tr>
<tr>
<td>WLB</td>
<td>Welsh Language Board</td>
</tr>
<tr>
<td>WLGA</td>
<td>Welsh Local Government Association</td>
</tr>
<tr>
<td>WLU</td>
<td>Welsh Language Unit (for the Welsh Assembly Government)</td>
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<tr>
<td>WMF</td>
<td>Welsh Music Foundation</td>
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<tr>
<td>WMIS</td>
<td>Welsh Medium Incentive Supplement</td>
</tr>
<tr>
<td>WSP</td>
<td>Wales Spatial Plan</td>
</tr>
<tr>
<td>WTB</td>
<td>Wales Tourist Board</td>
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<tr>
<td>YPP</td>
<td>Young People's Partnerships</td>
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