Welsh Language Scheme Compliance Report and Statement 2009-10

This is a report and statement of compliance regarding the National Assembly for Wales' Welsh Language Scheme 2007-11 for the period 1 April 2009 to 31 March 2010. Completion of this is important because our Scheme requires us to report to the Assembly Commission and the Welsh Language Board on our performance and compliance.

Contact Details

Service:	ALL Service Areas within the National Assembly for Wales
Co-ordinator's Name:	Joel Steed
Contact Number:	x8803

Declaration of Compliance

I, as head of the above named service, acknowledge my responsibility for the efficient and effective compliance with the Welsh Language Scheme. I have reviewed the information in this return and have reasonable assurance that we are complying and that the information in this report is correct to the best of my knowledge.

Name of Head of Service	Date:

Information Report

- Please answer **all** questions by selecting one box: YES, NO, or N/A (not applicable).

- Please avoid using the N/A box unless absolutely necessary.

- Where we ask for a number or percentage, please use the box provided.

- When providing explanations feel free to expand the space provided and to attach additional evidence as appropriate.

- **Where a Service name appears in brackets after a question it is for that Service only to respond to.**

1. Planning and Provision of Services			
	YES	**NO**	**N/A**
1.1 Did you ensure all Assembly Measures within your remit were published bilingually? (Legislation and Chamber Services)	✓		
1.2 Did you ensure that any procurement exercises undertaken in 2009-10 complied with the Scheme as set out in paragraph 3.2?	2		8
1.3 How many tender bids did you receive in Welsh?	2		
1.4 If any, how many of these tender bids needed to be translated into English as set out in paragraph 3.2?	0		
1.5 Did you ensure that any advice about our policies and services or the impact of relevant legislative proposals and other Assembly business provided to Members included reference to the effect and impact on the Welsh language?	6		4
If you have answered NO to any of the above, please outline what action you are going to take to resolve this and by when.			

2. Correspondence			
	YES	NO	N/A
2.1 Are you satisfied that you complied with paragraph 4.1 of the Scheme for written correspondence?	10		
2.2 Prior to the branded templates and letter headed paper being made available during the year, did you ensure that a short declaration was included on official papers and official publications welcoming correspondence in English or Welsh?	9		1

If you answered no to any of the above questions, please outline what action you are going to take to resolve this and by when.

3. Electronic Mail			
	YES	NO	N/A
3.1 Are you satisfied that you complied with paragraph 4.1 of the Scheme for electronic mail?	10		

If you answered no to the question above, please outline what action you are going to take to resolve this and by when.

4. Telephone Calls			
	YES	NO	N/A
4.1 Are you satisfied that you complied with paragraph 4.2 of the Scheme with regards to the handling of telephone calls?	9	1	
4.2 Do all the Welsh speaking staff in your Service area answer their telephones with a bilingual greeting?	9		1

	YES	NO	N/A
4.3 Have all staff who use Xpressions Voicemail ensured that their greeting a now bilingual?	7		3
4.4 As a Welsh Language Scheme Coordinator do you encourage non-Welsh speaking staff to answer their telephone with a bilingual greeting?	10		

If you answered no to any of the above, please outline what action you are going to take to resolve this and by when.

5. Meetings			
	YES	NO	N/A
Public Meetings If you held a public meeting in 2009-10 did you ensure:			
5.1 That all publicity and advertisements were bilingual?	3		7
5.2 That the public were aware of simultaneous translation being available?	3		7
5.3 That all papers were available bilingually before the meeting?	3		7
5.4 That Welsh speaking APS staff were available?	3		7
Individual Meetings 5.5 If you arranged a meeting with a member of the public in 2009-10, were you able to facilitate this in the language of their choice according to the guidelines set out in paragraph 4.4 of the Scheme?	5		5

	YES	NO	N/A
5.6 Were all video conferencing meetings undertaken by your service area in compliance with the requirements set out in paragraph 4.5 of the Scheme?	3		7
5.7 Were members of the public able to speak in either English or Welsh with frontline staff in those public places managed by the Assembly as set out in paragraph 4.6 of the Scheme?	3	1	6
5.8 Was any Assembly attendance at meetings, exhibitions and public events organised by your Service area in compliance with the requirements in paragraph 4.7 of the Scheme?	4		6

If you answered no to any of the above, please outline what action you are going to take to resolve this and by when.

Ext. Comms: On occasions, the Assembly bus is staffed with a non-Welsh speaking member of staff. This is not the norm. Recruiting has now taken place for a Welsh speaking member of staff to work on the bus.

6. Our Public Image

	YES	NO	N/A
6.1 Did you ensure all publicity; displays and advertising campaigns that were produced by your service area complied with the requirements set out in paragraph 5.1of the Scheme?	6		4
6.2 Did you ensure all official signs (temporary/permanent/ electronic) complied with the requirements in paragraph 5.2?	8		2
6.3 Did you ensure that where the corporate identity and public image of the Assembly appeared it was bilingual and in accordance with the requirements in paragraph 5.3?	8		2
6.4 Did you ensure all other publications issued were in accordance with the Scheme as set out	7	1	2

in paragraph 5.5?			
6.5 Did you ensure that forms for public use complied with the requirements in paragraph 5.6 including the encouragement of speakers and learners of Welsh to respond in Welsh?	5		5
6.6 Were all press releases issued bilingually and at the same time in accordance with paragraph 5.7 of the Welsh Language Scheme? (External Communications)	Yes		
6.7 If no, how many were English only? (External Communications)	N/A		
6.8 Where English only press releases were issued, was a translation provided within 24 hours? (External Communications)			X
6.9 If no, how many did not and how long did it take for the Welsh translation to be published? (External Communications)	N/A		

If you answered no to any of the above, please outline what action you are going to take to resolve this and by when.

MRS – Although the majority of published documents were produced bilingually during the year, some were not. However, this is being remedied and it has been agreed that future publications will be made available bilingually in accordance with the Scheme.

7. Staffing, Recruitment and Training

	Number/Yes/No
7.1 How many Welsh speakers does your service area currently have?	127
7.2 How many staff vacancies were filled *(either internally or externally)* in 2009-10? (HR)	61
7.3 For how many of the above were Welsh language skills required? (HR)	13

7.4 Out of the total posts where Welsh language skills were required, how many appointments met this requirement? (HR)	100%		
7.5 Were all the external recruitment advertisements produced in accordance with the guidelines set out in paragraph 5.8 of the Scheme? (HR)	YES		
7.6 How many vocational courses were provided through the medium of Welsh in 2009-10? (HR)	2		
7.7 How many people in each service area are undertaking or undertook Welsh Language training in 2009-10? (HR)	Approx. 50		

8. Information Communication Technology and Administration Arrangements

	YES	NO	N/A
8.1 If you developed/purchased ICT during 2009-10 did you consider the Welsh Language Board's Bilingual Software Guidelines and Standards?	1		9
8.2 If your Service area entered into any formal partnership did you….			
(a) Ensure the Assembly's input conformed to the scheme as set out in paragraph 6.6?	1		9
(b) Encourage other members of the partnership to conform to our Welsh Language scheme as set out in paragraph 6.6?	1		9
If you answered no to any of the above, please outline what action you are going to take to resolve this and by when.			

9. Dealing with Complaints

	YES	NO	N/A

9.1 Did you have any complaints regarding the Welsh language service that your Service provided within the boundaries of the Scheme?	2	8	
9.2 If yes, how many?	4		
9.3 Were the complainants satisfied with the response and action that was taken?	Yes, all 4		

If you answered no to question 9.3 above, please outline below what action you are going to take to resolve this and by when.

10. In 2009-10, did you…?

	YES	NO	N/A
10.1 have a member of staff who was able to advise colleagues on the content of letters received in Welsh?	10		
10.2 have at least one member of staff able to respond to Welsh language telephone calls directly?	9	1	
10.3 calculate the number of Welsh speaking staff required in your service area in order to implement the Scheme effectively and efficiently? Please check the Welsh language plan for your service area before completing this section.	10		

Any further comments?

11. Use of the Translation Service

11.1 How many pieces of work in 2009-10 were sent to TRS for complete translation? (TRS)	Number	
	English/Welsh	Welsh/English
	3162 = Total of all	

	translations.		
11.2 How many pieces of work in 2009-10 were sent to translation to be text checked? (TRS)	311		
11.3 As a Welsh Language Scheme Co-ordinator, do you use, or promote use of, the resources available on our [Welsh Language Scheme website] to assist colleagues with bilingual messages, Emails, signage etc.	Yes	No	N/A
	8	2*	

* The 2 service areas who ticked no are Legal Services and HR.

HR – in-team staff resource assist colleagues with bilingual messages etc but not through the website.

Legal Service - benefits from a large proportion of bilingual staff. In-team resources are used to assist those that have queries.

12. The Scheme contains a commitment to mainstream the Welsh Language in all aspects of the Assembly's functions and activities – what efforts, if any, have been made in your service area to achieve this?

Committee Service: It has been built into our requirements for the Assembly Business Management System.

Chamber and Legislation: All committee and plenary papers continue to be published bilingually. Simultaneous translation is available at all committee meetings. We have Welsh speaking staff in each service area. We have also recently provided lines of questions to Members of Legislation Committee 2 in Welsh whilst they have been working on the Welsh Language Measure. Doing this within the timescales available is challenging – but our ability to do this is not limited by the number of Welsh speakers but by the fact that the committee meets weekly and works to tight deadlines when reporting on legislation.

Corporate Unit: All Corporate Unit Staff are given bilingual telephone answering cards when they start. A fixed item on each Team meeting agenda looks at Welsh Language issues.

Estates and ICT: The signage across the estate has improved since last year, following the new branding guidelines Bilingual branding used where necessary. Also new lockable notice boards have been in use with new rules. The current

aim is to have all posters passed through EFM for approval and the preferred design choice has been to have a bilingual branded style poster/notice.

Within the Security department there have been some new practises implemented since last year. All fire evacuation/test announcements have been pre-recorded and are broadcast bilingually. Within the car park most of the signage has been updated and translated although this process is ongoing. All new Line Managers present in the office have also been made aware to answer the phone bilingually and are aware of the training available. There has also been an increase in interest of Security staff wanting to undertake Welsh lessons.

The Procurement and Sustainability team issue all documents bilingually where possible. Due to some time limits this has not always been possible in the past year but efforts are being made to improve on this. Additionally EU procurement procedures do not permit documents to be issued in Welsh as it is not a recognised language. However, all companies are now advised of our bilingual policy throughout a tender process and that they will have to comply where necessary.

Within the ICT team there has been a continued effort to ensure that all content on assemblywales.org and senedd.tv is provided bilingually. The new Assembly casework management system has been developed to allow AMs and their support staff to manage their casework in Welsh, English, or a combination of both. Also, a member of the team has been made responsible for all official communication, ensuring compliance with the scheme, unless a message needs to be sent urgently. Finally a bilingual video conferencing system has been installed in Committee Room 4, allowing for fully bilingual meetings to be held with other WVN sites. Improvements have also been made to the VC systems in the Senedd, allowing for either the verbatim or translated audio feeds to be sent to the remote end.

External Communications: Within the Media, Brand and E-democracy division of External Communications, they are looking to recruit an additional Welsh Speaker to the team.

Legal Services: Support to the Independent Panel. We draw attention to issues about bilingualism internally.

MRS: The Members' Library (part of MRS) sends out regular up-dates on issues such as the publication of new/updated Business Notice; notification of new Research papers/Topic briefs/QuickGuides and weekly Progress of

LCOs/Measures updates. In 2009-10 we have moved to producing all these bilingually. The Members' Library also has bilingual leaflets which provide information about resources available to Members and their staff and the "Who does What in the Members' Research Service" guide is produced in both Welsh and English. MRS produces short research notes called QuickGuides. These are produced bilingually. There is an existing back catalogue of QuickGuides which are being translated. Glossaries have been produced in both Welsh and English on the budget, the constitution and planning (the latter is currently under revision).

Resources:
Finance

All email signatures are bilingual. All official documents for public viewing are bilingual. Monthly finance reports published bilingually on the internet.

Bilingual remittance advice notes.

HR

Our service has a number of bilingual staff which enables us to respond flexibly to Welsh requests – most often this happens naturally without delay.

We've held two training courses and one development session through the medium of Welsh as requested by customers and this has helped them learn/develop through their first language.

TRS: This service does its best to mainstream Welsh language through:

- continuing to offer training and support to the member of staff who is a learner.

- using Welsh in weekly team meetings (and if necessary using simultaneous translation).

- using only Welsh in short internal e-mails to all TRS staff (with their agreement).

Do you have any additional comments or supplementary evidence on compliance with the Assembly's Welsh Language Scheme? (Please use this box)

Estates and ICT: During the recent extreme weather conditions and industrial action EFM made use of effective preparation and use of bilingual notifications. As our services and buildings are public facing we had a duty to inform the public who may have had no awareness of the impact of the weather and strikes. We feel that all communication was conveyed effectively and bilingually often at very short notice.

MRS: MRS runs regular seminars for new Assembly Members' support staff to explain its work. These are offered in both Welsh and English.