North Wales Fire and Rescue Authority's Monitoring Report to the Welsh Language Commissioner for the period 1st April 2015 – 31st March 2016

Content	**Page**

1. Introduction

We are pleased to submit our Annual Monitoring Report to the Welsh Language Commissioner for the reporting period 2015-2016.

During this reporting period we as a Service have endeavoured to maintain standards and good practice as we continue to conform with our current Welsh Language Strategy.

In addition, we have continued to prepare for the proposed Welsh Language Standards. The Welsh Language Group, which operates across the three Fire and Rescue Services in Wales, and the Service's Fforwm Iaith Gymraeg have met on several occasions to consider the requirements for these standards and the measures that we will have to implement in order to ensure that we are compliant when they come into force. The three Services are keen to work together in order to improve the provision of Welsh language services across Wales.

We continue in our commitment to strengthen the use of the Welsh language within the Service and in providing a bilingual service to residents in North Wales.

2. Managing and Administering the Scheme

During this reporting period Assistant Chief Fire Officer Richard Fairhead has continued to be responsible for the Welsh Language portfolio within North Wales Fire and Rescue Service. He is also the Chairman of the Fforwm Iaith Gymraeg.

The Fforwm Iaith Gymraeg includes senior staff from a variety of departments such as Human Resources, Corporate Communications, Training, and Information & Communications Technology (ICT). They are involved in making the decisions regarding the Welsh Language Scheme and the Linguistic Skills Strategy. The Fforwm meets quarterly with additional meetings also being held this year in order to prepare for the introduction of the Welsh language standards (minutes are available upon request).

The National Issues Committee Grwp Iaith Gymraeg comprises representatives across all three fire and rescue services in Wales and is chaired by Gareth Griffiths, Senior Training and Development Manager. This group also meets on a quarterly basis and has also convened additional meetings this year in order to make preparations for the new standards (minutes are available upon request).

The Corporate Communications Manager is responsible for the day-to-day administration of the Welsh Language Scheme, with the support of the Translator and Welsh Language Liaison Officer.

Decisions such as the approval of the Welsh Language Scheme, which incorporates the Linguistic Skills Strategy, are made with the agreement of the North Wales Fire and Rescue Authority's Executive Group. The Annual Monitoring Report also requires the approval of the Authority before it is submitted to the Welsh Language Commissioner.

North Wales Fire and Rescue Service maintains representation on a number of committees and working groups that participate in activities to promote the Welsh language.

3. Our Progress during 2015-16

This Monitoring Report relates to the period 1 April 2015 to 31 March 2016.

Our commitment to the Welsh language continues through our Welsh Language Scheme and we have made significant progress during the 2015-16 reporting period.

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

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

Information Technology and Language Resources

- We have continued to encourage staff to make use of the various Welsh language software and technology that is available such as Cysgliad, Microsoft Word (Welsh version), To Bach Technology etc. Staff also receive regular updates on the various language technologies available, together with information on a variety of Welsh language websites as part of the monthly "Mercher 'Marfer" bulletin and a regular reminder to staff in our Weekly Brief staff bulletin of the Welsh language resources available.

- The speech enabling facility that was successfully installed on our Website is available in Welsh and English and continues to be a useful tool for many of our users. The facility is updated on a regular basis when any new content is uploaded onto our website. During this reporting period the main pages listened to in Welsh continued to be those in relation to recruitment and the Welsh language CDs.

- Social networking is firmly established as part of the Service's official Communications Strategy and we now have over 13,000 fans on the Service's Facebook page and approximately 12,500 follow the Service on Twitter. Updates on both Facebook and Twitter are now automatically provided bilingually and people are choosing to communicate and engage with us in Welsh on a regular basis. We have taken advantage of this medium to promote the availability of Home Safety Checks through the medium of Welsh and to support national campaigns such as Yr Awr Gymraeg and Pethau Bychain. A message on our social media pages to celebrate St David's Day was again extremely popular with users.

- A successful partnership agreement with North Wales Police has been introduced this year to formally recognise the excellent joint working that exists between the two organisations. This has also been extended to include provision of some additional translation services during a period in which the Translator and Welsh Language Liaison Officer has been on maternity leave. Additional work has also been carried out by external translators during this period.

Training and Development

- We have continued this year with our Level 1, 2, and 3 CD learning programme. The CDs are available to download from our website and hard copies are also available.

- We have continued to offer in-house training this year to members of staff who were unable to reach the desired standard by following the CD learning programme alone.

- We continue to support members of staff who wish to attend courses in their local community rather than internal courses. We provide support by paying for these courses or by allowing these individuals to attend courses during working hours. The Translator

and Welsh Language Liaison Officer and Welsh Language Champions continue to provide lessons and support in the workplace. We continue to offer courses by looking at the needs of our staff. All members of staff are required to make a note of courses that would be beneficial to them during their yearly appraisal.

- The e-learning module of our Welsh Awareness Training launched last year has proved effective, especially as our Translator and Welsh Language Liaison Officer has been on maternity leave and therefore fewer face to face awareness sessions have been delivered. We also held a St David's Day competition where members of staff were given the opportunity to win a hamper for completing a Welsh language awareness quiz.

Welsh in the Workplace

- North Wales Fire and Rescue Service continues as a member the Hunaniaith group, which aims to promote the Welsh language in Gwynedd and Môn.

- The Service continues to present two awards to staff annually, the award for 'Contribution to the Welsh Language' and 'Learner of the Year'.   This year the 'Learner of the Year' award was presented to Kayleigh Harper, Third Sector Coordinator in the Community Safety Department based at Rhyl. She recently completed a Level 3 course and scored a very high mark in the exam. Since completing this course she has been very enthusiastic about using the Welsh skills that she learnt by emailing and speaking Welsh with colleagues across the Service. Kayleigh always thinks about the importance of the Welsh language when carrying out her role and ensures that all documents that are shared with organisations are translated correctly and that the Welsh language is considered when liaising with other agencies. She is continuing to improve her Welsh skills to assist in her role within the Service. The award for Outstanding Contribution to the Welsh Language was presented to Terry Williams, Head of Community Safety. Terry has recently attended the Academy course for managers where he learnt a variety of new skills with regards to utilising Welsh in the workplace, and he carries out interviews for posts in Welsh which allows the applicant to feel at ease and be able to convey themselves in their first language. He also encourages any discussions to take place in the language of choice in meetings and is a regular spokesperson for media interviews.

- Simultaneous translation continues to be provided during Fire and Rescue Authority meetings and other public meetings. We also remain committed to encouraging the use of Welsh in internal meetings and offer a simultaneous service for this purpose.

- This year we have continued to offer language choice during interviews and we have worked with the Human Resources Department to offer language choice to everyone who applies for a position within the Service. This has included offering interviews through the medium of Welsh during the recent processes of recruiting to the wholetime and retained duty systems.

- The Welsh speaking members to the Human Resources Department continue to prove effective in offering advice to staff on various subjects with regards to their conditions of service through the medium of Welsh.

- Our 25 Welsh Language Champions continue to assist in promoting Welsh in the workplace and had the opportunity to attend a champions seminar held by Hunaniaith this year.   Despite the financial constraints that we have faced over the past year we have remained committed to this scheme as it proving effective.

- In January 2016 all members of staff received a bilingual desk calendar following the success of previous calendars. The calendar included Welsh phrases, simple vocabulary and seasonal to provide a visual tool to help staff practice their Welsh.

Promoting Welsh in the community

- We continue to promote our 'Mae Gen Ti Ddewis' campaign on Facebook and Twitter and also during the events and shows that we visit over the summer months. Encouragingly, we have seen a slight increase in the number of Home Safety Checks conducted through the medium of Welsh during this reporting year – with Twitter proving an effective means of promoting this bilingual service with numerous retweets through the Yr Awr Gymraeg campaign.

Our Priorities during the next Reporting Period:

- Respond to the requirements associated with the Welsh Language Standards – including introducing a communications strategy to help raise awareness of the standards amongst staff to further encourage use of the Welsh language internally and in providing a bilingual service to the public.
- Continue to be proactive with regards to promoting Home Safety Checks through the medium of Welsh and the 'Maes Gen Ti Ddewis' campaign to help maintain the uptake of this bilingual service.
- Continue to work with other organisations, including the other fire and rescue services in Wales and our partners in North Wales, in particular with North Wales Police, to share best practice.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Promoting the Scheme internally			
Find ways of raising the profile of the Scheme by: awareness training; and access to advice and guidance.	Corporate Comms. Manager	An online language awareness module is now in operation. All new staff receive an induction training briefing document which includes information about the Welsh language. This continues to be reviewed. Continuation of bilingual intranet with sections on the Welsh language, guidelines for learners and information regarding champions, with additional information fed to staff through Chief's Weekly Brief and Y Fflam. Continuation of the project to promote Welsh internally using Champions. A communications strategy will be adopted to highlight the requirements of the new standards.	Welsh Language Scheme referred to in the Language Awareness Sessions. Assessment will be evidence of training. Intranet, Chief's Update and Y Fflam. Update provided.

4. Compliance with the Welsh Language Scheme

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

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Develop a system whereby written guidance regarding our Welsh Language Scheme is given as a matter of course to external agencies and contractors.	Support Services Coordinator		See above

Providing the internal infrastructure			
Clarify the responsibility in relation to providing advice and guidance for matters in relation to the Welsh language.	Translator	Information on the Scheme is contained on the intranet and in two SAPPO policies and opportunities are taken to highlight Welsh language matters in the Chief's Weekly Brief and Y Fflam.	Welsh Language Scheme and SAPPO policies.
		The Service's Y Fflam staff magazine features a monthly Y Golofn Gymraeg which also reinforces the Welsh Language objectives.	Y Fflam
		A regular update on Welsh language resources has been added to the Weekly Brief.	
		Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer	
		A communications strategy will be adopted to raise awareness of the new standards.	

Determine which groups would oversee the various tasks relating to the Linguistic Skills Strategy most effectively in future, including maintaining a sufficient proportion of staff that have bilingual skills.	Welsh Language Forum	The Scheme is monitored via the Welsh Language Forum.	Welsh Language Scheme and SAPPO policies.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Making it happen			
Increase the use of appropriate advice and guidance in developing policies and work plans. This to include identifying ways of promoting and facilitating the use of the Welsh Language.	Translator	Sharing of information, ideas and advice with other organisations. Promoting Welsh in the workplace project to support new ideas.	Update provided.
Strengthened the guidance issued to staff regarding the promotion of our bilingual public image, in order to reinforce what the service expects of them.	Translator	Through delivery of Welsh Language Awareness Sessions and adoption of need to achieve Level 2 in linguistic courtesy on appointment/promotion since January 2010. Awareness e-module together with emphasis on further promotion of resources for staff.	Welsh Language Scheme and SAPPO policies.

Task	Responsibility	Progress to date	Evidence
Introduce linguistic skills targets into the annual target-setting process. Develop a Linguistic Skills Strategy, linked in with the IPDS strategy in order to ensure that the necessary linguistic skills are available within the workforce to deliver services in the preferred language of the public.	Corporate Planning Manager	We have a process for collecting self-assessed Welsh language skills and have developed assessment and training to improve overall skills levels.	Workforce data base

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
This strategy to include: • Explain how desirable bilingual skills would be used to fulfil individual roles effectively • Seek ways to increase the proportion of the workforce who can speak Welsh (including by suitable targets) • Ensure that staff have sufficient knowledge of Welsh to provide at least some of our services through the medium of Welsh • Implement a suitable system which is consistent and objective to asses linguistic ability	Development Manager and HR Managers	This is part of the Welsh Language Scheme 2010-13.	Work with HR Department to close the gap and to monitor using Workforce.
Look at the possibility of introducing new requirements for at least some posts whereby non-Welsh speaking candidates for posts where Welsh skills are designated as 'desirable' would be required to commit to attaining a prescribed competency level in Welsh within an agreed period agreed.	HR Manager	Part of the Welsh Language Scheme 2010-13.	Welsh Language Scheme and SAPPO policies.

Task	Responsibility	Progress to date	Evidence
Achieve ways of ensuring that job descriptions are developed which reflect the bilingual skills requirements of specific posts (rather than generic roles)	HR Manager(s)	Part of the Welsh Language Scheme and the guidance on recruitment established with HR.	Work with HR Dept.

Task	Responsibility	Progress to date	Evidence
Ensure that learning Welsh is included in the Service's development programme	Development Manager	Part of the Welsh Language Scheme - every new member of staff or those seeking promotion must achieve Level 2 in linguistic courtesy. A question on Welsh Language ability is included in the pre Appraisal questionnaire and recorded on Workforce.	Welsh Language Scheme and SAPPO policies.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Introduce regular assessments of Welsh language skills of staff in priority posts	Translator	Part of the Welsh Language Scheme and monitored through Workforce.	Welsh Language Scheme and SAPPO policies .
Continuous self-awareness			
Introduce systems to identify serious shortages in bilingual capability within employee groups, and clarify the procedure for resolving any shortages through training or re-distribution of staff	Deputy Chief Fire Officer	Part of the Welsh Language Scheme and monitored through Workforce.	Work with HR Department to identify capability needs.
Increase the use of appropriate qualitative assessments in order to establish how effective we are performing regarding public relations	Corporate Comms. Manager	Bilingual intranet. Bilingual website. Bilingual broadcast media interviews. Bilingual publications. Use a system of noting press calls dealt with in Welsh.	Corporate Communications material
Integrate the work of monitoring the profile of the service into the annual processes associated with the Wales Programme for Improvement	Corporate Planning Manager	This has been agreed using established Performance Indicators.	See Appendix 4.
Ensure that regular reports are submitted to the Authority, including statistical and descriptive information on the linguistic profile of the service and its performance. This is in addition to the regular updates to the Welsh Language Board	Deputy Chief Fire Officer	The annual monitoring report is reported to the Authority and the Welsh language performance indicators are also reported.	See update.

5. Fire and Rescue Service Welsh Language Performance Indicators

The Service's Welsh Language Scheme is committed to achieving 12 Local Performance Indicators (revised in January 2010).

For the period 1 April 2015 to 31 March 2016, the figures for the newly adopted indicators are as follows;

	Statistics for 2015-16	Statistics for 2014-15
PI1	**Number and % of presentations to schools in Welsh.**	**Number and % of presentations to schools in Welsh.**
Comment	Out of a total of **761** presentations **444 (58%)** were provided through the medium of Welsh.	Out of a total of **587** presentations **285 (49%)** were provided through the medium of Welsh.
PI2	**The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.**	**The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.**
Comment	Out of a total of **22,965** children who received fire safety advice **10,526 (46%)** received fire safety advice through the medium of Welsh. The number of schools and pupils who received fire safety advice this year has increased, largely due to the engagement done in secondary schools (with a larger number of pupil groups seen), and due to engagement outside of schools in education fairs etc. The percentages of Welsh presentations and children receiving fire safety advice is also up 9% and 3% respectively due to the increasing work done in the Gwynedd and Anglesey which are predominantly Welsh, and due to the Crucial Crew Secondary School visits being held during the 2015 summer term, which again, are predominantly Welsh.	Out of a total of **15,777** children who received fire safety advice **6,712 (43%)** received fire safety advice through the medium of Welsh. The percentage of presentations in Welsh are down 12% on last year, but the percentage of pupils who received a Welsh presentation is up 4%. This is because all the secondary school presentation were completed this year whereas Conwy and Gwynedd (predominantly Welsh speaking schools) are yet to receive a secondary school visit which will significantly increase in percentage of Welsh presentations etc. More primary school visits were complete in time for the annual monitoring report statistics collated last year whereas this was not achieved this year as two Educationalists left the Service and there was a gap in school visits until they were replaced.

	Statistics for 2015-16	Statistics for 2014-15
PI3	**The number and % of home safety checks carried out through the medium of Welsh 2015-16**	**The number and % of home safety checks carried out through the medium of Welsh 2014-15**
Comment	Out of a total 22,500 home safety checks carried out during 2015/16, 3,292 of those checks (14.63%) were carried out in Welsh. In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2015 - 31 March 2016.	Out of a total 27,106 home safety checks carried out during 2014/15, 3,806 of those checks (14.04%) were carried out in Welsh. In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2014 - 31 March 2015.

HSCs completed in Welsh - 2015-2016

County	Total	Welsh	English	% Welsh
Conwy	4,323	251	4,072	5.81%
Denbighshire	3,398	228	3,170	6.71%
Flintshire	4,125	13	4,112	0.32%
North Gwynedd	2,985	1,442	1,543	48.31%
South Gwynedd	1,440	570	870	39.58%
Wrexham	3,493	15	3,478	0.43%
Ynys Mon	2,736	773	1,963	28.25%
Total	**22,500**	**3,292**	**19,208**	**14.63%**

HFSC's completed in Welsh - 2014-2015

County	Total	Welsh	English	% Welsh
Conwy	5,101	291	4810	5.70%
Denbighshire	3,761	186	3575	4.95%
Flintshire	5,960	12	5948	0.20%
North Gwynedd	3,252	1,639	1613	50.40%
South Gwynedd	1,742	742	1000	42.59%
Wrexham	4,067	10	4057	0.25%
Ynys Mon	3,223	926	2297	28.73%
Total	**27,106**	**3,806**	**23,300**	**14.04%**

	Statistics for 2015-16	Statistics for 2014-15
PI4	**Number and % of staff who have attained success in the Level 1 Welsh Language tests.**	**Number and % of staff who have attained success in the Level 1 Welsh Language tests.**
Comment	3 (0.35%) (The level 1 assessment is rarely used now as most staff are required to achieve level 2 or higher	4 (0.46%)
PI5	**The number and % of staff who have attained success in the Level 2 Welsh language tests.**	**The number and % of staff who have attained success in the Level 2 Welsh language tests.**
Comment	42 (5.04%) (8 of whom attended a formal Welsh course)	45 (5.18%)
PI6	**The number and % of staff who have attained success in Level 3 in Welsh.**	**The number and % of staff who have attained success in Level 3 in Welsh.**
Comment	12 (1.44%) (7 of whom attended a formal Welsh course. Furthermore: 6 staff were assessed at Level 4 and 15 were assessed at Level 5	10 (1.15%)

	Statistics for 2015-16	Statistics for 2014-15
PI7	**The number and % of staff that have received training to an agreed qualification in Welsh.**	**The number and % of staff that have received training to an agreed qualification in Welsh.**
Comment	16 (1.92%) 9 of whom attended Welsh Level 2 7of whom attended Welsh Level 3	13 (1.5%)
PI8	**The number and % of staff that have received language awareness training.**	**The number and % of staff that have received language awareness training.**
Comment	60 (7.19%) staff have undertaken Welsh language awareness training via an e learning module – 43 through the medium of English and 17 though the medium of Welsh.	130 staff (14.98%) have undertaken Welsh language awareness training.
PI9	**The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).**	**The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).**
Comment	**Please see Analysis of Welsh Speaking Skills below**	**Please see Analysis of Welsh Speaking Skills below**
PI10	**The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).**	**The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).**
	Please see Analysis of Welsh Speaking Skills below	**Please see Analysis of Welsh Speaking Skills below**

	Statistics for 2015-16	Statistics for 2014-15
PI11	**The performance set against any target that is adopted as part of the performance management framework – targets for 2013/14 are;** **Number and % of new staff who have attained Level 2** **Number and % of staff who have been promoted and have gained Level 2 success.**	**The performance set against any target that is adopted as part of the performance management framework – targets for 2012/13 are;** **Number and % of new staff who have attained Level 2** **Number and % of staff who have been promoted and have gained Level 2 success.**
Comment	New staff must gain Level 2 success or the Level identified as being required by the post. Number and % of new staff who have attained Level 2 success 39 (4.68%) **new** staff - of whom 32 achieved Level 2 or above (the 7 who have not yet achieved are still within their probation period during which it is expected they should achieve the required level.) Number and % of staff who have been promoted and have gained Level 2 success 21 **promoted** staff (2.5%%) - of whom 20 have achieved either Level 2 or above.	New staff must gain Level 2 success or the Level identified as being required by the post. 58 (6.68%) **new** staff have achieved Level 2 & above 7 (0.83%%) **promoted** staff have achieved Level 2 & above
PI12	**The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.**	**The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.**
Comment	The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.	The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.

	Statistics for 2015-16	Statistics for 2014-15
PI13	**The number and % of letters received and issued in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.**	**The number and % of letters received and issued in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.**
Comment	These have proven challenging to monitor accurately to date and a new monitoring process will be adopted as part of the introduction of the Welsh language standards during 2016-17	County offices are amalgamated – all offices therefore recorded figures on the basis of two counties as indicated below.

Conwy and Denbighshire
15.5% of letters and 6.75% calls

Wrexham and Flintshire
21% of letters and 0% of calls

Gwynedd and Anglesey
68% of letters and 61% of calls

(All letters in relation to home fire safety checks are issued bilingually in every county. All calls are answered bilingually) |
PI14	**The number and % of staff that have bilingual skills (to the designated standard).**	**The number and % of staff that have bilingual skills (to the designated standard).**
Comment	**Please see Analysis of Welsh Speaking Skills below**	**Please see Analysis of Welsh Speaking Skills below**
PI15	**The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.**	**The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.**
Comment	**Please see Analysis of Welsh Speaking Skills below**	**Please see Analysis of Welsh Speaking Skills below**
PI16	**The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.**	**The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.**
Comment	**Please see Analysis of Welsh Speaking Skills below**	**Please see Analysis of Welsh Speaking Skills below**

	Statistics for 2015-16	Statistics for 2014-15
PI17	**The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.**	**The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.**
Comment	There were no complaints of this nature in this period.	There was 1 complaint of this nature (equivalent to 3.7% of total formal complaints. This was dealt with in accordance with Authority standards. The complaint involved a sign outside Holyhead Fire Station without Welsh translation of Holyhead to Caergybi. This was immediately reported to the Facilities Department and a new sign was ordered and erected. All Response Managers were asked to double check and confirm signage at each fire station was correct and no further anomalies were identified.
PI18	**The number and % of complaints from staff or their representatives about language issues**.	**The number and % of complaints from staff or their representatives about language issues**.
Comment	There were no complaints of this nature in this period	There were no complaints of this nature in this period
PI19	**The number and % of agencies and contractors that receive guidance to comply with our Welsh Language Scheme.**	**Number of agencies and contractors who have received guidance to comply with the Welsh Language Scheme.**
Comment	All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list. The Facilities Department continually strives to keep Contractors and staff informed North Wales Fire and Rescue Service's Welsh Language Policy. The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.	All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list. The Facilities Department continually strives to keep Contractors and staff informed of North Wales Fire and Rescue Service's Welsh Language Policy. The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.
PI20	**The number and % of emergency calls that were dealt with in Welsh 2015-16**	**The number and % of emergency calls that were dealt with in Welsh 2014-15**
Comment	During 2015-16, the Control Room received 12,929 emergency calls. Of this total, 192 calls were handled in Welsh (1.49%)	During 2014-15, the Control Room received 12,727 emergency calls. Of this total, 207 calls were handled in Welsh (1.63%)

Analysis of Welsh Speaking Skills

1. **MAIN FINDINGS:**

1.1 **POSITIVE OUTCOMES**

- Despite continued decreasing budgets and financial challenges the Service remains committed to the Welsh language and to investing in improving skills and standards. The positive outcomes and improvements reported for 2015-16 are testament to this as we continue to highlight the importance of a bilingual workforce being able to provide a bilingual service to the public of North Wales.

- Despite a further reduction in the size of its workforce, the Service's Welsh language strategy continues to effectively raise the level of skills in speaking Welsh – the proportion of staff whose Welsh speaking skills meet the designated standard has increased significantly during the year (from 63.7% in 2014, to 67.4% in 2015, to 72.06% in 2016). At the same time the proportion of staff who do not meet the required skills has continued to decline.

- The language skills of the majority of staff continue to be successfully recorded, either as self-assessments or as formal assessments. This has led to a better understanding of the overall profile of the Service and improved accuracy in the analysis of skills.

- The percentage of staff remaining at minimal Level 0 or 1 skills continues to decrease.

- The percentage of staff achieving at least the minimum level of skills (Level 2 or above) continues to increase – and the number of postholders with higher level skills (Level 4 and above) also continues to increase.

- There has been an increase in the number of staff who have achieved the required Level 3 skills or above for their post this year – and this is true across all regions of the service area.

- Particular pockets of notably good standards continue to be achieved, including in the development of language skills at station manager and senior management level, and the allocation of Welsh speakers across counties and specific departments/functions.

- The skill levels of those working in control have risen again this year – with one member of staff who continues to make progress towards the desired level.

- There has been a considerable increase in compliance with Welsh language requirements for all posts in 2016 – from 66% compliance in 2015 to 89% compliance in 2016.

- Encouragingly, following a concerted awareness raising campaign on social media and at events, there has been a slight improvement in the number of Home Safety Checks conducted through the medium of Welsh which had previously declined year on year in the last three years.

- The number of school presentations conducted in Welsh has increased significantly.

1.2 **CONTINUING CHALLENGES**

- Although the number and percentage of staff that have not yet attained Level 2 Welsh speaking skills continues to fall, there remains staff at either Level 0 or Level 1 who we will continue to target and encourage to improve their skills.

- An increasing number of staff meet the language criteria set for their posts, with continuing improvement this year and work will continue to target those individuals who are not required to attain a specific level of Welsh language skills as part of their contractual obligations i.e. those employed before January 2010.

- We will continue to monitor the Welsh language skills of those working in reception roles to ensure compliance.

- We will continue to ensure we work to record the language skills of all members of our workforce.

SUMMARY TABLES

2011

Designation of job.	Number of jobs designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	933	115	282	193	73	81	152	1	36	933
Level 3	9	0	2	3	3	0	1	0	0	9
Level 4	91	1	112	20	5	23	29	0	1	91
Level 5	1	0	0	0	0	0	1	0	0	1
	1,034	116	296	216	81	104	183	1	37	1,034

2012

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

2013

Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	810	101	187	152	99	90	142	1	38	810
Level 3	8	0	1	1	5	0	1	0	0	8
Level 4	80	1	4	7	12	19	37	0	0	80
Level 5	1	0	0	0	0	0	1	0	0	1
	899	102	192	160	116	109	181	1	38	899

2014

Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	785	117	178	163	65	63	196	1	2	785
Level 3	11	0	1	3	5	1	1	0	0	11
Level 4	82	2	2	8	6	14	50	0	0	82
Level 5	1	0	0	0	0	0	1	0	0	1
	879	119	181	174	76	78	248	1	2	879

2015 Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	776	98	154	189	67	60	187	1	18	776
Level 3	13	0	0	2	8	1	2	0	0	13
Level 4	78	2	3	6	0	20	46	0	1	78
Level 5	1	0	0	0	0	0	1	0	0	1
	868	100	157	197	75	83	236	1	19	868

2016 Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	740	77	130	203	68	64	186	1	11	740
Level 3	18	0	0	3	9	2	4	0	0	18
Level 4	75	2	2	7	0	18	45	0	1	75
Level 5	1	0	0	0	0	0	1	0	0	1
	834	79	132	213	77	84	236	1	12	834

3. Overview

3.1 The number of filled posts fell again this year up to April 2016, with 34 fewer than in the previous year. This comprised a reduction of 36 filled posts designated at Level 2, an increase in 5 filled posts designated at Level 3, and a reduction of 3 filled posts designated at Level 4.

3.2 During 2016 there was an increase in the number of staff whose skills have been successfully recorded. There was a decrease in the number of staff with level 0 or 1 recorded skills (from 257 to 211) and an increase in the number with level 4 and level 5 skills (from 319 to 320) and in increase in those with level 2 skills (197 to 213).

3.3 Although financial constraints mean the Service continues to operate with fewer numbers of staff, the impact on the Welsh language skills is being managed well with a growing proportion of the workforce continuing to improve their skills and attaining level 2, 3 and 4.

3.4 The table below shows how the number of fluent speakers continues to increase and the number of staff with lower level skills continues to decrease.

	2011	2012	2013	2014	2015	2016
Level 0 & 1	40%	37%	33%	34%	30%	25%
Level 2	19%	18%	18%	20%	23%	26%
Level 3 (Some Welsh)	8%	12%	13%	9%	9%	9%
Level 4 and above (Fluent Welsh speaker)	28%	31%	32%	37%	37%	38%
Total some Welsh/fluent	36%	43%	45%	46%	46%	47%

4. PERFORMANCE INDICATORS

4.1 The percentage of posts which are Welsh essential (Welsh is required to Level 4 or above) and are filled by staff with the requisite skills has remained reasonably constant (84.8% this year compared to 85.5%) last year. There has been an increase in the percentage of posts which are Welsh desirable (Welsh is required to Level 2 or 3) that have been filled by staff with the requisite Welsh speaking skills (an increase of 13.99%).

4.2 This is particularly encouraging in view of the overall reduction in staffing each year.

KPI 1						
The number and percentage of jobs where Welsh is required to Level 4 or above that are filled by staff that have bilingual skills to the desired standard.	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
Total number of jobs designated as Level 4 and above.	92	76	81	83	79	76
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	53	47	57	71	67	64
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	57.6%	61.8%	70.4%	85.5%	84.8%	84.2%

KPI 2						
The number and percentage of jobs where Welsh is required to Level 2 or 3 that are filled by staff that have bilingual skills to the desired standard.	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
Total number of jobs designated as Level 2 or Level 3.	942	883	818	796	789	758
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	504	507	490	495	515	537
The percentage that are filled by staff with Welsh speaking skills at Level 2 or above.	53.5%	57.4%	59.9%	62.1%	65.3%	70.1%

4.3 The Service continues to increase the proportion of its staff whose Welsh speaking skills meet the requisite level for their post (from 63.7% in 2014, to 67.4% in 2015, to 72.06% in 2016. The number of staff whose skills did not meet the requisite level for the post fell – from 36.06% in 2014, to 30.53% in 2015, to 26.5% in 2016. A total of 12 staff have skills that are unknown – compared to 19 last year.

4.4 As the Service considers Level 2 as the minimum level to achieve across all posts, the calculation is made on the basis that anyone below that level, or whose skills level has not been recorded ("unknown") would automatically fail against this indicator.

Performance Indicators

KPI 4						
The number and percentage of staff that have bilingual skills to the designated standard.	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
The total number of staff (incl. those whose skills had not been assessed)	1,034	959	899	879	868	834
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	557	554	547	560	582	601
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	53.9%	57.8%	60.8%	63.71%	67.05%	72.06%

The number and percentage of staff who do _not_ have bilingual skills to the designated standard.	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
The number of staff whose skills did not meet the requisite Level for their post	540	372	314	317	265	221
The percentage of staff whose skills did not meet the requisite Level for their post	52.22%	38.8%	34.9%	36.06%	30.52%	26.50%
The number of staff who had not had an assessment or completed a self-assessment	37	33	38	1	19	12
The percentage of staff who had not had an assessment or completed a self-assessment	3.6%	3.4%	4.2%	0.1%	2.2%	1.4%

4.5 This year 89.48% of the designated main reception roles were filled by Welsh speaking staff with skills at Level 4 or above, which is less than last year - although the figures are such that two people out of the total number remain at a lower level which is the same as last year. That is, the number of main reception roles designated as Welsh essential decreased by 5 and the number filling those roles with the required skills also decreased by 5 – suggesting that there was no actual decline in skills compared to last year.

4.6 The 6 members of staff who have not yet reached the Level 4 designated for their posts continue to work to improve their skills

KPI5						
The number and percentage of main reception roles designated as Welsh essential that were filled by bilingual staff.	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**
The total number of 'main reception roles'	26	20	22	24	24	19
The total number of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	12	9	14	18	22	17
The percentage of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	46.2%	45%	63.6%	75%	91.7%	89.48%

Performance Indicators

4.7 The skills levels of Control staff have risen again this year from 93.8% to 94.74%. There remains one member of Control staff who has yet to reach the Level 4 designated for their post (as was the case last year) and we continue to work to help this individual improve their skills.

The number and percentage of control operator roles designated as Welsh essential that were filled by bilingual staff.	2011	2012	2013	2014	2015	2016
The total number of relevant call-handling control staff	19	18	19	19	16	19
The total number of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	14	12	14	16	15	18
The percentage of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	73.7%	66.7%	73.7%	84.2%	93.8%	94.74%

The number of staff by skills level, per county.

2011

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

2012

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

2013

Performance Indicators

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	98	2	8	18	22	18	28	0	2	98
Conwy	167	14	41	41	22	18	22	0	9	167
Denbighshire	244	30	59	42	34	34	37	1	7	244
Flintshire	93	20	31	22	7	2	3	0	8	93
Gwynedd North	118	4	8	11	12	23	58	0	2	118
Gwynedd South	88	5	12	13	10	11	30	0	7	88
Wrexham	91	27	33	13	9	3	3	0	3	91
Total	**899**	**102**	**192**	**160**	**116**	**109**	**181**	**1**	**38**	**899**
Gwynedd Total	206	9	20	24	22	34	88	0	9	206

2014

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	64	0	6	2	15	17	24	0	0	64
Conwy	154	13	42	43	9	12	34	1	0	154
Denbighshire	250	40	50	48	27	26	58	0	1	250
Flintshire	95	39	19	26	1	5	5	0	0	95
Gwynedd North	141	0	12	27	8	16	78	0	0	141
Gwynedd South	87	0	12	22	4	7	42	0	0	87
Wrexham	86	25	38	10	1	8	4	0	0	86
Total	**877**	**117**	**179**	**178**	**65**	**91**	**245**	**1**	**1**	**877**
Gwynedd Total	228	0	24	49	12	23	120	0	0	228

2015

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	59	0	4	2	14	15	24	0	0	59
Conwy	161	11	40	46	8	14	36	1	5	164
Denbighshire	246	36	35	56	29	23	60	0	7	246
Flintshire	95	28	23	27	2	5	5	0	5	95
Gwynedd North	133	0	8	27	16	14	67	0	1	133
Gwynedd South	87	0	13	22	5	8	39	0	0	87
Wrexham	87	26	33	18	0	4	5	0	1	87
Total	**868**	**101**	**156**	**198**	**74**	**83**	**236**	**1**	**19**	**868**
Gwynedd Total	220	0	21	49	21	22	106	0	1	220

2016

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	55	0	3	3	12	15	22	0	0	55
Conwy	159	9	34	52	11	11	40	1	1	159
Denbighshire	254	27	33	64	33	27	65	0	5	254
Flintshire	84	21	22	26	2	5	5	0	3	84
Gwynedd North	123	0	6	24	14	15	63	0	1	123
Gwynedd South	75	0	9	18	5	7	36	0	0	75
Wrexham	84	22	25	26	0	4	5	0	2	84
Total	**834**	**79**	**132**	**213**	**77**	**84**	**236**	**1**	**12**	**834**
Gwynedd Total	198	0	15	42	19	22	99	0	1	198

Changes between 2015 and 2016:

4.9   The table below shows the difference in skills levels of postholders between 2014 and 2015, and the impact of 34 fewer filled posts across most counties.

4.10   There were 7 fewer staff who remained unassessed, with a substantial increase in staff moving up to Level 2 skills (20 more), Level 3 skills (15 more) and Level 4 (1 more).

Total filled posts in 2015	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total compared with 2014
834	-22	-24	+20	+15	+1	0	0	-7	**+8**

Changes between 2011 and 2016:

4.11   Between 2011 and 2016, the number of postholders with higher level skills (Level 4 and above) increased significantly from 288 to 321 (compared to 320 last year) which remains a very positive indicator of progress.

4.12   In the same period, the number of postholders who had achieved at least the minimum Welsh speaking skills Level 2 or above) also continued to increased - from 585 (56.58%) in 2011, to 592 in 2015 (68.2%), to 611 in 2016 (73.3%) - which is a very positive indicator of progress, especially in the context of an overall reduction in staffing, some staff who still had not been assessed at all, and decreasing budgets. At the same time, staff achieving level 0 or 1 decreased considerably as their skills progressed to higher levels.

Performance Indicators

	Number with no Welsh speaking skills or with only minimal language skills (Level 0 or Level 1)	Number achieving at least the minimum Welsh speaking skills expected (Level 2 or above)	Number achieving a high Level of Welsh speaking skills (Level 4 and above)
2011	412 (39.8%)	585 (56.6%)	288 (27.9%)
2012	351 (36.6%)	575 (60.0%)	294 (30.7%)
2013	294 (32.7%)	567 (63.1%)	291 (32.4%)
2014	300 (34.1%)	577 (65.6%)	327 (38.4%)
2015	257 (29.6%)	592 (68.2%)	320 (37.2%)
2016	211 (25.3%)	611 (73.3%)	321 (38.5%)

The concentration of Welsh speaking skills across the Service area.

4.13 Compared to 2011, all counties have experienced an increase in the percentage of staff at Level 3 or above, and in addition there has been an encouraging increase in almost all counties compared to last year, with Conwy, Denbighshire, Flintshire and Gwynedd seeing a significant increase.

4.14 The pattern of concentration of Welsh speaking staff has continued to see Anglesey with a much higher concentration, followed by Gwynedd, Denbighshire, Conwy, Flintshire then Wrexham.

	2011	2012	2013	2014	2015	2016
Anglesey	52.4%	65.2%	69.4%	87.5%	89.8%	89.1%
Conwy	22.4%	33.1%	37.1%	36.4%	36.3%	39.6%
Denbighshire	33.9%	38.1%	43.4%	44.4%	45.9%	49.2%
Flintshire	7.7%	9.2%	12.9%	11.6%	12.6%	14.3%
Gwynedd	64.5%	71.1%	69.9%	66.6%	66.55%	69.4%
Wrexham	7.3%	12.1%	16.5%	15.1%	10.3%	10.35%
Total	**35.7%**	**42.2%**	**45.3%**	**45.8%**	**45.5%**	**47.7%**
Gwynedd North	72.2%	80.2%	78.8%	72.3%	72.9%	74.8%
Gwynedd South	54.5%	58.7%	58.0%	60.9%	60.2%	64%

The percentage of all the staff based in each county whose skills are at Level 3 or above.

The distribution of Welsh speaking skills across the Service area.

4.15 The percentage of Welsh speaking staff (Level 4 and above) within the Service has mostly shown an increase year on year in every county. The biggest increases have been in Gwynedd and Denbighshire with Wrexham seeing the least improvement.

	2011	2012	2013	2014	2015	2016
Anglesey	40.3%	44.6%	46.9%	64.1%	66.1%	67.3%
Conwy	16.9%	23.8%	23.9%	30.5%	31.1%	32.1%
Denbighshire	25.4%	26.1%	29.5%	33.6%	33.7%	36.2%
Flintshire	2.9%	2.0%	2.9%	5.4%	10.5%	11.9%
Gwynedd	55.5%	58.7%	59.2%	62.7%	58.2%	61.1%
Wrexham	2.7%	5.0%	6.6%	14%	10.3%	10.7%
Total			**100.0%**			
Gwynedd North	64.7%	68.2%	68.6%	66.7%	60.9%	63.4%
Gwynedd South	43.6%	45.6%	46.6%	56.3%	54%	57.3%

The percentage of the Service's Welsh-speaking staff as deployed to each county area.

Performance Indicators

The concentration of Welsh speaking skills by seniority levels

4.16   The table for 2016 below shows that staff across all levels, not just at senior management level, are now achieving a high percentage (max 100% and min 86%%) of compliance against their post's linguistic requirements (column ii.).

4.17   Station managers achieve the highest level of compliance against the Service's aspirational target of a minimum of Level 2 skills across the organisation (column iv.), and this has increased from to 95% to 96% since last year. Senior manager retain the highest concentration of staff with Welsh speaking skills at Level 3 or above (column v.) which has also increased this year.

4.18   The above can both be viewed as a positive indicator of improvement across all levels and commitment to the Welsh language.

2013	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management[1]	27	74%	19%	78%	67%	4%
Station managers	29	72%	24%	76%	52%	0%
Watch managers	102	71%	26%	71%	42%	3%
Crew managers	128	60%	37%	60%	38%	3%
Firefighters	481	59%	36%	59%	43%	5%
Grades 6 - 8	32	59%	28%	59%	53%	13%
Grades 3 - 5	86	58%	24%	74%	60%	1%
Grades 1- 2	14	43%	50%	43%	36%	7%
All	899	61%	33%	63%	45%	4%

2014	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management[2]	23	92	12	88	68	0
Station managers	23	92	16	84	48	0
Watch managers	83	90.22	35.87	64.13	38.04	0
Crew managers	104	86.67	35.83	64.17	38.33	0
Firefighters	403	84.49	36.69	63.31	45.07	0
Grades 6 – 8	29	82.86	34.29	65.71	51.43	0
Grades 3 – 5	82	91.11	22.22	76.67	60	1.11
Grades 1- 2	12	92.31	46.15	53.85	38.46	0
All	759	86.55	33.75	66.13	45.84	0.11

Performance Indicators

2015	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management[3]	27	89	11	85	67	3.7
Station managers	22	100	4	95	50	0
Watch managers	83	93	31	69	35	0
Crew managers	110	87	32	69	41	0
Firefighters	488	84	32	65	44	2.87
Grades 6 - 8	38	87	24	76	63	0
Grades 3 - 5	84	91	23	76	57	1.19
Grades 1- 2	16	75	38	44	37	18.75
All	868	86.29	29.6	68.2	45.51	2.19

2016	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management[4]	26	88.46	15.38	84.62	76.92	0
Station managers	25	100	4	96	72	0
Watch managers	75	94.67	21.33	78.67	32	0
Crew managers	101	90.1	28.71	71.29	39.6	0
Firefighters	465	86.88	28.17	69.68	46.02	2.15
Grades 6 - 8	45	88.89	17.78	80	66.67	2.22
Grades 3 - 5	83	91.57	19.28	79.52	55.42	1.2
Grades 1- 2	14	92.86	42.86	57.14	42.86	0
All	834	89.09	25.3	73.26	47.72	1.44

Analysis of Welsh skills according to seniority levels, incorporating all duty systems and roles.

Performance Indicators

The concentration of Welsh speaking skills by department/function.

4.19 There has been a considerable increase in compliance with Welsh language requirements for all posts in 2016 (from average 66% to 89% in column i.). Control and prevention staff achieve the highest concentration of staff whose Welsh skills levels are at Level 3 or above. The percentage of staff with at least level 2 skills has also increased from 68.2% to 73.26% in 2015. The percentage with level 0 or 1 skills has decreased from 55.11% to 25.3%.

2013	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control[5]	81.3%	6.3%	93.8%	78.1%	0.0%
Fire and rescue crew[6]	58.8%	36.5%	58.8%	40.3%	4.7%
Fleet and facilities management[7]	60.0%	13.3%	60.0%	53.3%	26.7%
Headquarters and corporate[8]	57.9%	31.6%	64.9%	49.1%	3.5%
Operations, response and resilience[9]	61.5%	30.8%	69.2%	57.7%	0.0%
Other[10]	38.9%	55.6%	38.9%	38.9%	5.6%
Prevention[11]	77.9%	8.8%	91.2%	76.5%	0.0%
Training and development[12]	64.0%	32.0%	68.0%	28.0%	0.0%
All	60.8%	32.7%	63.1%	45.3%	4.2%

2014	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control[13]	93.75	3.13	96.88	81.25	0
Fire and rescue crew[14]	61.79	38.38	61.62	41.03	0
Fleet and facilities management[15]	77.78	22.22	77.78	66.67	0
Headquarters and corporate[16]	62.12	37.88	60.61	43.94	1.52
Operations, response and resilience[17]	75	25	75	50	0
Other[18]	-	-	-	-	-
Prevention[19]	70.15	7.76	92.54	74.63	0
Training and development[20]	68	32	68	32	0
All	64.90	66.13	66.13	45.84	0.11

Performance Indicators

2015	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control[21]	96.55	3.45	96.55	82.76	0
Fire and rescue crew[22]	63.33	34.41	63.33	40.87	2.26
Fleet and facilities management[23]	70	20	70	60	10
Headquarters and corporate[24]	64.71	30.88	67.65	52.94	1.47
Operations, response and resilience[25]	81.81	11.36	84.09	40.91	4.55
Prevention[26]	73.44	9.38	90.63	68.75	0
Training and development[27]	70.83	29.17	70.83	33.33	0
All	66.47	55.11	68.2	45.51	2.19

2016	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control[28]	100	3.33	96.67	86.67	0
Fire and rescue crew[29]	87.52	30.05	68.72	42.36	1.23
Fleet and facilities management[30]	100	19.05	80.95	66.67	0
Headquarters and corporate[31]	84.62	25.64	73.08	51.28	1.28
Operations, response and resilience[32]	95.45	9.09	90.91	43.18	0
Prevention[33]	95	6.67	91.67	78.33	1.67
Training and development[34]	90.63	21.88	68.75	34.38	9.38
All	89.09	25.3	73.26	47.72	1.44

Analysis of Welsh skills in departments/functions

Retained Duty System (RDS) staff

4.20 One of the challenges for increasing the level of Welsh language skills in North Wales Fire and Rescue Service is that the majority of the Service's employees work the Retained Duty System, and are therefore limited in terms of contact time with the Service for skills-building and undergoing formal assessment of their Welsh language skills. There have also been recent recruitment drives for RDS staff and the skills of some of these staff are in the process of being recorded, whilst all will have achieved at least Level 2.

NOTES

[1] 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

[2] 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

[3] 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

[4] 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

[5] Control – call handling staff, supervisors and managers.

[6] Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

[7] Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

[8] HQ and Corporate – senior management, finance, accounts and payroll; HR andrecruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

[9] Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

[10] Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.

[11] Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

[12] Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.

[13] Control – call handling staff, supervisors and managers.

[14] Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

[15] Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

[16] HQ and Corporate – senior management, finance, accounts and payroll; HR and recruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

[17] Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

[18] Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.

[19] Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

[20] Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.

[21] Control – call handling staff, supervisors and managers.

[22] Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

[23] Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

[24] HQ and Corporate – senior management, finance, accounts and payroll; HR and recruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

[25] Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

[26] Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

[27] Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.

[28] Control – call handling staff, supervisors and managers.

[29] Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

[30] Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

[31] HQ and Corporate – senior management, finance, accounts and payroll; HR and recruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

[32] Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

[33] Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

[34] Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.