Welsh Language Standards

Annual Monitoring Report

1st April 2018 - 31st March 2019

Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

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Introduction

South Wales Fire and Rescue Service is pleased to publish its 2018 - 2019 Welsh Language Standards Annual Monitoring Report. Throughout the past year the Service has continued to monitor its progress against the standards, while collaborating with both Mid & West Wales and North Wales Fire and Rescue Services. We are committed to providing a quality bilingual service to the communities of South Wales and continuously strive to improve our Welsh Language provision.

This document is also available in Welsh.

Background to the Welsh Language Standards

Under the Welsh Language (Wales) Measure 2011, all public service organisations in Wales are required to comply with language duties, which ensure that the Welsh language is not treated less favourably than the English language. The duties encourage promotion of the Welsh language, the use of Welsh within internal administration and require that provision is made for the accessibility of Welsh to the public.

Section 44 of the 2011 Measure permits the Welsh Language Commissioner to issue a Compliance notice, requiring a body to comply with one or more standards specifically applicable to it. The Welsh Language Standards (No. 5) Regulations 2016, were then introduced to the Fire and Rescue Authorities in Wales.

In accordance with section 44 of the 2011 measure, the purpose of the Welsh Language Standards is to provide:

• Clarity for organisations on the Welsh language
• Clarity for Welsh speakers on what services they can expect to receive in Welsh
• Greater consistency in Welsh language services and improvement of quality for users

Standards applied to South Wales Fire and Rescue Authority

Following the submission of an application challenging Standards 118 and 123, the Authority received confirmation from the Welsh Language Commissioner on 31st May 2018 that Standard 118 has been replaced with **Standard 119** and Standard 123 had been removed.

New Standard 119

You must ensure that:

(a) the text of the homepage of your intranet is available in Welsh
(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and
(c) the Welsh language is treated no less favourably than the English

Following the Commissioner's determinations the Authority was issued with an updated Compliance notice. A total of **150** Welsh language standards are now in place within the following categories:

- **Service delivery**   - 66 standards (1-81)
- **Policy making**   - 9 standards (85-94)
- **Operational**   - 47 standards (95-141)
- **Record keeping***   - 8 standards (143-151)
- **Supplementary***   - 20 standards across 4 categories (152 - 171)

The record keeping* and supplementary* standards are applied to help organisations with the process of self-regulating their compliance.

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Welsh Language Standards and South Wales Fire and Rescue Authority

Under the Welsh Language (Wales) Measure 2011, all Public Service organisations in Wales are required to comply with language duties which ensure that the Welsh Language is not treated less favourably than English. The duties encourage promotion of the Welsh Language, the use of Welsh within internal administration and require that provision is made for the accessibility of Welsh to the public.

The Welsh Language Standards (No. 5) Regulations 2016, were introduced to The Fire and Rescue Authorities in Wales. The Welsh Language Standards provide:-

- Clarity for organisations on the Welsh Language
- Clarity for Welsh speakers on what services they can expect to receive in Welsh
- Greater consistency in Welsh Language services and improve quality to users

The regulations state that the 2011 Measure permits the Welsh Commissioner to issue a Compliance Notice, requiring a body to comply with one or more standards specifically applicable to it.

Welsh Language Standards website page

The Service has a dedicated Welsh language standards page featured under 'Who we are' on the Service's website menu. The page contains information explaining about the introduction of the Welsh language standards along with links to the Authority's Compliance notice, Implementation plan and Annual monitoring report.

Details are provided for the website user explaining how to register a complaint or compliment regarding compliance with the standards and contact details are provided for queries regarding our Service and the Welsh language.

Link to Welsh Language Standards page:
http://bit.ly/swfrs-welsh-language-standards

Procedure for complaints and compliments regarding the Welsh Language Standards:
https://www.southwales-fire.gov.uk/contact-us

Monitoring compliance with the Welsh Language Standards

As a public body the Service is required to self-regulate for the Welsh Language Commissioner. This involves monitoring our compliance with the Welsh language standards and ensuring that we provide enough opportunity for people to use the Welsh language when working with us or using our services.

Standards set by the Welsh Language Commissioner to assist with self-regulation are the record keeping standards and supplementary standards. The Authority is required to record periodically how we comply with the Welsh language standards and how we deal with the public. Recording this detail enables us to demonstrate how we maintain compliance.

Monitoring compliance with the standards also involves publishing an Annual Monitoring Report on the external website by 30th September each year. The content of this report is as follows:

- The way in which the Service has complied with the different classes of standards

- The number of employees who have Welsh Language Skills - Standard 147

- The number (and percentage if relevant) of staff members who attended specific training that must be provided in Welsh if it is available in English (namely training on recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public and health and safety) - Standard 148

- The number of new and vacant posts categorised as ones where Welsh Language Skills are essential, desirable, not necessary, or need to be learnt - Standard 151

- The number of complaints the organisation received about each class of standards - Standard 143

Implementing the Welsh Language Standards

The responsibility for the Authority's compliance with the Welsh language standards lies with the Executive Leadership Team and the Heads of Service. Each Head of Service is responsible for compliance with the standards relevant to their department and is required to carry out a compliance review once a year.

Welsh Language Translation Services

During the year following the imposition of the Authority's compliance notice on 30th September 2016, we experienced an increased demand for our in house Welsh language translation services. It was decided that additional resources would be required to deal with the impact of the standards and as such a temporary Welsh Language Translator was appointed in January 2018.

This post was subsequently transferred to the permanent establishment in March 2019. The Service now has two permanent translators, one full time and one part time. This increased capacity will lead to a more effective long term translation solution, whilst also maximising the benefit of the Service's translation memory software.

Corporate Policies

The Service has a number of corporate policies which are public facing. All are translated and published on the Service's website and can be accessed using the link below:

http://bit.ly/swfrs-corporate-policy

The Service continues to review its progress against the Policy Making standards when formulating new policies or revising existing policies. This provides opportunities for individuals to refer to policies/procedures in the language of their choice.

Job posts and Welsh language skills

The Service advertises vacancies in the medium of Welsh and English and these are featured on the 'Latest Vacancies' page of its website. All job roles within the Service are categorised as Welsh Essential or Welsh Desirable.   For those posts within the Essential category, candidates are assessed on their Welsh Language skills as part of the Shortlisting and Selection process.

The table below shows figures for the number of new and vacant posts which arose during the Authority's 2018 – 2019 financial year and their corresponding categorisation as Welsh Essential or Welsh Desirable.

New and vacant posts April 2018 - March 2019	Posts categorised as Welsh Essential	Posts categorised as Welsh Desirable
64	4	60

Welsh Language Training Provision

Welsh Language courses are offered to all employees on an annual basis. During summer 2018, twelve students passed the Welsh language exams they had sat at the University of South Wales.   Additional staff have enrolled on part time Welsh language courses during this year. These courses are provided by Learn Welsh Gwent, Learn Welsh the Vale and Learn Welsh Glamorgan.

Active promotion of the Welsh Language & Culture

The Service has promoted the Welsh culture internally using the intranet, global e-mails, posters, signs and Welsh vocabulary resources.

This has included the promotion of special dates in the Welsh calendar:

- Diwrnod Shwmae - 15th October
- St. Dwynwen's Day - 25th January
- St. David's Day - 1st March

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CYMRAEG   **ENGLISH**

Ein Gweledigaeth   **Our Vision**
I wneud De   To make South
Cymru'n   Wales safer by
ddiogelach wrth   reducing risk
leihau risg

Number of hits received to Welsh Language website pages

The Service's external website is fully bilingual and actively offers all visitors the option of accessing its content through the medium of Welsh or English.

The performance of the Welsh language version of the site during April 2018 – March 2019 is recorded in the table below:

Criteria	Welsh Website	English Website
UNIQUE PAGE VIEWS	**36,842**	**280,944**
PREDOMINANT AGE GROUP	**25-34** years old	**25-34** years old
USERS	**22,358**	**87,810**
TIME SPENT ON WEBSITE PER SESSION	**1** minute **12** seconds	**2** minutes **20** seconds
MOST POPULAR PAGES	Recruitment	Recruitment

Analysis of interactions with social media pages

The Service has taken steps to ensure all its promotional and safety campaigns via its social media channels are as readily available to Welsh language speakers as they are to English language speakers. This has been achieved by creating separate channels for both languages, with a Welsh language dedicated twitter account @TanDeCymru and a Welsh language dedicated Facebook page.

Below is some performance data for each of the channels for April 2018 – March 2019:

Twitter

Criteria	@TanDeCymru	@SWFireandRescue
FOLLOWERS (APRIL 2018 - MARCH 2019)	112	27,600
TWEETS	2,005	2,200
LIKES	220	19,000

Facebook

Criteria	Welsh Page	English Page
FOLLOWERS (APRIL 2018 - MARCH 2019)	234	23,557
ADDITIONAL FOLLOWERS (IN LAST 3 MONTHS)	15 (+6%)	1,192 (+5%)
NEW LIKES (APRIL 2018 - JUNE 2018)	137	1,098
NEW LIKES (JULY 2018 - SEPTEMBER 2018)	65	1,361
NEW LIKES (OCTOBER 2018 - DECEMBER 2018)	30	426
NEW LIKES (JANUARY 2019 - MARCH 2019)	7	1,569
TOTAL NEW LIKES DURING THIS PERIOD	239	4,499

Number of staff who have Welsh language skills

The Service's HR Portal has the ability to record Language Skills. Each employee is asked to score their level of skills from 0-5 in Welsh and English at reading, spoken, understanding and written language and state whether their preferred language is Welsh or English. This information is updated on a regular basis and new starters are required to provide this information upon entry to the Service.

Training and courses through the medium of Welsh

There are two main points of contact for staff training, the Learning and Development Team at Fire Service Headquarters and the Training and Development Centre in Cardiff Gate. There were no training courses carried out or requested through the medium of Welsh during this year.

Complaints received in relation to the Welsh Language Standards

The Business Support department records and initially deals with all complaints received by the Service through the 'Contact us' page. Complaints are then directed to the relevant department. The Authority did not receive any complaints regarding its compliance with the Welsh Language Standards.

South Wales Fire and Rescue Service would welcome feedback regarding the information contained in this report and the way in which it is presented. Contact us by phone 01443 232000 or email WelshLanguage@southwales-fire.gov.uk

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