



AGENDA ITEM: 8

NORTH WALES FIRE AND RESCUE AUTHORITY EXECUTIVE PANEL

21 July 2014

WELSH LANGUAGE MONITORING REPORT

Report by Richard Fairhead, Assistant Chief Fire Officer

Purpose of Report

- 1 To seek approval for the North Wales Fire and Rescue Service Welsh Language Scheme Monitoring Report for 2013-14 prior to formal submission to the Welsh Language Commissioner.

Background

- 2 Each year, North Wales Fire and Rescue Service is required to produce a detailed report which sets out progress made towards meeting the targets outlined in the Service's Welsh Language Scheme. This is submitted to the Welsh Language Commissioner under the arrangements as a result of the Welsh Language (Wales) Measure 2011.

Information

- 3 The introduction of the Welsh Language (Wales) Measure 2011 has led to an increased emphasis on promoting and facilitating the use of the Welsh language across Wales, by raising awareness of the official status of the language and improving standards to ensure consistency across Wales. This has been welcomed by North Wales Fire and Rescue Service and the three Welsh Fire and Rescue Services will continue working together to respond to obligations associated with the introduction of the new Welsh Language Standards.

- 4 Last year, the Welsh Language Commissioner welcomed many aspects of our work in relation to the Welsh language and the general progress achieved in the implementation of the Welsh Language Scheme during 2013-14.
- 5 Once again, this has been a period in which North Wales Fire and Rescue Service has achieved considerable progress in relation to the Welsh Language and we were delighted to receive notable recognition for this in winning an Inspire Wales Award 2013 in the category 'Welsh in the Workplace'. The Service was among three organisations that were shortlisted for the award which was unveiled at a presentation ceremony in Cardiff on 18th June 2013. This was also the second year running that the Service was shortlisted for this award.
- 6 Data relating to Welsh language skills and learning is collated and recorded in the Service's HR database. The data recorded for 2013-14 is detailed in the Monitoring Report which summarises the main findings, identifying positive outcomes and continuing challenges which the Service will pursue further during the coming year to strive for improvement. Key positive findings this reporting year, compared to last year, are;
 - an increase in number of home fire safety checks delivered in Welsh
 - an increase in staff with a minimum of Level 4 Welsh language conversational skills
 - an increase in the number of staff filling front facing roles that have the necessary Welsh language skills
 - an increase in Welsh presentations to schools
 - almost all departments have seen a significant rise in the percentage of staff with skills matching the job requirement.
- 7 Previous Monitoring Reports have detailed how the three Fire and Rescue Services in Wales took part in the 'Mae Gen Ti Ddewis' campaign supported by the Welsh Language Board to promote the availability of Home Fire Safety Checks through the medium of Welsh. The success of the campaign saw the number of residents in North Wales receiving home fire safety checks through the medium of Welsh increasing from 6% to 20% in a three year period. Last year there was a slight reduction in these numbers to 16%. The Service remains committed to promoting these checks

bilingually and after the campaign was re-launched last summer there was an increase in the number of checks completed in Welsh during this reporting period to just over 17% with the figure rising to 19% during the busiest periods of promoting the campaign.

- 8 NWFRS's Welsh Language Scheme stipulates the requirement for all new members of staff and those successful in promotion to learn basic conversational Welsh to Level 2 standard in our CD programme and this has also continued to be promoted amongst staff during 2013-14. A further Level 3 CD has been produced as an extension of the existing learning programmes and was launched in June last year in response to the number of staff who have shown an interest in developing their language skills further after completing the Level 2 training. It was encouraging to see that the 12 members of staff who had completed the Level 3 course went on to complete the Level 4 course this year with excellent assessment results.
- 9 The Monitoring Report also highlights the work carried out in relation to promoting Welsh within the workplace as well as providing a bilingual service to the public. This includes our continued commitment to identifying and supporting Welsh Language Champions across the region. During the reporting period the Service had 28 Champions in this role who continue to mentor others and receive guidance and support to help promote the language and facilitate learning.
- 10 The Service remains committed to promoting the language and encouraging Welsh language skills development amongst its staff. This work ensures the provision of bilingual services to the people of North Wales and encourages the use of Welsh within the workplace.

Recommendation

- 11 That Members note the progress made in relation to the Welsh Language Scheme and approve the 2013-14 Monitoring Report prior to formal submission to the Welsh Language Commissioner.



**North Wales Fire and Rescue Authority's
Monitoring Report to the
Welsh Language Commissioner
for the period
1st April 2013 – 1st April 2014**

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1. Introduction

We are pleased to submit our Annual Monitoring Report to the Welsh Language Commissioner for the period 2013-14.

During 2013-14 we as a Service have done our utmost to maintain standards and good practices as we continue to conform with our current Welsh Language Strategy in preparation for the proposed Welsh Language Standards.

The Assistant Chief Fire Officer responsible for the Welsh language portfolio, the Chair of the National Issues Committee Welsh Language Group (across all three fire and rescue services in Wales), and the Corporate Communications Manager met with representatives from the Welsh Language Commissioner's Office on the 6th of December 2013 to discuss our progress during 2012-13 and were happy to provide further evidence to support the content of our report.

Once again, this has been a period in which North Wales Fire and Rescue Service has achieved considerable progress in relation to the Welsh Language and we were delighted to receive recognition for this in winning an Inspire Wales Award in the category 'Welsh in the Workplace'.

We have a clear vision on how we as a Service would like to proceed during 2014 and beyond and we look forward to strengthening the position of the Welsh language within North Wales Fire and Rescue Service in years to come.

2. Managing and Administering the Scheme

During this reporting period Assistant Chief Fire Officer Richard Fairhead has been responsible for the Welsh Language portfolio within the Fire and Rescue Service. He is also the Chairman of the Welsh Language Forum which meets quarterly.

The Welsh Language Forum 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 Welsh Language Forum met on the following dates during the monitoring year (minutes are available upon request).

- 19 April 2013
- 25 July 2013
- 3 October 2013
- 24 January 2014

The National Issues Committee Welsh Language Group (across all three fire and rescue services in Wales) is chaired by Gareth Griffiths, Senior Training and Development Manager. This group also meets on a quarterly basis and includes the following members:

North Wales

Tracey Williams, Corporate Communications Manager
Nici Siôn, Translator and Welsh Language Liaison Officer

South Wales

Cath Baldwin, Swyddog Iaith Gymraeg

Mid and West Wales

Jacqui Maunder, Corporate Communications and Democratic Services Manager

Ceri Jackson, Deputy Corporate Communications and Democratic Services Manager

Julie Owens, Democratic Services Officer

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

- 24 May 2013
- 13 November 2013
- 27 January 2014

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 before the North Wales Fire and Rescue Authority's Executive Group. This yearly Monitoring Report also requires the approval of the Authority before it is submitted to the Welsh Language Commissioner.

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

This year staff have represented the Service at the following meetings:

- Rhwydiaith
- Hunaniaith
- Welsh Language Partnership Council
- Welsh Government Focus Group for Sharing Welsh Translation Resources

3. Our Progress during 2013-14

This Monitoring Report relates to the period 1 April 2013 to 1 April 2014.

Our commitment to the Welsh language continues through our Welsh Language Scheme and we have made significant progress during the 2013-14 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. Activities we launched towards the end of 2009 in pursuit of this aim have continued to move from strength to strength.

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

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. The following software has been installed on Terminal Servers for use by North Wales Fire and Rescue Service staff: Cysgliad, Microsoft Word (Welsh version), To Bach Technology. 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.
- 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 188 pages were listened to in Welsh compared with 4126 in English. The main pages listened to in Welsh were those in relation to recruitment and the launch of the level 3 CD.
- Social networking has become firmly established as part of the Service's official Communications Strategy with approximately 5,085 fans of the Service's Facebook page and approximately 7,685 following the Service on Twitter. Updates on both Facebook and Twitter are now automatically provided bilingually and people are choosing to communicate and engage with us in Welsh on a regular basis. We have taken advantage of these mediums to promote the availability of Home Fire Safety Checks through the medium of Welsh, highlight local events held bilingually and to support national events such as ‘Diwrnod Shwmae’ and ‘Diwrnod y Bathodyn’. On St David's Day we had an exceptional response to a message that was posted on our social media sites. We asked people who are proud to be Welsh to retweet or share the post which contained

a photo of fire-fighters waving the Welsh flag. The message was seen by over 4,500 followers on Facebook and Twitter. Also, a video was published on our YouTube site as part of the BBC's 'Sing for Wales' campaign. Members of Colwyn Bay's Blue Watch sang the hymn 'Calon Lân' and promoted fire safety in the home at the same time. The video was produced with the support of the Corporate Communications Department.

Training and Development

- On the 1st of June 2014 we launched our Level 3 CD to staff across the Service. This was promoted by emailing staff members and also in an article in our internal magazine, Y Fflam, as well as in the Welsh Language Column. Our Welsh Language Learning Programme is available to download or to listen to on our website, including this latest CD.
- Several Welsh language courses have been held this year. We have collaborated with North Wales Police to provide some of these courses:

Level 2: (4 days)

Start date 24th September 2013 – 3 members of staff from North Wales Police attended a course arranged by North Wales Police.

Start date 25th November 2013 – 2 members of staff from North Wales Police attended a course arranged by North Wales Police.

Level 3: (9 days)

Start date 3rd September 2013 – 3 members of staff from North Wales Police attended a course arranged by North Wales Police.

Start date 4th March 2014 – 2 members of staff from North Wales Police attended a course arranged by North Wales Police.

Level 4: (16 days)

Start date 9th September 2013 (12 members of staff from North Wales Fire and Rescue Service)

Level 5 Oral: (2 days)

Start date 2nd September 2013 (3 members of staff from North Wales Fire and Rescue Service)

Start date 4th March 2014 (3 members of staff from North Wales Fire and Rescue Service)

Level 5 Written: (2 days)

Start date 18th February 2014 (5 members of staff from North Wales Fire and Rescue Service)

- It was encouraging to see that the 12 members of staff who completed the Level 3 course last year went on to complete the Level 4 course this year. On 25th March 2014 final assessments were held and all were successful, with marks ranging from 70% to 96%. We intend to work with these individuals to further develop their skills and ensure that they become fluent and confident Welsh speakers since many who were present on the course come into contact with the public on a regular basis. We have also supported members of staff who wished to attend courses in their local community rather than attend 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.
- As you will be aware from our last report, we have been busy producing an e-learning module of our Welsh Awareness Training with the aim of helping us to deliver this mandatory training to members of the Retained Duty System (RDS - part-time firefighters). Due to technical difficulties there has been a delay in the further development of this project this year. A member of support staff attended a course in October so that he could undertake the work of transferring the content of the module created for the pilot held in February 2013 from the old software to the new software. This work has been completed and this individual is continuing to work with the Training Department and Learn Pro to resolve some of the issues that have arisen in relation to the interactivity of the module. In the meantime, we have continued to offer face to face sessions to new members of staff. Between 1 April 2013 and 1 April 2014 5 awareness sessions were held for 34 members of staff.
- In October 2013 we welcomed 6 students from Cambria College who will be on work placement with the Service for a year. The Translator and Welsh Language Liaison Officer held an awareness session for these individuals as well as a Welsh in the workplace course.
- The Corporate Communications Manager is a member of a body called Hunaniaith, which aims to promote the Welsh language in Gwynedd. Hunaniaith meetings are regularly attended in order to support the work of this group and to find new ways of working in partnership with other public organisations and to share good practice. During this reporting period, 2 senior members of staff have taken part in the Welsh Language Academy for Senior Managers. This was the third consecutive Academy to be held and we have supported the Academy from the very beginning with representatives from the Service attending the course. We feel strongly that senior managers should lead the workforce in relation to the Welsh language. We have seen the benefit of staff attending the Academy since its establishment. The course concentrates on improving skills such as chairing bilingual meetings, increasing the use of Welsh during meetings,

conducting face to face meetings in Welsh and interviewing in Welsh – these skills are essential if we are going to succeed in our vision to create a truly bilingual workplace. We hope that we can continue to support such initiatives over the coming years.

- Last year the three Welsh fire and rescue services undertook a new tendering process for training courses on an all-Wales basis. As part of the tendering process the suppliers had to meet specific criteria before being allowed to progress on to the next part of the process, and specific tenders included a question regarding the provision of training bilingually. This year 73 members of staff have completed an Apprenticeship in IT, Business Administration with the Improved Learning and Skills Centre. Of the 73 individuals who completed the course, 56 chose to complete the course through the medium of Welsh or bilingually (77%). This shows that there is a demand for Welsh medium courses and that people do take advantage of Welsh courses when a choice is available. We hope to increase the range of courses that are available to staff through the medium of Welsh over the coming years.
- As a Service we aim to include more language choice during internal courses. All the training modules on the Learn Pro system are currently being translated. This will be a long term process since changes are constantly being made to the modules that are available in a wide range of subjects. The following courses are currently available bilingually:
 - Business Administration
 - Information Technology
 - Welsh Language Awareness
 - Media Training
 - Gloywi Iaitth
 - Business Continuity Management
- Following the re-launch of our 'Mae Gen Ti Ddewis' campaign in the National Eisteddfod in Denbigh in 2013, we took advantage of the opportunity to organise further awareness sessions for our Community Safety Department. These sessions included developing skills with regards to offering services through the medium of Welsh and ensuring language choice across the region. These sessions also gave us an opportunity to address some of the problems and difficulties that Welsh speakers often face when calling Welsh language telephone numbers with many being shy of asking for a service in Welsh and then reverting to English. The training looked at a number of different ways in which services can be offered to the public and we hope that this will ensure that all residents are offered a service in Welsh, regardless of their location.

Welsh in the Workplace

- In June we received recognition for our work to promote the Welsh language by winning an Inspire Wales Award under the category 'Welsh in the Workplace'. We were amongst three finalists who were nominated for the award. The award was presented to Gareth Griffiths, North Wales Fire and Rescue Service's Senior Training and Development Manager and CFOA Cymru's Welsh Language representative, during the awards ceremony in Cardiff on 18 June 2013.
- The Service presents two awards to staff annually, the award for 'Contribution to the Welsh Language' and 'Learner of the Year'. This year we presented an additional award, 'Breathe Fire into Welsh' which was presented to a station or specific department for their contribution to the Welsh language. The three awards were presented to the winners during the annual awards ceremony in September 2013. Ann Pierce, from the Finance Department, and Sarah Anderson, from the Estates Department, won the 'Learner of the Year' award this year following their commitments towards the Level 3 course. Both have since progressed to the Level 4 course and are continuing to improve their Welsh language skills with staff. The 'Contribution to the Welsh Language' award was presented to Ceri Hughes and Alun Guest-Rowlands. Both had gone beyond their normal duties when they assisted in the recording of the Level 3 CD. Both are also prominent members of our Welsh language Champions Scheme. The award 'Breather Fire into Welsh' was awarded to Blue Watch, Holyhead for the work of the Crew and the watch's Welsh Language Champion in promoting the Welsh language and ensuring that everyone at the station had completed a Welsh assessment. The Welsh Champion helped to develop the skills of one individual from a Level 2 to Level 4.
- The Translator and Welsh Language Liaison Officer continues to provide simultaneous translation during internal meetings as well as during Fire and Rescue Authority meetings. The Community Safety Forum continues to be held bilingually. We remain committed to conducting bilingual meetings internally and the simultaneous translation facilities are available to all on demand. This year we have concentrated on introducing language choice during interviews and the Corporate Communications Department and the Human Resources Department have worked together to offer language choice to everyone who applies for a position within the Service. This year the Service also invested in further training for the translator. The Translator and Welsh Language Liaison Officer completed four training sessions with the Association of Welsh Translators and Interpreters in order to refine skills with an experienced translator.
- North Wales Fire and Rescue Service continues with the work that was established following a grant from the Welsh Language Board back in 2009 and 2010 in order to promote Welsh in the workplace. By now we

have 28 Champions who are required to complete quarterly reporting forms in order to receive an allowance of £62.50 per quarter. The Champions continue to receive advice and guidance on promoting Welsh in the Workplace from the Welsh Language Liaison Officer.

- In January 2014 all members of staff received a bilingual desk calendar following the success of the calendar produced last year. The calendar included Welsh phrases, simple vocabulary and seasonal messages. The aim of the calendar is to provide a visual tool to help staff practice their Welsh and to remind them of simple vocabulary e.g. the days of the week, colours, months, verbs etc.
- For a number of years staff have used badges and stickers on helmets to identify themselves as Welsh speakers or learners. This year as part of a national campaign we reminded staff of the importance of wearing a badge on the 'Day of the Badge' ('Diwrnod y Bathodyn') on 1 July 2013. We supported this initiative on our social networking sites and by communicating internally with staff and Welsh Language champions. We also requested Welsh in the workplace materials for the Welsh Language Commissioner's Office to support the initiative.
- In our previous reports the three fire and rescue services in Wales detailed how they took part in the 'Mae Gen Ti Ddewis' campaign that was run by the Welsh Language Board. As a result of the campaign, the number of residents in North Wales receiving home fire safety checks through the medium of Welsh has increased during recent years – an increase from 6% to 16% and then to 20% between 2010 – 2012. We saw a reduction in these numbers in 2012-2013 and therefore decided to re-launch the campaign this year. We created special merchandise to promote the initiative. As discussed previously we also promoted the campaign internally with staff from the Community Safety Department as well as externally in our communities. The campaign resulted in an increase in the number of home fire safety checks completed during this reporting period, from 16.8% last year to 17.02 % for the same period this year. Percentages were as high as 19% during April, August and September which possibly demonstrates the importance of promoting this initiative during the events and shows attended by the Service over the summer months.
- In March 2014 we arranged two competitions as part of our St David's Day celebrations. The winners of our Welsh quiz and poetry writing competition were rewarded with a hamper from local bakery 'Siwgr a Sbeis'.
- In November 2013 the Service worked in partnership with TWF, North Wales Police, Mudiad Meithrin, Ysgol Gymraeg Dewi Sant and Menter Iaith Sir Ddinbych to arrange a Fun Day at Rhyl Community Fire Station. The day was aimed at children and parents with the intention of promoting the importance of the Welsh language in the public sector and the

importance of a bilingual education. The event was held in the predominantly English speaking area of Rhyl and we were received an excellent response from local people, with over 250 children and adults present at the event.

Our Priorities during the next Reporting Period:

- To create further opportunities for individuals to use Welsh in the workplace from day to day
- To continue to be proactive with regards to promoting home fire safety checks through the medium of Welsh and promoting the 'Maes Gen Ti Ddewis' campaign
- To continue to work with others to share best practice, including with fire and rescue services across Wales and our partners in North Wales
- To prepare for introduction of the proposed Welsh language Standards.

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	<p>An online language awareness module has been piloted and is being finalised. This will include an assessment.</p> <p>All new staff receive an induction training briefing document which includes information about the Welsh language. This has been revised during 2013/14.</p> <p>Continuation of bilingual intranet with sections on the Welsh language, guidelines for learners and information regarding champions, with additional information fed to staff through Chief's Update and Y Fflam.</p> <p>Continuation of the project to promote Welsh internally using Champions .</p>	<p>Welsh Language Scheme referred to in the Language Awareness Sessions. In future, assessment will be evidence of training.</p> <p>Intranet, Chief's Update and Y Fflam.</p> <p>Update provided.</p>

Promoting the Scheme externally			
Continue to seek ways of improving the effectiveness of our website in promoting our image as a bilingual organisation.	Corporate Comms. Officer	The website is fully bilingual and includes information on the Welsh Language Scheme. Information regarding the revised Welsh Language Scheme 2010-13 is included on our website. Social networking sites adopted by North Wales Fire and Rescue Service on Facebook and Twitter are also bilingual.	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: <i>The Fire and Rescue Service has approved its Welsh Language Scheme which notes that all temporary or permanent signage on its premises must be in Welsh and English. Contractors are advised to comply with this policy and to contact the FRS Corporate Communications Manager on 01745 535285 for advice and proofreading services for any signs before they are finally produced.</i>
Update information given to contractors and others to reiterate the importance of our bilingual public image.	Estates Manager	A bilingual leaflet has been produced to give to contractors.	See above

Develop a system whereby written guidance regarding our Welsh Language Scheme is given as a matter of course to external agencies and contractors.	Support Services 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	<p>Information on the Scheme is contained on the intranet and in two SAPPO policies and opportunities are taken to highlight Welsh language matters in the Chief's Update and Y Fflam.</p> <p>The Service's Y Fflam staff magazine features a monthly Y Golofn Gymraeg which also reinforces the Welsh Language objectives.</p> <p>Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer</p>	<p>Welsh Language Scheme and SAPPO policies.</p> <p>Y Fflam</p>
Determine which groups would oversee the various tasks relating to the Linguistic Skills Strategy most effectively in future, including maintaining a sufficient proportion of staff that have bilingual skills.	Welsh Language Forum		Welsh Language Scheme and SAPPO policies.
Making it happen			
Increase the use of appropriate advice and guidance in developing policies and work plans. This to include identifying ways of promoting and facilitating the use of the Welsh Language.	Translator	<p>Sharing of information, ideas and advice with other organisations.</p> <p>Promoting Welsh in the workplace project to support new ideas.</p>	Update provided.

<p>Strengthened the guidance issued to staff regarding the promotion of our bilingual public image, in order to reinforce what the service expects of them.</p>	<p>Translator</p>	<p>Through delivery of Welsh Language Awareness Sessions and adoption of need to achieve Level 2 in linguistic courtesy on appointment/promotion since January 2010.</p>	<p>Welsh Language Scheme and SAPPO policies.</p>
<p>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.</p>	<p>Corporate Planning Manager</p>	<p>We have a process for collecting self assessed Welsh language skills and have developed assessment and training to improve overall skills levels.</p>	<p>Workforce data base</p>
<p>This strategy to include:</p> <ul style="list-style-type: none"> • Explain how desirable bilingual skills would be used to fulfil individual roles effectively • Seek ways to increase the proportion of the workforce who can speak Welsh (including by suitable targets) • Ensure that staff have sufficient knowledge of Welsh to provide at least some of our services through the medium of Welsh • Implement a suitable system which is consistent and objective to assess linguistic ability 	<p>Development Manager and HR Managers</p>	<p>This is part of the Welsh Language Scheme 2010-13.</p>	<p>Work with HR Department to close the gap and to monitor using Workforce.</p>

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.
Achieve ways of ensuring that job descriptions are developed which reflect the bilingual skills requirements of specific posts (rather than generic roles)	HR Manager(s)	Part of the Welsh Language Scheme and the guidance on recruitment established with HR.	Work with HR Dept.
Ensure that learning Welsh is included in the Service's development programme	Development Manager	Part of the Welsh Language Scheme - every new member of staff or those seeking promotion must achieve Level 2 in linguistic courtesy. A question on Welsh Language ability is included in the Individual Development Review and recorded on Workforce.	Welsh Language Scheme and SAPPO policies.
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 2012 to 31 March 2013, the figures for the newly adopted indicators are as follows;

	Statistics for 2013-14	Statistics for 2012-13
PI1	Number and % of presentations to schools in Welsh.	Number and % of presentations to schools in Welsh.
Comment	Out of a total of 600 presentations 366 (61%) were provided through the medium of Welsh.	Out of a total of 562 presentations 183 (33%) 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	<p>Out of a total of 32,272 children who received fire safety advice, 12,731 (39%) received fire safety advice through the medium of Welsh.</p> <p>Compared to 2012-2013, the figures above are higher for 2014-14 and this increase is due to school visits carried out throughout the predominately Welsh medium schools in the counties of Ynys Môn and Gwynedd. Many of the smaller Gwynedd and Ynys Môn schools did not receive a visit during 2012-13 and as a result, a concerted effort was made to visit all of these schools during 2013-14.</p>	<p>Out of a total of 28,489 children who received fire safety advice 8,099 (29%) received fire safety advice through the medium of Welsh.</p> <p>Compared to the 2011-2012 the figures for the above are slightly down for this financial year. A possible explanation for this decrease was that a member of the schools team was away from their duties due to sickness for a period of 3 months.</p> <p>Overall the number of school presentations has increased due to involvement in various campaigns i.e. Smokebugs (anti-smoking) and Pupils Referral Units (Arson).</p>

PI3	The number and % of home fire safety checks carried out through the medium of Welsh.	The number and % of home fire safety checks carried out through the medium of Welsh.																																																																								
Comment	<p>Out of a total 26,478 home fire safety checks carried out during 2013/14, 4,507 of those checks (17.02%) were carried out in Welsh. A minimum was experienced (14.57-14.97% of total checks carried out in Welsh) during December 2013 and January 2014 compared to the maximum experienced (over 18% and almost 19%) in April, August and September 2013.</p> <p>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 2013 - 31 March 2014.</p> <table border="1" data-bbox="230 595 1193 938"> <thead> <tr> <th>County</th> <th>Total</th> <th>Welsh</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Conwy</td> <td>5221</td> <td>305</td> <td>5.84%</td> </tr> <tr> <td>Denbighshire</td> <td>3895</td> <td>162</td> <td>4.16%</td> </tr> <tr> <td>Flintshire</td> <td>4243</td> <td>23</td> <td>0.54%</td> </tr> <tr> <td>N Gwynedd</td> <td>3778</td> <td>2083</td> <td>55.13%</td> </tr> <tr> <td>S Gwynedd</td> <td>2047</td> <td>839</td> <td>40.99%</td> </tr> <tr> <td>Wrexham</td> <td>3783</td> <td>11</td> <td>0.29%</td> </tr> <tr> <td>Ynys Môn</td> <td>3511</td> <td>1084</td> <td>30.87%</td> </tr> <tr> <td></td> <td></td> <td>4507</td> <td>17.02%</td> </tr> </tbody> </table>	County	Total	Welsh	Percentage	Conwy	5221	305	5.84%	Denbighshire	3895	162	4.16%	Flintshire	4243	23	0.54%	N Gwynedd	3778	2083	55.13%	S Gwynedd	2047	839	40.99%	Wrexham	3783	11	0.29%	Ynys Môn	3511	1084	30.87%			4507	17.02%	<p>Out of a total 21,783 home fire safety checks carried out during 2012/13, 3,676 of those checks (16.88%) were carried out in Welsh. A minimum was experienced (14.01% of total checks carried out in Welsh) during December 2012 compared to the maximum experienced (20.02%) in March 2013.</p> <p>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 2012 - 31 March 2013.</p> <table border="1" data-bbox="1205 531 2208 874"> <thead> <tr> <th>County</th> <th>Total</th> <th>Welsh</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Conwy</td> <td>4183</td> <td>288</td> <td>6.44</td> </tr> <tr> <td>Denbighshire</td> <td>3059</td> <td>154</td> <td>4.79</td> </tr> <tr> <td>Flintshire</td> <td>3283</td> <td>20</td> <td>0.61</td> </tr> <tr> <td>N Gwynedd</td> <td>1563</td> <td>1724</td> <td>52.45</td> </tr> <tr> <td>S Gwynedd</td> <td>973</td> <td>613</td> <td>38.65</td> </tr> <tr> <td>Wrexham</td> <td>3073</td> <td>21</td> <td>0.65</td> </tr> <tr> <td>Ynys Môn</td> <td>1972</td> <td>857</td> <td>30.29</td> </tr> <tr> <td></td> <td></td> <td>3676</td> <td>16.88</td> </tr> </tbody> </table>	County	Total	Welsh	Percentage	Conwy	4183	288	6.44	Denbighshire	3059	154	4.79	Flintshire	3283	20	0.61	N Gwynedd	1563	1724	52.45	S Gwynedd	973	613	38.65	Wrexham	3073	21	0.65	Ynys Môn	1972	857	30.29			3676	16.88
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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	6 (0.68%)	0																																																																								
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	25 (2.84%)	16 (1.78%)																																																																								
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	3 have attained level 3 (0.34%) 28 have attained level 4 (3.18%) 84 have attained level 5 (9.56%)	17 have attained level 3 (1.89%) 11 have attained level 4 (1.22%) 20 have attained level 5 (2.22%)
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	5 have attained level 2 (0.57%) 3 have attained level 3 (0.34%) 12 have attained level 4 (1.37%) All included in the above stats	Level 3 – 4 included in above stats
PI8	The number and % of staff that have received language awareness training.	The number and % of staff that have received language awareness training.
Comment	Five Welsh language awareness sessions were held for both operational and non operational staff with 34 staff undertaking the training.	Four Welsh language awareness sessions were held for non operational staff with 7 staff undertaking the 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
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.

<p>Comment</p>	<p>New staff must gain Level 2 success or the Level identified as being required by the post.</p> <p>Out of a total 38 new starters in 2013/14 the number of new staff who have gained; Level 1 success is 1 (0.11% of total staff) Level 2 success is 7 (0.23%) Level 4 success is 9 (1.02%) Level 5 success is 10 (1.14%) With 11 working towards Level 2 within their probation period.</p> <p>The number and percentage of the 26 staff who have been promoted in 2013/14 and have gained language level success in 2013/14 is; 11 at level 2 2 at level 3 6 at level 5) With 5 working towards the required level.</p> <p>All new starters and those promoted who have yet to achieve Level 2 have been offered a place on a Level 2 Welsh course in 2014/15</p>	<p>New staff must gain Level 2 success or the Level identified as being required by the post.</p> <p>In 2012/13 the number of new staff who have gained; Level 2 success is 4 (0.44%of total staff) Level 3 success is 1 (0.11%) Level 4 success is 4 (0.44%) Level 5 success is 3 (0.33%).</p> <p>The number and percentage of staff who have been promoted and have gained language level success in 2012/13 is; 14 have gained Level 2 success (1.55%) 2 have gained Level 4 success (0.22%) 11 have gained Level 5 success (1.22%)</p>
<p>P112</p>	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.</p>	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.</p>
<p>Comment</p>	<p>The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.</p>	<p>The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.</p>

PI13	The number and % of letters received and issued in Welsh at County Offices within a specified period – 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	<p>County offices were amalgamated last year – all offices therefore recorded figures on the basis of two counties as indicated below.</p> <p>Conwy and Denbighshire 11.87% of letters and 6.6% calls</p> <p>Wrexham and Flintshire 0% of letters and 0% of calls</p> <p>Gwynedd and Anglesey 51.94% of letters and 55.47% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county. All calls are answered bilingually)</p>	<p>County offices were amalgamated this year – some offices therefore recorded figures on the basis of two counties as indicated below.</p> <p>Denbighshire 3.07% of letters and 11.51% calls</p> <p>Conwy 51.27% of letters and 18.42% of calls (increase in letters due to extra high number of bilingual letters issued)</p> <p>Wrexham and Flintshire 0% of letters and 0% of calls</p> <p>Gwynedd and Anglesey 60.68% of letters and 55.39% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county. All calls are answered bilingually)</p>
PI14	The number and % of staff that have bilingual skills (to the designated standard).	The number and % of staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI15	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below

PI16	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI17	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.
Comment	<p>There was one complaint of this nature (equivalent to 4% of total formal complaints) in relation to an incident at Bangor University's John Morris Jones Halls of Residence where it was reported that fire crews did not speak Welsh initially on arrival at the incident (crew questioned students in English to establish there was no fire).</p> <p>An investigating manager visited the halls and explained that the initial information gathering at an incident may be in English but that members of the public are able to ask for a Welsh speaker at any time. Crews were reminded of the need to be mindful of providing a language choice and be familiar with local need eg Welsh halls of residence.</p>	<p>There was one complaint of this nature in relation to signage at Barmouth Fire Station – the Welsh signage was corrected from ‘Gorsaf Dân Barmouth’ to ‘Gorsaf Dân Abermaw’ and all other premises were checked.</p>
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	<p>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.</p> <p>The Facilities Department continually strives to keep Contractors and staff informed of North Wales Fire and Rescue Service's Welsh Language Policy. For 2013 as part of Contractor Control Procedures, the Facilities Department is holding a series of seminars for all Contractors to brief them on important policies and guidelines to ensure they understand the need to comply. Key staff are also invited to these seminars to ensure their understanding. Facilities also work closely with North Wales Police and adopt their policies, such as a new pre-qualification questionnaire which is being developed to ensure all Contractors are compliant.</p> <p>The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.</p>	<p>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.</p>
PI20	The number and % of emergency calls that were dealt with in Welsh.	
Comment	<p>During 2013/14, the Control Room received 14,433 emergency calls. Of this total, 207 calls were handled in Welsh (1.43%)</p>	<p>During 2012/13, the Control Room received 15,739 emergency calls. Of this total, 137 calls were handled in Welsh (0.87%)</p>

Analysis of Welsh Speaking Skills

1. MAIN FINDINGS:

1.1 POSITIVE OUTCOMES

- Despite a recent reduction in the size of the workforce, the Service's Welsh language strategy is continuing to effectively raise the level of skills in speaking Welsh – with a significant increase in the percentage of staff that have the necessary Welsh language speaking for the post and a corresponding decrease in those that do not have the required skills.
- The language skills of almost all staff (2 unrecorded) have now been 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 achieving a minimum of Level 4 Welsh speaking skills has risen.
- The percentage of staff with a minimum of Level 2 Welsh speaking skills has decreased as those staff notably progress to a higher level of skills
- There are particular pockets of notably good standards being achieved, including in the development of language skills at senior management level which has again seen improvement this year, and the allocation of Welsh speakers across counties and specific departments/functions.
- There is significant improvement in the Welsh speaking skills of staff filling main reception and control operator roles achieving the required level – with evidence that those staff who have yet to attain Level 4 are in the process of improving their skills.

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 – and now these staff are more identifiable as the language skills of almost all staff have been recorded.
- The majority of staff meet the language criteria set for their posts, with continuing improvement this year, but 308 (35%) still fall short of the requisite level. We 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.

2 NOTES ON THE CALCULATIONS:

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

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

3. Overview

- 3.1 The number of filled posts fell again this year up to April 2014, with 20 fewer than in the previous year. This comprised a reduction of 25 filled posts designated at Level 2, an increase in 3 filled posts designated at Level 3, and an increase in 2 filled posts designated at Level 4.
- 3.2 During 2014 there was a marked increase in the number of staff whose skills have been successfully recorded and whereas this saw a slight rise in the number of staff with level 0 or 1 recorded skills (from 294 to 300) there was a marked increase in the number with level 4 and level 5 skills (from 290 to 326) and in those with level 2 skills (160 to 174).
- 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 4 or above.

4. PERFORMANCE INDICATORS

4.1 There has been a marked increase in the percentage of posts which are Welsh essential (Welsh is required to Level 4 or above) and 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 15.1% in the number of Welsh essential posts filled by staff with skills to the desired level and an increase in 3.3% in the number of Welsh desirable posts filled by staff with the desired skills)

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

KPI 1	2011	2012	2013	2014
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
Total number of jobs designated as Level 4 and above.	92	76	81	83
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	53	47	57	71
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	57.6%	61.8%	70.4%	85.5%
KPI 2	2011	2012	2013	2014
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
Total number of jobs designated as Level 2 or Level 3.	942	883	818	793
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	504	507	490	501
The percentage that are filled by staff with Welsh speaking skills at Level 2 or above.	53.5%	57.4%	59.9%	63.2%

4.3 The Service continues to increase the proportion of its staff whose Welsh speaking skills meet the requisite level for their post (an increase of 4.1% in the number of staff that have bilingual skills to the designated standard). The number of staff whose skills did not meet the requisite level for the post fell by 6 or 0.2%. Only two members of staff have skills that are unknown.

4.4 As the Service considers Level 2 as the minimum level to aim for 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.

KPI 4	2011	2012	2013	2014
The number and percentage of staff that have bilingual skills to the designated standard.	2011	2012	2013	2014
The total number of staff (incl. those whose skills had not been assessed)	1,034	959	899	877
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	557	554	547	569
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	53.9%	57.8%	60.8%	64.9%

The number and percentage of staff who do <i>not</i> have bilingual skills to the designated standard.	2011	2012	2013	2014
The number of staff whose skills did not meet the requisite Level for their post	440	372	314	308
The percentage of staff whose skills did not meet the requisite Level for their post	42.6%	38.8%	34.9%	35.1%
The number of staff who had not had an assessment or completed a self-assessment	37	33	38	1
The percentage of staff who had not had an assessment or completed a self-assessment	3.6%	3.4%	4.2%	0.1%

4.5 With over 75% of the designated main reception roles now filled by Welsh speaking staff with skills at Level 4 or above, this marks further significant progress towards a target of 100% compliance. The number of main reception roles designated as Welsh essential that were filled by bilingual staff rose by 4 or 11.4%.

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
The total number of 'main reception roles'	26	20	22	24
The total number of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	12	9	14	18
The percentage of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	46.2%	45%	63.6%	75%

4.8 The skills levels of Control staff have risen significantly. The three members of Control staff who have not yet reached the Level 4 designated for their posts continue to work to 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
The total number of relevant call-handling control staff	19	18	19	19
The total number of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	14	12	14	16
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%

Performance Indicators (continued)

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

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

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

Performance Indicators (continued)

Changes between 2013 and 2014:

- 4.9** The table below shows the difference in skills levels of postholders between 2013 and 2014, and the impact of 20 fewer filled posts across most counties.
- 4.10** There were 37 fewer staff who had not been assessed, with a substantial increase in staff moving up to Level 5 skills and Level 2 skills.

Total filled posts in 2013	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 2012
879	+15	-13	+18	-51	-18	+64	0	+37	-60

Changes between 2011 and 2014:

- 4.11** Between 2011 and 2014, the number of postholders with higher level skills (Level 4 and above) increased significantly from 288 to 291, a positive indicator of progress.
- 4.12** In the same period, the number of postholders who had achieved at least the minimum Welsh speaking skills that the Service is aiming to introduce (Level 2 or above) fell, but in the context of an overall reduction in staffing, far fewer staff who had not been assessed at all, and a substantial number of staff progressing to a higher level of skills this is a positive outcome.

	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%)	250 (28.4%)	337 (38.4%)

Performance Indicators (continued)

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, although compared to last year, Anglesey has seen a significant increase, Conwy, Flintshire, Gwynedd and Wrexham have seen a slight decrease.
- 4.14** The pattern of concentration of Welsh speaking staff changed with Anglesey taking over from Gwynedd with the highest concentration, followed by Gwynedd, Denbighshire, Conwy, Wrexham and Flintshire.

	2011	2012	2013	2014
Anglesey	52.4%	65.2%	69.4%	87.5%
Conwy	22.4%	33.1%	37.1%	36.4%
Denbighshire	33.9%	38.1%	43.4%	44.4%
Flintshire	7.7%	9.2%	12.9%	11.6%
Gwynedd	64.5%	71.1%	69.9%	66.6%
Wrexham	7.3%	12.1%	16.5%	15.1%
Total	35.7%	42.2%	45.3%	45.8%
Gwynedd North	72.2%	80.2%	78.8%	72.3%
Gwynedd South	54.5%	58.7%	58.0%	60.9%

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

Performance Indicators (continued)

The distribution of Welsh speaking skills across the Service area.

4.15 The percentage of Welsh speaking staff within the Service has mostly shown an increase year on year in each county but the pattern has altered in 2014, with a substantial increase in the percentage of Welsh speaking staff in Anglesey, followed closely by Gwynedd, then Denbighshire, Conwy, Flintshire and Wrexham.

	2011	2012	2013	2014
Anglesey	17.6%	18.0%	16.7%	64.1%
Conwy	11.1%	14.1%	15.2%	30.5%
Denbighshire	25.8%	24.4%	26.0%	33.6%
Flintshire	2.2%	2.2%	2.9%	10.5%
Gwynedd	40.9%	38.3%	35.4%	61.5%
Wrexham	2.2%	3.0%	3.7%	14%
Total			100.0%	
Gwynedd North	26.0%	24.9%	22.9%	66.7%
Gwynedd South	14.9%	13.3%	12.5%	56.3%

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

Performance Indicators (continued)

The concentration of Welsh speaking skills by seniority levels.

- 4.16** The table below shows that staff across all levels, not just at senior management level, are now achieving a high percentage (max 92% and min 83%) of compliance against their post's linguistic requirements (column ii.).
- 4.17** Senior managers still 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 78% to 88% since last year. Senior managers also retain the highest concentration of staff with Welsh speaking skills at Level 3 or above (column v.).
- 4.18** The above can both be viewed as a positive indicator of improvement across all levels and particular senior level 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

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

Performance Indicators (continued)

The concentration of Welsh speaking skills by department/function.

4.19 There has been a significant increase in compliance with Welsh language requirements for posts across the board in 2014 (average has increased from 60.8% to 86.55%) (column i.). Control and prevention staff continue to achieve the highest concentration of staff whose Welsh skills levels are at Level 3 or above. The percentage of staff with at least level 1 skills has also increased from 32.7% to 66.13% in 2014.

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 ³	81.3%	6.3%	93.8%	78.1%	0.0%
Fire and rescue crew ⁴	58.8%	36.5%	58.8%	40.3%	4.7%
Fleet and facilities management ⁵	60.0%	13.3%	60.0%	53.3%	26.7%
Headquarters and corporate ⁶	57.9%	31.6%	64.9%	49.1%	3.5%
Operations, response and resilience ⁷	61.5%	30.8%	69.2%	57.7%	0.0%
Other ⁸	38.9%	55.6%	38.9%	38.9%	5.6%
Prevention ⁹	77.9%	8.8%	91.2%	76.5%	0.0%
Training and development ¹⁰	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 ¹¹	96.88	3.13	96.88	81.25	0
Fire and rescue crew ¹²	84.87	38.38	61.62	41.03	0
Fleet and facilities management ¹³	100	22.22	77.78	66.67	0
Headquarters and corporate ¹⁴	77.27	37.88	60.61	43.94	1.52
Operations, response and resilience ¹⁵	85.71	25	75	50	0
Other ¹⁶					
Prevention ¹⁷	98.51	92.54	92.54	74.63	0
Training and development ¹⁸	100	68	68	32	0
All	86.55	66.13	66.13	45.84	0.11

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.
- 4.21** There has been a significant improvement in 2014 in that the number of staff whose Welsh speaking skills have not yet been recorded (either as a self-assessment or as a formal assessment) is now at a low level – decreasing from 38 – 31 of which were RDS - staff to just 2 in 2014.

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 Control – call handling staff, supervisors and managers.

⁴ Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

⁵ Fleet & Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

⁶ HQ & Corporate – senior management, finance, accounts & payroll; HR & recruitment; corporate planning; corporate communications; equalities; health & safety; support services; central administration, reception & secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

⁷ 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.

⁸ Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.

⁹ Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

¹⁰ Training and Development – T&D management, trainers, instructors, performance standards, ADCs & operational assurance, NVQ support, accreditation and T&D administration.

¹¹ Control – call handling staff, supervisors and managers.

¹² Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

¹³ Fleet & Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

¹⁴ HQ & Corporate – senior management, finance, accounts & payroll; HR & recruitment; corporate planning; corporate communications; equalities; health & safety; support services; central administration, reception & secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

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¹⁸ Training and Development – T&D management, trainers, instructors, performance standards, ADCs & operational assurance, NVQ support, accreditation and T&D administration.