

Welsh Language Standards

Annual Monitoring Report

1st April 2019 - 31st March 2020



**Gwasanaeth Tân ac Achub
De Cymru**

South Wales
Fire and Rescue Service

This document is also available in Welsh.

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Introduction

South Wales Fire and Rescue Service is pleased to publish its 2019 - 2020 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.

Highlights for 2019 - 2020

- Development of new Business Management Information System (BMIS) for monitoring and reporting compliance with the Standards.
- Very productive year for the Welsh Language Translators with almost 3,000 words translated
- Successful Firefighter Recruitment Drive with the numbers of Welsh speakers recorded at different recruitment stages
- Busy year for Welsh Language and Culture, promoting important dates and events throughout the Service
- The Service's character 'Bernie the Sheep' was the Star of the show in a number of Welsh Medium Pantomimes for school children (See Appendix 1)
- 999 Event in partnership with South Wales Police and Welsh Ambulance Service (see Appendix 2)

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

A total of 150 Welsh language standards are now in place within the following categories:

- **Service delivery** 66 standards
- **Policy making** 9 standards
- **Operational** 47 standards
- **Record keeping*** 8 standards
- **Supplementary*** 20 standards across 4 categories

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



Welsh Language Standards

Corporate Policy

Equality and Diversity

Our Performance

[Improvement Plan 2018-2019](#)

[Our Targets](#)

[Performance Statistics](#)

[Strategic Plan 2020-2030](#)

South Wales Fire and Rescue Authority

[Annual Statement of Accounts 2019/20](#)

[Audited Statement of Accounts 2018-19](#)

[Fire Authority videos](#)

[Completion of Accounts](#)

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.

The Authority was issued with 150 Welsh Standards for compliance within the areas of; Service delivery, Policy making, Operational and Record keeping.

Welsh language standards – document library

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:

www.southwales-fire.gov.uk/who-we-are/welsh-language-standards

Procedure for complaints and compliments regarding the Welsh Language Standards:

www.southwales-fire.gov.uk/contact-us

Implementing the Welsh Language Standards and Monitoring Compliance

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.

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

Systems for Monitoring and Reporting

In February 2020 the Service began developing a section of its Business Management Information System for monitoring and reporting its compliance with the Standards. BMIS is a state of the Art system used to record and manage tasks arising from Business plans, risks, audits, performance indicators and projects. Each Standard will be assigned an 'owner' who will be responsible for providing comments on compliance on a quarterly basis. Dashboard pages within the system will show performance and direction of travel for each Standard.

Welsh Language Translation Services

The Service has two permanent translators appointed, one full time and one part time, this capacity will lead to an effective long term translation solution whilst also maximising the benefit of the Service's translation memory software. Systems are now in place for recording the amount of translation work carried out on an annual basis, please see figures below:

Total number of words for 1st April 2019 – 31st March 2020

- Translated: 290,151
- Proof read: 75,220

Corporate Policies and Procedures

An Equality Risk Assessment is completed for all policies and procedures including older documents being amended, Language is one of the Protected Characteristics on the risk assessment. The Service has ten Corporate policies which substantiate all service delivery and supporting activities and are public facing. The policies are published on the Service's Website in both Welsh and English and can be accessed here:

www.southwales-fire.gov.uk/who-we-are/corporate-policy

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.

Please see figures below:

New and Vacant posts 1st April 2019 – 31st March 2020:

- Welsh essential: 4
- Welsh desirable: 54

Wholetime Duty System Firefighter Recruitment 2019 - 2020

In October 2019 the Service launched a Recruitment Drive for Wholetime Firefighters and all applicants received the Service's Equality Monitoring form which asks 'Are you a Welsh Speaker?' The form provides a choice of responses: No / Learner / Intermediate / Fluent / Prefer not to answer. The applicant's responses are depicted in the table below.

Number of Applicants at each stage	All Welsh Language categories	Fluent	Intermediate	Learner	Non Speaker	Non Specified
Registered	3,137	298	161	511	2,139	28
Submitted Applications	1,784	161	77	325	1,200	21
Successful at Shortlisting	481	50	18	104	304	5
Passed Ability Assessments	209	18	8	53	127	3
Passed Physical and Practical Tests	136	14	6	27	83	6
Invited to Interview	221	20	8	49	139	5
Successful at Interview	68	5	1	15	34	13
Allocated Training place 2020	67	5	1	14	34	13
Withdrawn	1	-	-	1	-	-
Waiting List for future courses	23					

Welsh Language Training Provision

Welsh Language courses are offered to all employees on an annual basis by internal Advertising using the Staff Intranet and Global emails. During the 2019 – 2020 Academic year four members of staff enrolled onto Welsh Language courses, supported by the Services Additional learning Fund. Three employees accessed learning through Learn Welsh Gwent and one employee through Learn Welsh Glamorgan.

Promoting Welsh Language and 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:

- 15th October 2019 - Diwrnod Shwmae
- 6th December 2019 - Welsh Language Rights
- 25th January 2020 - St. Dwynwen's Day
- 7th February 2020 - Dydd Miwsig Cymraeg
- 1st March 2020 - St. David's Day



Diwrnod Santes Ddwynwen - y 25ain o Ionawr

Dwynwen y nawddsant cyfeillgarwch a chariad

Mae hanes Santes Dwynwen yn cychwyn yn y Sed ganrif. Roedd Dwynwen yn un o blant niferus Brychan Sant, Tywysog Brycheiniog sef yr ardal yr ydym yn ei hadnabod heddiw fel Bannau Brycheiniog. Mae Dwynwen yn golygu 'honno sy'n arwain bywyd bendithiol.'

Syrthiodd Dwynwen mewn cariad â dyn o'r enw Maelon, ond yn anffodus, roedd Brychan wedi addo y byddai ei ferch yn priodi dyn arall. Pan ddeallodd hi na fyddai'n gallu priodi Maelon, roedd Dwynwen wedi cynhyrfu'n lan ac aeth hi i goedwig sanctaidd gerllaw, i weddio i Dduw a gofyn am help i anghofio am Faelon.

Roedd Dwynwen wedi blino ac aeth i gysgu yn y goedwig lle cafodd ymweliad gan Angel. Rhoddodd yr Angel ddiod hud i Ddwynwen i'w helpu anghofio am Faelon ac o ganlyniad fe drodd Maelon yn floc o iâ. Pan ddeffrodd Dwynwen, gweddiodd i Dduw gan ofyn iddo newid Maelon yn ôl a rhoddwyd tri dymuniad iddi:-

Bod Maelon yn cael ei ddadmer
Bod gwir gariadon yn dod o hyd i hapusrwydd
Na fyddai hi byth yn priodi

Treuliodd Dwynwen weddill ei hoed yn ymroi i Dduw a theithiodd o gwmpas Cymru, gan ymgartrefu ar Ynys Llanddwyn oddi ar arfordir Ynys Môn lle sefydlodd Eglwys. Gellir gweld olion yr Eglwys hyd heddiw. Astudiodd Dwynwen blanhigion a thraddodiadau iachâu tra buodd ar yr ynys a theithiodd pederinon i'w gweld gan greu bod pwerau iachusol hudol gyda hi. Ers hynny mae Dwynwen wedi cael ei hadnabod fel Santes Ddwynwen.

Beth am wneud rhywbeth arbennig gyda'ch cariad i ddathlu diwrnod Santes Ddwynwen?



Saint Dwynwen's Day - 25th January

Dwynwen is the patron saint of friendship and love

The Story behind Saint Dwynwen dates back to the 5th Century. Dwynwen was one of many children of St. Brychan the Prince of Brycheiniog, the area we know today as the Brecon Beacons. Dwynwen means 'she who leads a blessed life'

Dwynwen fell in love with a man called Maelon, unfortunately Brychan had promised his daughter's hand in marriage to another. When she found out that she would not be able to marry Maelon, Dwynwen was very upset and went to a sacred woods nearby, where she prayed to God and asked for help to forget about Maelon.

Exhausted, Dwynwen fell asleep in the woods and received a visit from an Angel. The Angel gave Dwynwen a potion to help her forget about Maelon and he turned into a block of ice. When she woke Dwynwen prayed to God to reverse the curse and was granted three wishes:-

That Maelon be thawed
That true lovers find happiness
That she would never marry

Dwynwen spent the rest of her life devoted to God. She travelled around Wales, settled on Llanddwyn Island off the coast of Anglesey and established a Church. The remains of the Church can be seen today. Dwynwen studied plants and healing traditions while on the island and pilgrims travelled to see her believing that she has magical healing powers. Since this time Dwynwen has been known as Saint Dwynwen.

Why not celebrate Saint Dwynwen's Day with your loved one and do something special?

Welsh Language Rights Day - 6th December

On 6th December 2019, the Service participated in the National launch of Welsh Language Rights Day, to promote the Welsh Language Services provided by Public Organisations in Wales. The date was set by the Welsh Language Commissioner to commemorate the day in 2010 when the Welsh Language Legislation was passed by the National Assembly.

Welsh Language Rights Day provides the opportunity to inform people of their rights, in receiving services through the medium of Welsh. The Service Co-ordinated its own promotion through the Staff Intranet and Social Media, a pop up banner with the Welsh Language Rights was produced and is permanently displayed at Reception. A dedicated page for the Welsh Language Rights was created on our Website:

www.southwales-fire.gov.uk/who-we-are/welsh-language-standards/welsh-language-rights

The screenshot shows the website's header with the South Wales Fire and Rescue Service logo and navigation links. The main banner features a large red dragon illustration with the text 'Welsh Language Rights'. Below the banner, there is a sidebar with links like 'Corporate Policy' and 'Equality and Diversity'. The main content area is titled 'The launch of Welsh Language Rights' Day - 6th December 2019' and contains text about the service's commitment to Welsh language rights.

The poster is titled 'Diwrnod Hawliau'r Gymraeg' and 'Welsh Language Rights' Day' with the date '6.12.2019'. It lists various rights in both Welsh and English, such as 'Dogfennau yn Gymraeg' (Documents in Welsh) and 'Gwefannau yn Gymraeg' (Websites in Welsh). The bottom of the poster includes a disclaimer in both languages: 'Dyma rai o'r hawliau. Am restr lawn, ac union fanylion yr hawliau sydd gennych chi i ddefnyddio'r Gymraeg, ewch i - comisiynyddiyyymraeg.cymru/maegenihawl' and 'These are some of the rights. For a full list and exact details of your rights to use the Welsh language, go to - welshlanguagecommissioner.wales/myrights'.

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 2019 - March 2020 in comparison with the English version is recorded in the table below:

Criteria	Welsh Website	English Website
UNIQUE PAGE VIEWS	10,931	723,484
USERS	3,802	167,734
AVERAGE TIME SPENT ON WEBSITE (PER SESSION)	1 minute 41 seconds	2 minutes 3 seconds
MOST POPULAR PAGES	Latest Vacancies Firefighter Roles Working with us	Latest vacancies On-call Firefighters WDS2020

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.



	@TanDeCymru	@SWFireandRescue
FOLLOWERS (APRIL 2019 - MARCH 2020)	147	30,000
TWEETS	2,000	2,500
LIKES	361	26,000



Criteria

	Welsh Page	English Page
INCREASE OF FOLLOWERS FROM (APRIL 2019 - MARCH 2020)	234 to 262	23,567 to 28,305
NEW LIKES (APRIL 2019 - JUNE 2019)	10	756
NEW LIKES (JULY 2019 - SEPTEMBER 2019)	6	590
NEW LIKES (OCTOBER 2019 - DECEMBER 2019)	3	152
NEW LIKES (JANUARY 2020 - MARCH 2020)	8	2,010

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 assess 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. The Service is working to increase the number of Self-Assessments completed with announcements on the Intranet site, global e-mails and guidance documents.

Skill	Score 0	Score 1-5	Welsh Language Summary
Reading	35	12	47
Spoken	1	10	11
Understanding	4	5	9
Written	2	1	3
Total	42	28	70

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 2019 - 2020.

Phone calls and Correspondence Received in Welsh

A total of 69 Welsh Language phone calls were received by our main switchboard in Headquarters from September 2019 - March 2020. Additional arrangements have been made by the Business Support department to record calls in a way that will facilitate more detailed reporting over the year. One Welsh Language email was received by the Business Support department, no other Welsh correspondence was received.

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 during 2019 - 2020.

Appendix 1 - Bernie Pantomimes

The Bernie Project was pioneered by a group of College Students to help reduce the number of deliberate grass fires which can impact on local communities and have a negative effect on the environment. Working with young people in the Community helped facilitate the development of activities and roadshows.

The Service developed a Pantomime with Bernie the Sheep in the Starring role. The Bernie Pantomime is titled 'The Mound of Baskerville' and is performed by Bollo Ltd. an educational company.

The Storyline: Bernie Holmes, world famous sheep detective is framed for setting a large grass fire and he goes on the run to clear his name. The story tackles peer pressure and highlights the consequences of deliberate grass fires, the waste of resources and effects on the community. After the performance the characters visit individual classes asking them to sign a pledge, not to burn Bernie.

Record of Bernie Pantomimes performed through the medium of Welsh 2019 - 2020.

County Borough	School / Venue	Dates	Audience Numbers
Bridgend	YGG Cynwyd Sant	04/04/2019	123
Caerphilly	YGG Cwm Gwyddon	08/04/2019	88
	YGG Ifor Bach	10/03/2020	114
Rhondda Cynon Taf	YGG Llyn Y Forwyn	12/04/2019	71
	YGG Llwynceilyn	12/04/2019	114
	YGG Bodringallt	10/03/2020	21
	YGG Ynyswen	10/03/2020	40
			246



Appendix 2 - 999 Weekend 21st - 22nd September

The Service held its first joint 999 weekend on 21st – 22nd September 2019, together with South Wales Police and the Welsh Ambulance Services NHS Trust. The event at Cardiff Bay was a great success and received over 25,000 visitors. There were lots of fun activities, demonstrations and displays for all ages. A five mile charity run and walk took place on Sunday 22nd September for the Stephen Siller Tunnel to Towers Foundation.

Welsh speaking staff hosting the event wore lanyards with the 'laith Gwaith' logo to identify that they could have a conversation in Welsh. Activities taking place in the Events Arena were introduced bilingually in Welsh and English. South Wales Fire and Rescue Service hosted eight performances of its Family Pantomime in the Wales Millennium Centre, with separate performances in Welsh and English.

Event signage and promotional material was bilingual, information packs for staff and partners at the event were available in both Welsh and English.



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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