

Agenda – Culture, Welsh Language and Communications Committee

Meeting Venue:

Committee Room 2 – Senedd

Meeting date: Wednesday, 10 May
2017

Meeting time: 09.15

For further information contact:

Steve George

Committee Clerk

0300 200 6565

SeneddCWLC@assembly.wales

Informal pre-meeting

(09.15–09.30)

1 Introductions, apologies, substitutions and declarations of interest

2 The Future of S4C: Evidence Session 9

(09.30–10.30)

(Pages 1 – 12)

Alun Davies AM, Minister for Lifelong Learning and Welsh Language

Paul Kindred, Senior Policy Analyst

3 Scrutiny of the Draft Official Languages Scheme: Evidence Session

(10.30–11.30)

(Pages 13 – 100)

Adam Price AM, Assembly Commissioner

Craig Stephenson, Director of Commission Services

Sarah Dafydd, Official Languages Scheme Manager

Consultation Responses: National Assembly for Wales – Draft Official Languages Scheme

(Pages 101 – 131)



Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales

4 Draft operating licence for the BBC's UK Public Services: Evidence Session with Ofcom Wales

(11.30–12.15)

(Pages 132 – 188)

Rhodri Williams, Director, Ofcom Wales

Jacque Hughes, Director of Content Policy, Ofcom Wales

5 Paper(s) to note

Letter to the Chair from Beverly Francis: Save Womanby Street Campaign

(Page 189)

S4C Response to Report Recommendations: The Big Picture – The Committee's Initial Views on Broadcasting in Wales

(Page 190)

The Future of S4C: Further information from TAC

(Pages 191 – 192)

6 Motion under Standing Order 17.42 to resolve to exclude the public from the meeting for item 7

7 Private Debrief

(12.15–12.30)

Document is Restricted

Welsh Government's Committee Paper: Culture, Welsh Language and Communications Committee's S4C Inquiry

The Importance of the Committee's inquiry

The Welsh Government welcomes the Committee's inquiry into the future of S4C, which will help to ensure that the main issues in the debate on the future of this vital service are articulated and understood even before the forthcoming independent review of the channel for the UK Government begins.

Whilst we welcome the UK Government's intention to carry out a review of S4C, which we have continually pushed for and was originally promised in 2010, it is unfortunate the review is not already well underway. The UK Government is aware that we expect to be fully involved in the review and we are still waiting for DCMS to confirm final details of the scope of the review and who will be leading it.

S4C Funding

The Secretary of State for Culture, Media and Sport has a statutory duty, as outlined in the Public Bodies Act 2001 to ensure that S4C receives sufficient funding. Since the Comprehensive Spending Review in 2010, the Welsh Government has consistently expressed its real concern about the impact that further funding cuts will have on S4C. We have regularly stressed to the UK Government that it is vital S4C has sufficient funding, as well as editorial and managerial independence, for it to maintain its ability to serve the Welsh audience and continue to play a crucial role in supporting both the Welsh language and the creative industries in Wales - but S4C has found itself in a very different position since the 2010 Spending Review. Now, 90% of S4C's funding comes from the licence fee.

During the last year, the Welsh Government has been fully involved in the BBC Charter Review process and we are pleased that the new BBC Charter provides a renewed commitment to Welsh language services. The accompanying Framework Agreement reaffirms the BBC's partnership with S4C, "working together to observe and safeguard the independence of both". It also provides a strong financial settlement in relation to the licence fee element of S4C's funding, which is vitally important for S4C to continue to develop its services.

The uncertainty regarding future funding during recent years has made forward planning very difficult, for both S4C and the independent production companies who are some of its key suppliers in Wales. Although the settlement provides S4C with financial stability until 2022, the fact that there was no increase in funding, as there was no allowance for inflation, will naturally provide significant challenges for the channel.

Hopefully a number of recent announcements will stabilise S4C's financial position. These include the UK Government's package of additional capital and loan funding, plus the Welsh Government's decision to allocate £3m of capital funding to support Yr Egin - a project that intends to establish an innovative hub for the creative Industries in Carmarthen, based around S4C's new Headquarters.

Relationship with the BBC and other stakeholders

The Welsh Government welcomed the announcement in 2013 that a six-year agreement had been reached between the BBC Trust and the S4C Authority on the future funding, governance and accountability of S4C. The agreement also, importantly, protected the editorial and managerial independence of S4C. The Welsh Government has been encouraged by the greater collaboration between the BBC and S4C - and also that the Operating Agreement was much wider than the funding and accountability arrangements, extending to a creative partnership at all levels within the BBC and S4C.

We also welcome the strengthened partnership which has developed over recent years between Radio Cymru and S4C. There continues to be only one Welsh language radio service and one Welsh language television service. It is therefore essential that the partnership between these two services should be as imaginative and productive as possible.

Given the fundamental changes contained in the new BBC Charter - to its managerial, governance and regulatory arrangements; to the role of BBC Studios; and to the BBC's strengthened public purposes as they apply to the nations - it is vital the partnership between S4C and the BBC is updated and renewed, to support and enable the growth and diversification of S4C's services in a multi-platform world.

As well as working across platforms, S4C should continue to work in partnership with Welsh writers, artists and others (e.g. games companies and other digital creatives); it should also strengthen existing ties with organisations such as the Arts Council of Wales, the Welsh Books Council and other partners. S4C should ensure that it commissions more programming based on intellectual property (IP) from and about Wales and that it builds a converged, multi-platform offering around that IP in partnership with others (e.g. the potential for book / online / gaming tie-ins). This would deliver a richer and more engaging offering and support further growth in the creative sector in Wales.

Important role of S4C in delivering Welsh Government priorities – Welsh Language and Creative Industries

The Welsh Government welcomes S4C's recent publication "Pushing the Boundaries", which outlines the channel's vision for the next ten years and also underlines S4C's importance in contributing to the Welsh Government's priorities for the creative industries and the Welsh language. As S4C's mission evolves it would be prudent to consider whether governance and regulatory arrangements remain fit for purpose.

The Welsh Government welcomed the decision by S4C to relocate its headquarters to Carmarthen from 2018. The move will see a major institution moving its operations outside of the capital, creating job opportunities locally in a specialist area and boosting the wider economy. It also has a potential be a significant boost to the Welsh language in an area which is crucial to the future of the language. Moving

S4C's headquarters will complement other developments to promote the Welsh language, including the Welsh Language Centre in Carmarthen

In over 30 years of operation, S4C has played a leading role in promoting and safeguarding the Welsh language. It has a key, ongoing role to play in ensuring that the language continues to thrive. It helps to establish and enliven Welsh as part of everyday life in Wales, and its services for children and young people make an important contribution to increasing their use of Welsh. Through its factual, historical and cultural programmes, S4C enriches Welsh society. S4C continues to have an important role in helping people from all backgrounds to learn the Welsh language, with a range of broadcast and online resources. It has an important part to play in delivering the vision set out in the Welsh Government's Welsh Language Strategy and contributing to the goal of reaching a million Welsh speakers by 2050.

Our creative industries are a Welsh success story and make a vital contribution to our economy. S4C's commissioning policy has greatly contributed to the growth in the independent media sector in Wales, in both English and Welsh. Wales now has a number of highly successful independent production companies that are creating content for many channels and networks, but S4C has been central to their initial development.

S4C has a key role in supporting skills development and has the opportunity to potentially do more in this area perhaps working in partnership with the other PSBs, trade bodies, unions and Creative Wales when it is established to maximise the outcomes for talent development in Wales.

Accountability

The Silk Commission supported our view that overall policy responsibility for broadcasting should remain with the UK Government. In a rapidly evolving digital environment, where the broadcasters play a vital role in creating a common cultural citizenship for people across the UK, the Public Service Broadcasting system would not be strengthened at present by dividing up the overall responsibility for broadcasting – but this does not mean that broadcasters and the regulator should only be accountable to Westminster.

The Welsh Government has called for some time for governance of broadcasting to reflect the reality of devolved government in the UK and support the delivery of policy objectives set in Wales, for Wales. We therefore welcomed the references in the St David's Day Command Paper to increasing the accountability of broadcasters including S4C.

The Committee's report *The Big Picture: The Committee's Initial Views on Broadcasting in Wales* recommended that the S4C Authority should lay its annual report and audited statements of accounts before the National Assembly for Wales. This is a matter for the National Assembly for Wales and S4C, but the Welsh Government recognises the importance of improving the accountability of UK broadcasting institutions to the National Assembly and to Welsh viewers and listeners.

Following the BBC Charter Review, the National Assembly for Wales now has powers to scrutinise the BBC, to call it to appear before the Assembly and to hold it directly to account - which has been the right of the UK Parliament alone until now.

A similar arrangement for S4C would ensure that S4C is treated similarly to the BBC.

Document is Restricted



Comisiwn y Cynulliad Assembly Commission

Official Languages Scheme 2017 – 2021

1.0 Purpose and summary

1.1 This paper contains proposals for the Assembly Commission's new Official Languages Scheme for the Fifth Assembly for the Culture, Welsh Language and Communications Committee. It also seeks the Committee's comments on the new Scheme and the annual report which will bring about the closure of the existing Scheme which will remain until the new Scheme is approved by the Assembly in Plenary.

2.0 Recommendations

2.1 The Committee is asked to consider and comment upon:

- the draft of our Official Languages Scheme (Annex A) following internal and external consultation and approval by the Assembly Commission;
- the draft annual report (Annex B) prior to laying it for consideration in Plenary to effect the closure of the current Official Languages Scheme.

3.0 Background to the National Assembly for Wales (Official Languages) Act and the Official Languages Scheme

3.1 The National Assembly for Wales (Official Languages) Bill was unanimously approved by the Assembly on 3 October 2012. The Act makes provision about the use of English and Welsh in proceedings of the National Assembly for Wales and in the discharge of the functions of the Assembly Commission. The Act's principal objective is to place a statutory duty on the National Assembly for Wales and the Assembly Commission to treat Welsh and English as our official languages and on the basis of equality.

3.2 The Act places a duty on the Commission to adopt and publish an Official Languages Scheme specifying the measures it will take in order to comply with its duties as outlined in the Act. Amongst other things, the Scheme must include provision about:

- simultaneous interpretation;
- the publication of documents in both official languages, subject to any exceptions identified in the Scheme;
- public engagement with Assembly proceedings, and other functions of the Assembly and of the Assembly Commission;
- practical measures to foster and continually improve freedom of choice of official language;
- the setting of targets and timescales relating to implementation of the Scheme;
- the allocation of responsibilities for implementing the Scheme;
- objective means of measuring progress in implementing the Scheme;
- a strategy for ensuring that the staff of the Assembly have, collectively, the language skills necessary to enable the Scheme to be implemented, and
- provision relating to the receipt, investigation and consideration of complaints of failures to give effect to provisions of the Scheme.

3.3 The Assembly Commission must also, in respect of each financial year, lay before the Assembly a report setting out how the Commission has given effect to the Scheme i.e. whether and to what degree the services referred to in the Scheme have been provided, and if applicable, the reasons why the Commission has not provided any of these services. The final Annual Report for the existing Scheme is attached at Annex B. The Committee is asked to note the content of the report which will be formatted and include photographs and images to illustrate some of the highlights.

4.0 Consultation

4.1 Consultation has taken place on the draft Scheme in November 2016, and the views of consultees have helped shape the draft Official Languages Scheme that has been approved by the Assembly Commission and is now before the Committee for consideration.

ASSEMBLY RESTRICTED

Throughout the consultation the draft Scheme was available on the Assembly website, and as required by the Act, we specifically consulted with:

- Assembly Members via Email and drop-in sessions.
- the Assembly's Management Board, Trade Union Side, our Workplace Equality Networks, a notice on the staff intranet, drop-in sessions and through a cascading system via our Official Language Scheme co-ordinators, to staff in all service areas.
- interested parties – Cymdeithas yr Iaith Gymraeg, the Welsh Language Commissioner, Welsh Government, the Association of Welsh Translators and Interpreters, Dyfodol yr Iaith (Future of the Language).

4.2 A summary of the responses is provided below.

External responses to consultation have been generally supportive, acknowledging the progress made to date. Cymdeithas yr Iaith Gymraeg shared some concerns that the Scheme does not go far enough and made specific suggestions on targets that should be set for internal administration and increasing the levels of fluent Welsh speakers in the organisation.

Responses from internal consultation have also been generally supportive. The system of Contact Buddies has been largely welcomed by Members and their staff as a step forward to enhancing Member services.

Amongst Commission staff there were a mixture of views. Some felt that the draft Scheme is a step forward building on the foundations laid in the first Scheme, and others felt that the Scheme did not go far enough. The main area of concern for staff is the introduction of language skills levels for all new posts and, in particular, setting a basic linguistic courtesy level as a minimum for all posts. This was reflected in the comments received, although other staff members felt that the bar was set too low.

In parallel with the Scheme, we have also been working on an Equality Impact Assessment to ensure that the proposal to introduce a minimum requirement of at least a basic linguistic courtesy in job adverts does

not jeopardise job applications from people with diverse backgrounds. This has identified a number of actions that will enhance our recruitment pages and indicate that we are an employer that is diverse in nature and welcomes applicants from all our communities.

Having considered consultation responses in the round and made some alterations to various parts of the draft Scheme, the version now before the Committee, having been approved by the Assembly Commission, represents a step up in terms of service delivery and a balanced approach in order to take us towards achieving our ambitions.

5.0 Discussion

5.1 The new draft Scheme builds on the Assembly's bilingual culture since its inception in 1999. Successive schemes have set out the standards to which we are held to account. Developments introduced under the 2012 Act and its Scheme took us further forward in terms of bilingual service provision and the treatment of both languages on the basis of equality. We also introduced the principle of proactively enabling Assembly Members, their support staff and the public to work or engage with us in their official language of choice. Those developments and the cultural changes that have emerged, place us in an even stronger position when compared to many public sector bodies in Wales. Highlights include:

- the implementation of the global Welsh model for Microsoft Translator which has introduced efficiencies into our Translation and Reporting Service and enabled non-Welsh speaking users to get a gist translation of Welsh only correspondence facilitating a quicker reply to correspondence;
- bespoke briefing documents, reflecting the individual language choices of Members, and glossaries of Welsh technical terms for Bills and inquiries are now provided across Committees enabling Members to work more easily in the language of their choice;
- a bilingual skills strategy which has enabled Commission staff to improve the planning and delivery of bilingual services based on an assessment of existing skill levels, improved language planning to ensure that bilingual capacity is at the right level and in the right places. In addition to this we have developed an in-house

Language Skills Team providing a full range of support for beginners to fluent Welsh speakers who wish to gain more confidence or improve their grammar and written Welsh;

- building on our international reputation as a bilingual parliamentary institution and our work with Microsoft Translator and its availability world-wide, we provide numerous presentations to conferences and organisations on the way that technology has transformed the way we work bilingually and on our approach to Welsh learning;
- the development and introduction of lanyards for Welsh speakers and learners has led to a change in ethos by encouraging Welsh to be spoken and used naturally and proactively on and around the Assembly estate;
- the availability of our HR policies and on-line system in Welsh and increased bilingual capacity within the HR team ensures that performance management, grievance, recruitment, discipline and other HR functions are proactively offered and facilitated in either language; and
- targets, priorities and other operational improvements identified in the 2013–2016 Scheme have now been built in to our service standards for the new Scheme. We will continue to be held to account for these in the annual reporting cycle through its consideration in Plenary.

6.0 Themes and targets for the new Scheme

6.1 The structure of the draft Scheme is set out in a similar way to the existing Scheme as it easily identifies groups of service users and the standards they can expect from us:

- a) Our ambition
- b) Our Service Standards
 - for Assembly Members and their staff
 - for communicating and engaging with the people of Wales
 - for our staff
- c) Themes for the duration of the Scheme

d) Arrangements for monitoring and reporting

6.2 Building on the platform we have developed and our achievements under the existing Scheme and the further development of our bilingual working culture, we believe that there is still more to do to enable us to achieve our ambition of becoming a truly bilingual organisation by 2021. With this in mind, we have refined our ambition statement to draw out our desires to continuously improve our bilingual services as well as the proactive encouragement, facilitation and naturalisation of working bilingually. The following ambition is therefore proposed as the strategic driver for draft Scheme until 2021:

“Our ambition is to be a truly bilingual organisation where Assembly Members, the public and staff can choose to work or communicate naturally in either or both of our official languages, where the use of both languages is proactively encouraged and facilitated, and where our exemplary bilingual services are continuously improving.”

6.3 To support the delivery of this ambition, we have developed five themes which would enable us to confidently describe ourselves as a truly bilingual organisation by 2021. These themes and the specific actions required to support them are described in more detail on pages 33 – 38 of the draft Scheme. However, they are provided in summary form below:

- **Recruitment** – Supported by guidance for candidates and recruitment managers, we propose to adopt an approach where all posts advertised by the Assembly Commission will require at least a basic level of Welsh language skills (basic linguistic courtesy) on appointment or a commitment to gain those skills during the induction process. We will develop a more sophisticated method of determining the fluency levels required for posts being advertised and describe the language requirements in the job advert as we move away from a binary approach of “Welsh essential” or “Welsh desirable” which has not always facilitated the recruitment of bilingual capacity where it is needed. These arrangements have been piloted for a number of recruitment schemes so that a system

ASSEMBLY RESTRICTED

can be implemented by summer 2018. Changes will also be supported by on-line resources for potential applicants.

- **Language Skills** – The Commission remains committed to the development or improvement of individuals’ language skills. Our in-house Language Skills Team is now in place and we are seeing more learners, improvers and fluent Welsh speakers than ever before. We aim to provide much greater focus on learning Welsh for the workplace, set targets for learners and recognise achievements. Progress for learners will be mapped and feed more formally into consideration about bilingual capacity within service areas. A much greater emphasis will be placed on providing bespoke or specific learning for Assembly Members and certain groups of Commission staff, such as the Security team, where classroom training is impractical. Given the range of interventions proposed, we hope to see our learners use their Welsh language skills proactively around the estate and in our formal proceedings.
- **Language Planning** – Introduced across all service areas during the lifetime of the existing Scheme, language plans have been an effective tool enabling service heads to better consider their existing bilingual capacity, any additional needs required in terms of their service delivery and to build these into recruitment schemes. Building on the plans in place, we propose a more robust system to track the skills development of our Welsh learners, build them into our annual capacity planning rounds and report on progress. During the life of this Scheme, and in the light of the proposals for recruitment, language skills development and language planning, we will review our Bilingual Skills Strategy to ensure that it remains fit for purpose.
- **Assembly Proceedings** – Great progress has been made to ensure that Assembly Members can engage in the language of their choice by providing a range of bilingual materials which facilitate preparation in their preferred language prior to their participation in Plenary or Committee business. We aim to develop an enhanced understanding of Members’ needs and preferences, effectively feeding that input into integrated committee teams and develop

bespoke language skills training, according to need and learning styles, to further support and embed bilingual working.

- **Developing the bilingual ethos of the organisation** – While acknowledging the progress made to develop the bilingual ethos of the organisation, a range of actions have been identified to ensure we achieve our ambition by 2021. To enable proactive use of Welsh by visitors and those who engage with us on line, we will make it easier for them to identify Welsh speakers, in particular with our Security service, so that Welsh can be used from the outset. A newly produced video is now being made available to all recent and new entrants to enhance awareness and their understanding of our culture, expectations, the role of their Scheme co-ordinator and how to access assistance. We intend to enhance publicity around our successes, participation in language-related initiatives and promote them externally in addition to exploiting the opportunities that lie ahead in terms of digital engagement platforms and language technology.

7.0 Next Stages

- 7.1 Following the Committee's consideration of the recommendations in paragraph 2, our intention is to lay the draft Scheme before the Assembly and formally adopt it following discussion in Plenary before the summer recess.

National Assembly for Wales Official Languages Scheme Annual Compliance Report

Foreword

I am pleased to present the final Annual Compliance Report on the Assembly Commission's Official Languages Scheme. This report demonstrates the improvements and progress made during the final months of the Fourth Assembly and the first year of the Fifth Assembly. A lot of the work has concentrated on the transition between the two Assemblies and ensuring that we continue to work towards our ambition to be recognised as a truly bilingual organisation.

This is my first opportunity as Assembly Commissioner to present the Annual Compliance Report. I wish to use this opportunity to express our thanks to Rhodri Glyn Thomas, my predecessor for his commitment to embedding a strong bilingual ethos across the organisation. May I also thank my colleague Dai Lloyd AM who undertook the role of Assembly Commissioner with responsibility for official languages for a brief time at the beginning of the Fifth Assembly.

As a new Assembly Member and Commissioner, I was struck by the Assembly's continued commitment to delivering exemplary bilingual services where bilingualism is clearly a natural part of its culture and working practices. The Assembly Commission is proud of its emerging reputation for innovation in the delivery of bilingual services.

We have continued to build upon the good work undertaken during the Fourth Assembly, to learn from others and share expertise where possible. As we bring the existing Scheme to a close and implement a new Official Languages Scheme for the Fifth Assembly which builds on the improvements introduced so far, we are confident that we will be able to cement our reputation as a truly bilingual organisation which leads the way in bilingual service provision in Wales.

Adam Price

Commissioner with responsibility for official languages, and delivery and transformation of services to Members.

Introduction

This will be the final Annual Compliance Report for the current Official Languages Scheme published in July 2013. For the duration of the Scheme, the Assembly Commission's ambition has been to deliver exemplary bilingual services and to be recognised as a truly bilingual institution. Significant steps have been taken since 2013 to embed and promote a bilingual culture and ethos.

The Management Board remains committed to maintaining and increasing the drive to deliver the Scheme's provisions and has encouraged staff to proactively facilitate bilingual working in the provision of all services. As outlined in the priorities for the final parliamentary year of the Fourth Assembly, maintaining the momentum and enthusiasm for innovation and change has been a priority, particularly in the context of the Assembly General Election in 2016 and the first months of the Fifth Assembly.

Our commitment to achieving our stated long-term aims remains as strong as ever, namely:

- delivering more and exemplar bilingual services;
- valuing our staff for the commitment they bring to the Assembly and their professional and parliamentary expertise; and
- sharing our experience and knowledge of working bilingually with other organisations.

The National Assembly for Wales (Official Languages) Act 2012, requires the Assembly Commission to review its Official Languages Scheme "as soon as is reasonably practicable after each ordinary general election". Consequently preparations for the Fifth Assembly included work on this review and the development of a Scheme for the new Assembly.

This report details the improvements and progress made during the final parliamentary year of the Fourth Assembly, the beginning of the first parliamentary year of the Fifth Assembly and the transitional period between

the two Assemblies. The new Official Languages Scheme for the Fifth Assembly outlines priority themes for the whole Assembly term. We will report annually on our achievements within those priority areas, provide details of complaints and lessons learnt as well as outlining any areas of concern or additional priorities as we continue to work towards achieving the Commission's ambitions.

Services for Assembly Members and their support staff

Preparing for Plenary and Committee meetings

The final parliamentary year of the Fourth Assembly enabled us to fully embed proactive provision of bilingual support for Assembly Members and their support staff. The outcomes and lessons learned from several pilots, including bilingual briefings and quick turnaround text translation for Assembly Members wishing to deliver speeches in Welsh over the past two years, have enabled us to implement a more tailored and bespoke way of responding to Assembly Members' bilingual working preferences.

Preparations for the Fifth Assembly took full account of the need to enable Assembly Members and their support staff to work in the language of their choice as a default.

As part of the Fifth Assembly welcome and induction process, provision was made to understand the language preferences and needs of all new and returning Assembly Members and their support staff. A full induction programme was provided for all new Assembly Members and bilingual working was an important part of that programme. Where a Welsh language preference was known, Assembly Members were paired with bilingual 'buddies' to provide an initial introduction to the Assembly estate and to support them as they arrived to take up office. We also discussed language preferences with Assembly Members during this period and facilitated their language preferences wherever known. The new Official Languages Scheme for the Fifth Assembly will build upon the knowledge gained during this period and further embed a culture of proactively offering bilingual working.

Quote

Following my election as a Member, I was amazed at how convenient it is to work bilingually at the Assembly and how refreshing it is to work in an organisation that has a truly bilingual ethos. It means that it is easy for me to be able to work through the medium of either Welsh or English as the need arises. Although I've worked at the European Parliament, which is a multilingual parliament, being able to use my mother tongue in formal settings has come as a breath of fresh air.

Further work has also been undertaken to investigate the provision of tailored and bespoke support for individual Assembly Members. Through the work of the integrated committee teams, Assembly Members have indicated their preferences for the timing, language and content of support documentation. This team approach allows Assembly Members to prepare for and contribute to all debates and discussions in the language of their choice. Tailored support continues to be provided for Committee Chairs in order to enable them to prepare for debates and deliver speeches in the language of their choice. The Translation and Reporting Service also offers a terminology check service to assist with drafting speaking notes. We will continue to work with Assembly Members and their support staff to find alternative and innovative ways to provide the necessary support to enable them to work in the language of their choice as a default.

Language learning

Towards the end of 2015, the Assembly Commission undertook an in-depth review of its language learning provision for Assembly Members, their support staff and Commission Staff. The purpose of the review was to consolidate the previously fragmented approach to language learning and ensure that provision remained as flexible and tailored as possible. As a result of the review and a pilot scheme that saw the temporary appointment of an in-house Welsh Tutor for Commission staff, the Language Skills team was established. The team consisting of a Managing Tutor and two Tutors has been appointed. The work of the team is also supported by a fourth member who provides occasional support when required. The establishment of the Language Skills Team has allowed the Assembly Commission to respond creatively to the language learning needs of Assembly Members, their support staff and Commission staff. The Team has designed an innovative programme of learning in order to enable learners of all levels to participate and make progress. The Team has also further developed the 'Dysgwr' brand, which is now a recognisable logo across the Assembly estate. The team now supports over 100 learners on a regular basis as well as providing one-off on the job training, such as sessions on answering the telephone or chairing meetings bilingually, for others.

Quote

Since the 'Dysgwr' lanyards were introduced at the Assembly, I start many more conversations in Welsh. It's a good way to increase learners' confidence, particularly for those who don't feel confident enough to wear the 'Iaith Gwaith' lanyards.

Elin Jones AM, Llywydd

Quote

I started working for a North Wales based Assembly Member following the election in May. I felt that it was important for me to improve my Welsh language skills so that I could at least attempt basic Welsh with some constituents. I attended an intensive course for three days during the summer recess, downloaded the "Say something in Welsh" app and I now intend to further my learning by attending weekly lessons with the Language Skills Team. I now feel more confident to at least have a go and look forward to putting it all into practice.

Julie Price, Senior Advisor to Nathan Gill AM

Assembly Members and their constituents

We have continued to work with Assembly Members and their support staff to ensure that they are able to communicate with their constituents in the language of their choice and produce bilingual constituency related documentation. Following a successful pilot last year, the Assembly Members' Constituency Business translation fund has been enhanced to cover the provision of interpretation at constituency events. All new and returning Assembly Members have received information on the use of the fund and take up remains consistent. We will continue to work with Assembly Members and their support staff to develop templates and standard text in order to facilitate bilingual working in their communities.

Quote

The new arrangement for simultaneous interpretation for constituency public meetings means that we are able to offer a fully bilingual service to members of the public. We have made much use of the service and the meetings themselves are held seamlessly in either or both languages.

Heledd Roberts, Office Manager for Rhun ap Iorwerth AM

Quote

In the Fourth Assembly I worked for an Assembly Member who used Welsh on a daily basis in his Assembly work. I made regular use of the Members' translation service to have questions and short speeches translated from one language to the other. The fact that I was able to use Microsoft Translator and send the translation to be proofread at very short notice was always a massive help. As a Welsh learner, it helped me to provide a bilingual service to both the Member and constituents alike as well as helping me to improve my Welsh.

Office Manager for an Assembly Member

Case Study - Technology and engagement

The Assembly's Front of House service has been trialling the use of bilingual iBeacons tours in the Senedd and at the Pierhead. i-Beacons are small Bluetooth devices which transmit a unique ID and which can be picked up by smartphones and tablets. They then transmit pre-recorded content relevant to the part of the building where the visitor is. The Beacons can bring to life the architectural and historical features of our iconic buildings. Visitors will be able to interact with us directly through their mobile devices and can choose which part of the building they wish to concentrate on. All content has been produced bilingually and tested on the Assembly estate. The tours will be rolled out fully in 2017 and in time can also be produced in other languages.

02. Services for the people of Wales

Visitors to the Assembly Estate

Since the appointment of additional bilingual staff by our catering contractors, we have seen proactive use of the Welsh language in and around the Senedd cafe.

All catering staff have received basic meet and greet training and we have worked with our contractors to recruit more bilingual staff members to enhance the bilingual capacity for events and hospitality.

The Language Skills Team is working with the Security team to develop a programme of training for all members of the team. This will build on previous work to ensure that all members of front line Security staff develop basic meet and greet skills and will also encourage more proficient learners to use their skills in the workplace. During the dissolution period we worked with the team to pilot some new approaches, including one to one mentoring, on the job training and provision of *aide memoires* and audio resources for new members of staff.

Supporting colleagues

In addition to the provision of language learning support, the Language Skills Team is working on a comprehensive programme aimed at staff who already have some degree of Welsh language skills, but possibly lack confidence. The 'gloywi iaith' (refresher training), including formal grammar 'brush up' sessions and more informal mentoring for individuals or small groups, are all important elements of the work of the Language Skills Team. They will make a significant contribution to further developing our bilingual ethos where each staff member feels comfortable to use and grow their skills and feels valued for the skills they possess.

Sharing expertise

The Assembly Commission has again this year engaged proactively to provide advice and share expertise with a range of external bodies. We have

worked with a number of academic bodies, including Cardiff University, Trinity St David and the *Coleg Cymraeg Cenedlaethol*, contributing to a number of academic modules on translation and interpreting. The Translation and Reporting Service has maintained its collaborative relationship with the Institute of Translation and Interpreting [ITI] and the Association of Welsh Translators and Interpreters.

We have also developed our relationship with several external organisations, including local government and other public bodies, to provide practical advice and guidance on issues relating to establishing and running a translation service and the effective use of language technology. Our reputation as leaders in bilingual working in Wales allows us to share our experience of using language technology, the provision of bespoke services, in-house language tuition etc. with a wider cohort of organisations and institutions.

The Assembly Commission continues to enjoy a constructive relationship with the Welsh Language Commissioner and we consult with the Commissioner's office on a range of issues, including the process of drafting the new Official Languages Scheme for the Fifth Assembly.

Case Study – Sharing expertise

“We met with Assembly officials to discuss their experience of introducing machine translation for all staff. Their expert and practical advice was very valuable and, as a result of the discussions, the Welsh Government decided to introduce the technology for its staff, along with guidance on appropriate use of machine translation in the workplace. The technology is useful to give non-Welsh speakers a *gist* translation, and will facilitate bilingual communication across the organisation.”

Bethan Griffiths, Chief Officer, Compliance with the Welsh Language Standards, Welsh Government

03. Services for Assembly Staff

Planning for bilingual service provision

Each individual Assembly service area has its own language plan. The plan outlines bilingual capacity within teams and details processes and procedures for the provision of bilingual services. When new posts are created or posts become vacant, Heads of Service use the service area language plan to determine the level of language skills required for the post to be advertised. The Assembly Commission's Investment and Resourcing Board is responsible for agreeing the establishment of new posts and the filling of vacant posts and, in so doing, actively considers the language skills requirement of each post.

The Assembly's Management Board recently undertook its annual capacity review to ensure that adequate staff levels were available for the Fifth Assembly. As part of their considerations, bilingual capacity within teams was a required theme in order to ensure that all services are able to proactively provide bilingual services as a normal part of their services. We will continue to work with individual service areas to develop and update language plans in order to ensure that planning for the provision of bilingual services is an integral part of each area.

The Official Languages Co-ordinators Forum, made up of one representative from each service area, continues to provide advice and guidance for colleagues and monitors compliance within service areas. The Co-ordinators are also responsible for ensuring that new starters within service areas receive language awareness training and also for ensuring that they gain an understanding of the requirements for their particular post.

Case Study – Language Awareness Video

In order to ensure that all new members of staff are aware of the bilingual ethos and culture of the organisation from the outset, we needed a way to ensure that training was delivered soon after they join the Assembly. We used in-house expertise to script, record, edit and produce our own language awareness video so that staff could receive training during their

first week. This means that we are able to update the content in order to ensure that it is relevant and current. The video can also be used as a refresher for staff who received training some time ago. It has been well received and has provoked discussion across the organisation.

Quote

‘Watching the video encouraged me to take up Welsh lessons that the Assembly provides. Coming from England, I am new to Welsh, and feel that learning the language will enrich my time at the Assembly and also my everyday life in Wales.’

Katy Orford, The Research Service

04. Monitoring and Reporting

Compliance

Official Languages Co-ordinators continue to monitor compliance on a day to day basis and have again, this year, reported minor instances of failure to comply with the Scheme's requirements. Members of the public have also raised instances of failure to comply through formal and informal channels. When such instances are reported, Co-ordinators discuss the issues with the relevant staff members in order to ensure that breaches are rectified as soon as possible. We also provide support and guidance to all staff to ensure fewer instances of non-compliance. Heads of Service, the Co-ordinators and line managers routinely reinforce the expectations of the Scheme and the Official Languages Team provide advice and support as required.

Complaints

On occasion during the year we have failed to achieve the high standards we set for ourselves and have fallen short of the expectations of Assembly Members, their support staff or the public. A number of informal and formal complaints have been received and can be categorised as follows:

Technology

There have been times when we have been unable to publish documents in accordance with our Scheme requirements due to technological issues. We have also been notified of several instances of links to Welsh language documents leading to the English language versions or broken links. Feedback on issues of this nature is extremely valuable to us as it enables us to rectify mistakes or problems quickly.

Language of choice

Feedback from the public has indicated that there have been occasions where they have been unable to use the language of choice when engaging with us. We have identified an issue with the call centre equipment at our

North Wales office, with calls occasionally being automatically redirected to the incorrect lines resulting in Welsh speakers being directed to English language lines. Procedures have been put in place to identify such instances as soon as possible and to enable the caller to use their language of choice even when directed to the incorrect line.

Customer service

Visitor experience in the Senedd from a bilingual perspective has generally been good with visitors commenting on the bilingual ethos of the organisation. However, we are aware of an incident involving a group of visitors who requested a Welsh language service that we failed to deliver. An investigation into the incident is being conducted and we have taken the opportunity to ensure that our Front of House team and other partners are aware of the requirements of the Scheme and how to provide exemplary bilingual services. We will work with the appropriate teams to reinforce the need to proactively offer bilingual services.

Committee Consultations

We have become aware that when we commission evidence for Committee Consultations or Inquiries we have not been sufficiently clear in ensuring compliance with the requirements of the Official Languages Scheme, resulting in a complaint being made. The wording for requesting and publishing evidence and documentation from third parties in the new Official Languages Scheme for the Fifth Assembly will be amended to ensure clarity and consistency. We will work with Committee teams to ensure that the wording of any requests for evidence or other documentation is clear and in line with the requirements of the Scheme.

Lessons Learnt

We encourage Assembly Members and their support staff, the public and our staff to provide feedback on our bilingual services and are committed to learning from any feedback we receive. The main themes arising from compliments, complaints and feedback provide a clear indication of good

practice and areas in need of improvement or strengthening. The Official Languages Scheme for the Fifth Assembly will build upon the good practice established during the Fourth Assembly and address any areas of weakness. The Scheme will outline priority themes for the Fifth Assembly that will further strengthen our bilingual ethos and culture and allow us to achieve the Commission's ambition to be recognised as a truly bilingual organisation.

National Assembly for Wales Commission
Official Languages Scheme

DATE

DRAFT

Contents

Foreword	1
Section 1: Our ambition	5
The scope of the Official Languages Scheme	9
Publicising and promoting our bilingual services.....	10
Section 2: Service standards	13
Service standards for Assembly Members and their support staff	15
1 Preparing for Plenary meetings	15
2 Preparing for Committee meetings	15
3 Taking Part in Assembly Business.....	16
4 Recording Plenary	16
5 Recording Committee meetings.....	17
6 Support for the Assembly Commission.....	17
7 Cross-party groups	17
8 Assembly Members' publicity and constituency correspondence	18
9 Supporting and developing language skills.....	18
10 Assembly staff communications to Assembly Members	19
Service standards for communicating and engaging with the people of Wales	20
11 Corresponding with the public (email or hard copy)	20
12 Telephone communications.....	21
13 Our public image	21
14 Public information and engagement services	22
15 Freedom of information requests.....	23
16 Visitors to the National Assembly estate	23
17 Assembly Member-sponsored events and exhibitions on the Assembly estate	23
18 Working in partnership.....	24
19 Services through third parties.....	24
20 Developing new services for the public	24
Service standards for our staff	25
21 Staff communications	26
22 Working bilingually.....	27
23 Bilingual Skills Strategy	27
24 Staff induction and awareness	28

Section 3 Themes for the duration of this Scheme	31
Theme 1: Recruitment	32
Theme 2: Language Skills.....	33
Theme 3: Language planning	34
Theme 4: Assembly proceedings.....	34
Theme 5: Developing the bilingual ethos of the organisation.....	35
Section 4: Arrangements for monitoring and reporting	40
Authority and responsibility for implementing this Scheme	41
Monitoring and reporting	42
Reviewing and updating the Scheme	43
Dealing with complaints.....	44
Service standards for monitoring and reporting	44
25 Co-ordinating the Scheme’s implementation	44
26 Dealing with complaints and breaches	44
27 The Annual Report	44

DRAFT

Foreword

DRAFT

Section 1: Our ambition

Our ambition is to be a truly bilingual organisation where Assembly Members, the public and staff can choose to work or communicate naturally in either or both of our official languages, where the use of both languages is proactively encouraged and facilitated, and where our exemplary bilingual services are continuously improving.

We are exceptionally proud of the progress made during the lifetime of the first Official Languages Scheme. That progress also built on the wide range of services that were already developed over various Welsh language schemes that were in place since the Assembly's inception in 1999.

The Assembly is a bilingual organisation. We value all our staff members, regardless of their degree of bilingualism, for both the commitment they bring to the Assembly and their professional and parliamentary expertise. Our expectation is that all staff members are committed to the delivery of the highest standards of parliamentary support for Members and the public in both our official languages.

We have an enshrined legal duty to provide rights to the public and to Assembly Members to interact with the Assembly in the official language of their choice. Both our official languages are recognised as internal administration languages. We facilitate bilingual working for Commission staff by mainstreaming bilingual services as described in our service standards.

As such we are:

- committed to delivering exemplary bilingual services to Assembly Members, the public and Assembly staff;
- an employer who supports all staff members who wish to develop or improve their skills in both or either of our official languages to a standard appropriate to their role or further should they desire; and
- an organisation which learns from others and shares its experience and knowledge of working bilingually.

Our commitment

The National Assembly for Wales (“the Assembly”) serves a bilingual nation where almost one in five people speaks Welsh. The Assembly is the national focus of democratic life in Wales and proud of its international reputation as a bilingual institution.

The National Assembly for Wales Commission (“the Commission”) is responsible for the provision of the property, staff and services required by the Assembly. The strategic aims of the Commission are to:

- provide outstanding parliamentary support;
- engage with the people of Wales and champion the Assembly; and
- use resources wisely.

The Commission's commitment to bilingualism underpins the achievement of these goals - our services, strategies and aspirations reflect the equal status of our official languages. We

value the diversity of our workforce, and the Commission is committed to diversifying the organisation through its Diversity and Inclusion Strategy. This Scheme deals solely with the provision of bilingual services in our official languages and our obligations in relation to the National Assembly for Wales (Official Languages) Act 2012.

The legislative framework

This is the Assembly's second Official Languages Scheme. The first was published in July 2013, following the introduction of the National Assembly for Wales (Official Languages) Act 2012. Prior to the introduction of the Act, the Assembly implemented Welsh language Schemes in accordance with the Welsh Language Act 1993. The Assembly is in the unique position of having its own legislation to regulate its statutory basis for bilingual working. It means that both Welsh and English are treated as official languages at the Assembly.

Under the Official Languages Act, the Assembly is required to publish a new Scheme for every Assembly term. This, therefore, is the Scheme for the duration of the Fifth Assembly from 2016 to 2021.

Welsh language standards

In 2015, the Welsh Language Commissioner introduced the first set of regulations around Welsh language standards. It is important to note that neither the National Assembly for Wales nor this Scheme is subject to the regime of Welsh language standards. We believe that our Scheme compares favourably with the standards that apply to Welsh Ministers, county councils and county borough councils in Wales and national park authorities, and we would not wish to fall below the spirit of those standards in any regard.

The Official Languages Scheme 2013-2016

Implementing our Scheme allows us to set our own priorities and enables us to be innovative in the way that we provide bilingual services.

Our first Scheme ran from 2013 to 2016 and it focused on four key areas:

- to provide innovative, tailored support to enable people to use both languages;
- to make the best use of technology;
- to develop the Welsh-language skills and confidence of Assembly staff in providing that support; and
- to share the things that work for us with the rest of Wales and the multilingual world beyond our borders.

We realised great service improvements and the vast majority of the targets set were achieved. Work around the four key areas above led to the following achievements over and above our routine service standards:

- by **working with Members to better understand individual preferences**, diverse provision was put in place to support bilingual working, for example, bilingual briefing documents are now provided for committee members. This allows Assembly Members to prepare for Committee meetings in the language of their choice, facilitating enhanced use of their preferred language in proceedings. Also, in response to feedback from Assembly Members, we developed a series of

glossaries of Welsh technical terms and phrases for Bills and committee inquiries that are also published on our website. The glossaries assist Assembly Members to discuss less familiar topics in their language of choice.

- the launch of the **global Welsh model for Microsoft Translator** took place in the Senedd on 21 February 2014, enabling Microsoft users throughout the world to translate into and from Welsh. The publicity surrounding the launch event had a global reach of up to 5 million people, promoting not only the Welsh language but also the National Assembly and its partnership with Microsoft. Assembly staff use the technology in two ways: non-Welsh speakers are able to get the gist of any Welsh only communication so that they are able to process and reply to it more quickly and effectively; and Assembly translators have integrated the technology as an add-on to the translation memory software that is used, allowing translators to be up to 20% more efficient.
- we radically transformed the way in which we support Commission staff who wish to learn Welsh. In November 2014, we began piloting a more informal approach with the appointment of an internal Welsh Language Tutor. This proved successful, with excellent take-up rates and learners responding to **a flexible and tailored approach to learning Welsh**. By the end of the Fourth Assembly, the success of this approach led to the creation of a four-strong Language Skills Team, providing a range of Welsh learning opportunities to Assembly Members and their support staff as well as Assembly Commission staff, ranging from pure beginners to fluent Welsh speakers who wish to further develop their written Welsh.
- the Assembly is now **one of the foremost bilingual organisations within the public sector in Wales**. We publicised the work around Microsoft Translator and made it available to a world-wide audience. We have given numerous presentations to conferences and individual organisations, both on the way that language technology has transformed the way we work bilingually and our developments around Welsh learning. Consequently, other organisations have followed our lead around technology and our Welsh learning provision.

Our themes for this Scheme

Building on the platform we developed in the Fourth Assembly, we remain committed to leading the way in the delivery and innovation of bilingual service provision.

Our actions for this Scheme are centred on five key themes:

- the bilingual ethos of the organisation;
- recruitment;
- language skills;
- Assembly proceedings;
- language planning.

Further details about the themes are listed in section three. They seek to take us to the next level, to augment our bilingual capacity as an organisation and to take us even closer to achieving our ambition.

The scope of the Official Languages Scheme

The Scheme is divided into four sections:

- section one, above, outlines our ambition and commitment and gives an overview of what we achieved during the first Scheme;
- section two sets out our current service standards and outline how we deliver our statutory duty to provide bilingual services for three distinct groups: Assembly Members and their staff; the people of Wales; Assembly staff;
- section three sets out our priorities for this Scheme and the bilingual services we aim to deliver over the life of the scheme;
- section four outlines how we will monitor and report on the Scheme and how we will deal with complaints should we fail either to live up to the high standards set for ourselves or to meet the expectations of others.

DRAFT

Publicising and promoting our bilingual services

We will ensure that Assembly Members and their staff, the public and Assembly staff are aware of this Scheme and the services we provide. We will publicise our bilingual services by:

- promoting the Scheme’s existence when engaging with the public and our stakeholders;
- engaging with external stakeholders such as the Welsh Language Commissioner in order to share and learn from experience of delivering bilingual services;
- raising awareness of the Scheme and its requirements among staff on an on-going basis by providing initial training for all staff as part of their induction, and continuous awareness raising initiatives throughout the parliamentary year;
- ensuring bilingual staff are present and easily identifiable in all the public spaces where the Assembly has a corporate presence; and
- including the promotion of the Scheme in the induction programme for new Assembly Members and their support staff (AMSS).

Should you require clarification on any aspect of the Official Languages Scheme, please contact the Official Languages Scheme Manager as below.

An electronic copy of this Scheme can be found on the National Assembly’s website www.assembly.wales.

Copies of this report can also be obtained in accessible formats including Braille, large print, audio or hard copy from:

National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

- Online: www.assembly.wales
- Email: Contact@assembly.wales
- Tel: 0300 200 6565

DRAFT

Section 2: Service standards

The Commission is proud of its achievements in enabling bilingual proceedings and the Assembly's internationally recognised status as a democratically elected body committed to delivering innovative bilingual services.

The Act places a statutory duty on the Commission to enable anyone engaged in Assembly proceedings to do so in either Welsh or English – our official languages.

To enable Assembly Members and their support staff to do this, the Commission:

- provides simultaneous interpretation from Welsh to English in all Assembly Plenary and Committee proceedings, in accordance with Standing Orders 13.2 and 17.45;
- publishes all documents emanating from the Assembly and relating to formal Assembly business in both official languages in line with statutory and Standing Order requirements;
- provides bilingual materials and the means to participate in formal Assembly proceedings bilingually; and
- provides bespoke language tuition, and support to develop and improve language skills in a professional context.

Members' one-to-one interactions with individual constituents are not covered by this Scheme, but any materials funded by the Commission or Remuneration Board must be produced bilingually. The Commission will continue to provide resources to ensure that Assembly Members and their staff can deal with constituents in the official language of their constituents' choice.

In line with the provisions of the Government of Wales Act 2006 (as amended by the Official Languages Act 2012), we publish a fully bilingual record of the proceedings of the Assembly in Plenary (Record of Proceedings).

Service standards for Assembly Members and their support staff

1 Preparing for Plenary meetings

- 1.1 Any documents laid or business tabled are available in English and Welsh in accordance with Standing Order 15.4.
- 1.2 All Bills considered by the National Assembly are available in both official languages, except for the circumstances outlined in Standing Order 26.5.
- 1.3 English and Welsh versions of published documents for Plenary are available simultaneously for Assembly Members and the public:
- 1.4 Internal and private papers will be available in the official language of individual members' choice.
- 1.5 Where it is not possible to secure documents in both languages from external organisations and third parties, we publish in the language submitted, stating that it has been received in that language only.
- 1.6 Other supporting papers provided by third parties, including correspondence from the Welsh Government (for example, answers to written and oral questions), are published in the language in which they are submitted. We expect other organisations to implement their own standards or schemes and to comply with their statutory obligations.
- 1.7 Should we fall short of this standard, a formal record will be logged and action taken to prevent a repeat occurrence.
- 1.8 Correspondence by or on behalf of the Llywydd (Presiding Officer) to all Members, relating to Plenary business, will be bilingual.

2 Preparing for committee meetings

- 2.1 English and Welsh versions of published documents for committee meetings are available simultaneously for Assembly Members and the public.
- 2.2 Internal and private papers will be available in the official language of individual members' choice.
- 2.3 Committees request from the outset that documents or written responses to consultations from external organisations and third parties intended for publication and / or use in National Assembly proceedings should be submitted bilingually.
- 2.4 Where it is not possible to secure documents in both languages from external organisations and third parties, we publish in the language submitted, stating that it has been received in that language only.
- 2.5 Other supporting papers provided by third parties, including correspondence from the Welsh Government (for example, answers to written and oral questions), are published in the language(s) in which they are submitted. We expect other organisations to implement their own standards or schemes and to comply with their statutory obligations.

- 2.6** Correspondence between the Presiding Officer and all Committee Chairs as a group will be bilingual. Published letters are available in both official languages. The language of correspondence between individual committee Chairs is a matter for individual committee Chairs.

3 Taking part in Assembly Business

- 3.1** Those taking part in official Assembly proceedings may use either or both of our official languages.
- 3.2** Simultaneous interpretation from Welsh to English is available to Assembly Members, witnesses and Assembly staff who take part in or support Assembly proceedings. Audio feeds are provided to those viewing the proceedings on all of our platforms and in the original and interpreted languages.
- 3.3** Simultaneous interpretation from Welsh to English is available to visitors to public galleries and committee rooms in both the Senedd and Tŷ Hywel and across the Assembly's estate during Assembly proceedings and events. This service is also available when official business or events are held off the Assembly's estate.
- 3.4** Assembly Members, their support staff and Assembly staff can either follow the floor language or the interpreted (Welsh to English) Assembly proceedings on the internal television channel.
- 3.5** Our video conferencing provision allows Members and witnesses to use the official language of their choice during proceedings, where technically possible.

4 Recording Plenary

- 4.1** A rolling draft version of the Record of Proceedings is published approximately one hour after the start of the Plenary meeting. It includes contributions in the official languages spoken together with a transcription of the simultaneous interpretation of Welsh contributions into English.
- 4.2** An edited, fully bilingual Record of Proceedings, including the translation of English contributions into Welsh, is published on the Assembly's website as within three working days or sooner if possible.
- 4.3** When video is shown during Plenary a hyperlink to the material used is included in the Record of Proceedings along with a transcript of any oral contributions in the official languages.

5 Recording committee meetings

- 5.1** An edited draft of committee transcripts, including a transcription of the simultaneous interpretation of Welsh contributions, is published within 3 working days, and a final edited transcript is published within 10 working days
- 5.2** When video is shown during committee proceedings, a hyperlink to the material used will be included in the transcript along with a transcript of any oral contributions in the official languages including a translation of the Welsh into English.

6 Support for the Assembly Commission

- 6.1** English and Welsh versions of agendas, minutes and supporting papers are available simultaneously for Assembly Commissioners.
- 6.2** Interpretation from Welsh to English is provided for Assembly Commission meetings
- 6.3** Published reports and meeting papers relating to Assembly Commission business are issued in both official languages.
- 6.4** Assembly Commission communications to Assembly Members, Assembly staff and the public are available in both official languages.
- 6.5** The Assembly Commission responds to all correspondence in the language of the recipient's choice within 15 working days.

7 Cross-party groups

- 7.1** Simultaneous interpretation from Welsh to English is available for cross party group meetings upon request.
- 7.2** The Assembly Commission provides for the translation of the minutes and annual reports of cross-party groups.

8 Assembly Members' publicity and constituency correspondence

- 8.1** Assembly Members and their support staff are provided with email addresses in both official languages enw.cyfenw@cynulliad.cymru and name.surname@assembly.wales. They can choose which address to use, but either may be used to contact them.
- 8.2** A translation fund is available to individual Assembly Members to facilitate the use of the official language of their choice to converse, correspond or communicate with their constituents. This fund is available to support Members by the provision of text translation and interpretation.
- 8.3** Any materials (such as letter heads, business cards, surgery notices and reports) funded by the Assembly Commission or Remuneration Board must be produced bilingually.
- 8.4** The Commission provides a bilingual template for the design of Assembly Members' websites that are funded by the Assembly Commission or Remuneration Board.
- 8.5** Assembly Members may use the translation fund referred to above to translate the content of their websites.

9 Supporting and developing language skills

- 9.1** The Assembly Commission, through the Language Skills Team, is committed to providing tailored and flexible support for Assembly Members and their Support Staff to develop or improve their language skills.
- 9.2** The Assembly Commission provides Members and their support staff with a learning environment conducive to learning and developing their Welsh-language skills by teaching, coaching or by using learning resources at their pace.
- 9.3** We provide 'Working Welsh' or 'Dysgwr' (Learner) lanyards for Assembly Members and their support staff.
- 9.4** Our Information and Communication Technology (ICT) interface can be configured to be used in either of our official languages. *Cysgliad*, the grammar and spellchecking software for Welsh, is provided as a default to all Assembly Members and their support staff from the outset.
- 9.5** Advice on the appropriate use of language technology including Microsoft Translator is available on the Members' Intranet and training sessions are provided by the Official Languages Team on the use of Welsh on the computer.

10 Assembly staff communications to Assembly Members

- 10.1 We provide bilingual versions of the Members' intranet.
- 10.2 We communicate with Assembly Members in the language of their choice or bilingually.
- 10.3 Assembly Members and their support staff may correspond with all Assembly service areas in the official language of the Members' choice, and the service area will respond in the same language.
- 10.4 Assembly Members and their support staff have the right to converse with Assembly staff in either official language. When non-Welsh speakers respond to a call from a Welsh-speaking Member or one of their support staff, we expect them to explain that they do not speak Welsh and offer to transfer the call to a Welsh-speaking colleague or, if the caller prefers, to continue in English.
- 10.5 Correspondence sent to all Assembly Members as a group is bilingual.
- 10.6 All permanent and temporary signs, posters and information sheets provided by the Assembly Commission on the Assembly estate are available bilingually and simultaneously. The Welsh text appears first or uppermost. If separate English and Welsh versions are provided, they are equal in quality, format, size and prominence.
- 10.7 We expect posters or information sheets from third parties that are displayed on noticeboards on the Assembly estate to be bilingual.
- 10.8 All Assembly publications available bilingually are equal in quality, format, size and prominence, and will be produced in accordance with Assembly Commission guidelines on house style.
- 10.9 When we develop new services for Assembly Members and their support staff, we treat both official languages on a basis of equality.

Service standards for communicating and engaging with the people of Wales

The Commission is committed to delivering bilingual services of the highest quality to the public.

The Government of Wales Act 2006 (as amended by the Official Languages Act 2012) places a statutory duty on the Commission to enable the public to communicate and engage with the Assembly – whether in person, on the phone, online or by correspondence – in their official language of choice.

Members of the public or external organisations may hold events or exhibitions on the Assembly estate. The Assembly requires that all such events are sponsored by an Assembly Member. We require organisers of Assembly Member-sponsored events to comply with the relevant parts of the Scheme.

Where we work in partnership with others, we will encourage them to meet the standards we set for ourselves.

Any contracts or arrangements between the Commission and third parties (such as recruitment agencies, catering companies, consultants, contractors etc.) to provide services to the public, will require them to comply with the relevant parts of this Scheme.

Where we develop new services, or radically reform existing services to the public, they will be bilingual from the outset.

11 Corresponding with the public (email or hard copy)

- 11.1 We respond to all correspondence from the public in the language of the recipient's choice within 15 working days.
- 11.2 Any correspondence following a meeting or telephone conversation is in the language of the initial conversation unless we are made aware that the recipient would prefer to receive it in the other official language or in both.
- 11.3 Standard or circular correspondence to more than one recipient in Wales is issued bilingually.
- 11.4 When Welsh and English versions of any correspondence are published separately, both versions are available simultaneously and are equal in quality, format, size and prominence.
- 11.5 Assembly staff auto signatures and out-of-office messages are bilingual. Templates are available to ensure that the English and Welsh text are equal in quality, format and size. The Welsh text appears first or uppermost.
- 11.6 All Assembly publications are available bilingually, are equal in quality, format, size and prominence, and are produced in accordance with Assembly Commission guidelines on house style.
- 11.7 Assembly staff can be contacted on email addresses in either of the official languages enw.cyfenw@cynulliad.cymru and name.surname@assembly.wales

12 Telephone communications

- 12.1** Any member of the public contacting our switchboard or reception desks in Ty Hywel, the Senedd, Pierhead or the North Wales Office is answered with a bilingual greeting.
- 12.2** Assembly staff members should answer the telephone with a bilingual greeting. We will continue to ensure that the appropriate resources and training are available for them to do so.
- 12.3** The public has the right to converse with Assembly staff in either of our official languages. When non-Welsh speakers respond to a call from a Welsh speaker, we expect them to explain that they do not speak Welsh and offer to transfer the call to a Welsh-speaking colleague or, if the customer prefers, to continue in English.
- 12.4** Our main switchboard and reception desks have bilingual answer messages on their answer phones.
- 12.5** Individual telephone voicemail messages should be recorded bilingually, and resources and training are available to facilitate this.

13 Our public image

- 13.1** All advertising, publicity, campaigns or other engagement methods that target the public are produced bilingually. From time to time, this may mean having separate Welsh and English-language materials or products, and they will always be available simultaneously. The Welsh text appears first or uppermost. If Welsh and English versions are available separately, they will be equal in format, size, quality and prominence.
- 13.2** Our corporate identity is bilingual. However, some terms are known by a single name in both of the official languages, including the following:
- Llywydd;
 - Senedd, Neuadd, Cwrt, Oriel, Siambr;
 - Tŷ Hywel; Siambr Hywel; and
 - Pierhead.

14 Public information and engagement services

- 14.1** Information to the media *en masse* is issued bilingually. Exclusive items for individual media outlets are provided in their official language of choice.
- 14.2** Information relating to the National Assembly is published on two websites, one in Welsh at www.cynulliad.cymru and the other in English at www.assembly.wales.
- 14.3** Outreach services are available in either of our official languages. Service users are offered the choice of language at the point of booking.
- 14.4** Our social media feeds are available bilingually, either in a bilingual account or in separate Welsh and English accounts.
- 14.5** Our social media policy outlines how we will ensure an appropriate, bilingual presence.
- 14.6** Our presence on all new digital engagement platforms will be bilingual.
- 14.7** Where those platforms are not available bilingually, all content issued by us will be bilingual, and contributions from stakeholders in either or both of our official languages will be encouraged.
- 14.8** We respond to queries on all our social media profiles in the language in which they are posted.
- 14.9** Members of the public can view Assembly proceedings on Senedd.tv, the Assembly's online broadcast channel, either with or without interpretation from Welsh to English.
- 14.10** Information videos produced by the Assembly are available bilingually.
- 14.11** For the purposes of Committee business, video evidence is broadcast in the original language spoken with Welsh contributions accompanied by English subtitles. Transcripts of footage are available in the original language with an interpretation from Welsh to English as required.
- 14.12** Any applications, websites or online tools we create or commission are available bilingually.
- 14.13** For all public meetings, seminars, events or exhibitions organised by the Assembly Commission on or off the Assembly Estate we:
- issue bilingual invitations and produce bilingual publicity material;
 - provide simultaneous interpretation from Welsh to English on request and inform prospective attendees of the availability of the service at the event;
 - provide supporting papers and any subsequent reports bilingually;
 - ensure that bilingual staff members are available at such meetings/events.

15 Freedom of information requests

- 15.1** When we respond to a request made under the Freedom of Information Act or the Environmental Information Regulations we will correspond with the requestor in their official language of choice. In line with the applicable legislation and good practice, the information requested will be provided in the language in which it is held by the Commission.

16 Visitors to the National Assembly estate

- 16.1** Members of the public can expect to converse with front-facing staff in either Welsh or English in those public places managed by the Assembly Commission (the Senedd, the Pierhead, Tŷ Hywel and the North Wales Office, and in committee meetings and public events held off the Assembly estate).
- 16.2** Educational visits and Senedd tours are available in either of the official languages and in some other languages. Visitors are offered the choice of language at the point of booking.
- 16.3** Impromptu Senedd tours are available in both official languages and in some other languages.
- 16.4** Audio announcements over the public address systems, including the lifts, on the estate are bilingual.
- 16.5** Visitors to the Senedd Café and shop can expect to be served bilingually.
- 16.6** Commission staff members who are Welsh speakers or learners are easily identifiable through the use of 'Working Welsh' or 'Dysgwr' ['Learner'] lanyards.

17 Assembly Member-sponsored events and exhibitions on the Assembly estate

- 17.1** Organisations holding events on the Assembly estate are required to issue bilingual invitations to the event in the name of the sponsoring Assembly Member, and are required to submit invitations to the Assembly events team for approval prior to use.
- 17.2** Simultaneous interpretation will be provided for any events held by external organisations on the Assembly estate upon the request of the sponsoring Assembly Member.
- 17.3** Organisations subject to Welsh language schemes or standards that hold events on the National Assembly's estate targeting Assembly Members or the public are expected to operate in accordance with their scheme or standards regarding public information and their public image.
- 17.4** Organisations not subject to Welsh language schemes or standards are encouraged to operate in accordance with the principles of this Scheme.

18 Working in partnership

- 18.1** When the Assembly Commission operates as the strategic and financial leader within a formal partnership, the public service elements of that partnership will comply with this Scheme.
- 18.2** When the Assembly Commission joins a formal partnership that is led by others, the Commission's input will comply with this Scheme. Other partners will be encouraged to respect the principles of this Scheme.
- 18.3** When the Assembly Commission becomes a partner in a consortium, we will encourage the consortium to comply with this Scheme. When we operate in the name of this consortium, we will do so in accordance with this Scheme.
- 18.4** Final versions of legal documents and legal agreements with individuals, organisations or groups are available in the partner's official language of choice.

19 Services through third parties

- 19.1** Any services to the public provided under contracts or arrangements between the Assembly Commission and third parties (such as recruitment agencies, catering companies, consultants, contractors etc.) will comply with the relevant parts of this Scheme.
- 19.2** We ensure that all our contractors understand our commitment to promoting bilingualism and not only conform to our standards but also seek opportunities to enhance bilingual services.
- 19.3** All our procurement documents note our Scheme and our commitment to providing bilingual services. They also note the requirements for third parties to comply with the Scheme.
- 19.4** Our contract notices state that we welcome tenders in Welsh or English. Invitations to tender are sent to suppliers in their language of choice. Unless all those involved in the process are able to work bilingually, for the purposes of internal evaluation, any tender bids completed in Welsh will be translated into English.

20 Developing new services for the public

- 20.1** When we develop new services for the public, we treat both official languages on a basis of equality. New services for the public will be bilingual from the outset.

Service standards for our staff to facilitate a bilingual working environment

The internal Skills Audit we held in 2015 found that around three-quarters of the staff members that the Commission employs consider themselves to be Welsh learners, to have some bilingual skills or to be fully bilingual. This demonstrates the organisation's huge commitment to increasing its bilingual capacity.

Our Bilingual Skills Strategy helps us to manage our skills resource, taking account of best practice in language and workforce planning including guidance from the Office of the Welsh Language Commissioner, and in accordance with the relevant employment and equalities legislation.

We ensure that staff understand the requirements of the Act, the Official Languages Scheme and the Bilingual Skills Strategy and how they impact on the services we provide. Our staff can expect:

- access to tailored and flexible support for staff members who wish to develop or improve their language skills, and robust advice on bilingual working ;
- bilingual all-staff communications such as the staff intranet and all-staff emails;
- the ability to contribute to all-staff meetings in either of the official languages;
- an ICT interface that can be configured to be used in either of our official languages;
- to have any document that they draft translated into either of the Assembly's official languages by the Assembly's Translation and Reporting Service as well as a text-checking service in either language;
- support to draft text bilingually including advice on the availability and appropriate use of language technology, as well as the use of a dedicated quick-turnaround text-checking service for content drafted with the aid of machine translation; and
- to receive internal HR and Finance corporate documents bilingually or in their language of choice.

What we expect from our staff:

- to be fully committed to the implementation and promotion of this Scheme and the bilingual services outlined within it;
- to respect the rights of Members, colleagues and the public to use either or both of our official languages;
- to maintain an awareness and understanding of the historical, social, cultural and legal context that has informed the development of this Scheme and our bilingual services provision; and
- to develop new services in accordance with the provisions of the Act and the Scheme.

What we expect from the Assembly staff management board:

- to consider the requirements of the Act and this Scheme in the day to day undertaking of their duties as Heads of Services or Team Leaders;
- to develop language plans for each service area and contribute to the development of the annual report on our implementation of this Scheme;
- to lead by example and proactively seek ways to improve the bilingual services we offer and urgently address any instances where provision might fall below the standard expected;
- to encourage and support staff who wish to work bilingually;
- to encourage and support staff who wish to develop or improve their language skills, and
- to consider how our language planning process, training opportunities and recruitment approach take full account of the need for bilingual skills across the organisation alongside other key business priorities (as outlined in this section.

21 Staff communications

- 21.1** Corporate templates are bilingual.
- 21.2** All messages on the staff news page, group email messages to all staff and staff surveys are bilingual. Both language versions are equal in quality, format, size and prominence.
- 21.3** Any new information developed by staff about their services (e.g. Intranet and hard-copy information) is bilingual.
- 21.4** Welsh to English simultaneous interpretation is available at all-staff meetings, and upon request for other meetings and events (e.g. team meetings, project boards, working groups).
- 21.5** Management board meetings are conducted bilingually.
- 21.6** Welsh to English simultaneous interpretation is available for individual staff members upon request for employment related meetings (e.g. performance reviews, grievance or disciplinary processes).
- 21.7** A text translation service is available for individual staff upon request for any employment related issues (such as performance reviews, grievance or disciplinary processes).

22 Working bilingually

- 22.1 The Translation and Reporting Service provides various text-checking services for Assembly staff.
- 22.2 Information about the services provided by the Translation and Reporting Service, and how to commission and use those services is available on the staff Intranet.
- 22.3 The Translation and Reporting Service maintains a dialogue with centres of excellence in Wales and beyond to remain abreast of the latest developments in language and translation technology.
- 22.4 Information and guidance about the availability and appropriate use of language technology, including machine translation, is published on the staff Intranet and training is provided upon request.
- 22.5 Our ICT interface can be configured to be used in either of our official languages, and advice on configuration is available on the staff Intranet. *Cysgliad*, the Welsh grammar and spellchecking software, is provided as a default to all staff from the outset.
- 22.6 Our HR and payroll system can be configured for use in either of our official languages, and advice on configuration is available on the staff intranet.

23 Bilingual Skills Strategy

- 23.1 In accordance with the Act, a Bilingual Skills Strategy is in place to ensure that the staff of the Assembly have, **collectively**, and across service areas, the language skills necessary to enable the Scheme to be implemented.
- 23.2 Individual service areas' language plans are prepared and reviewed regularly to plan for the delivery of bilingual services, and ensure that staff members have the support and skills required to deliver those services.

24 Staff induction and awareness

- 24.1 As part of the corporate induction process, all new staff members are made aware of the requirements of this Scheme, and of the Assembly's commitment to delivering exemplary bilingual services.
- 24.2 All new staff members are made aware of the support available to develop or improve their language skills as part of the induction process.
- 24.3 We provide 'Working Welsh' or 'Dysgwr' (Learner) lanyards for staff members as appropriate.
- 24.4 All staff will be made aware of the language requirements of their particular post from the outset. Candidates will be appropriately assessed during the recruitment process to ensure that they are comfortable with what is expected of the post holder. The performance management system will be used to review post holders' understanding of the language requirements of their post, and to identify any further support needed by individuals to achieve the necessary standards.

DRAFT

Section 3

Themes for the duration of this Scheme

The previous section outlined our current service standards. This section outlines how we intend to build on those standards to ensure that we achieve our ambition. We will focus on the five following themes:

Theme 1: Recruitment

In June 2016, the Welsh Government published the report of the Working Group on the Welsh Language and Local Government, entitled 'Language, Work and Bilingual Services'¹. In addition to emphasising the importance of language training in the workplace, it also recommends a relatively new way of recruiting a bilingual workforce. Rather than describing advertised posts as 'Welsh essential', 'Welsh desirable', or neither, it recommends a fluency framework. The framework, which is based on the internationally recognised ALTE model of fluency, includes graded levels of proficiency in Welsh. Under the framework, all advertised posts would require some basic level of understanding of Welsh, even though many of them would be on the lowest level where only 'basic linguistic courtesy' is required.

A number of public sector organisations in Wales are already utilising this new approach, including North Wales Police, and the county councils of Cardiff, Carmarthenshire and Ceredigion. We are impressed with the approach that these organisations have taken, and we therefore propose to adopt a similarly more sophisticated approach to recruiting bilingual staff throughout the whole organisation. Tied in with the support that is available to all staff members to acquire the relevant skills for each fluency level, we believe we are well placed to introduce such a system for Assembly Commission staff.

Therefore, in order to increase the level of basic level Welsh-language skills across the organisation over time, and to build on our existing bilingual ethos, by the end of 2017, we will:

- adopt an approach where all posts advertised require at least a basic level of Welsh-language skills ('basic linguistic courtesy') with candidates expected to evidence those skills on appointment, or a commitment to gain those skills as part of the induction process;
- provide guidance to all candidates on gaining the appropriate language skills prior to appointment, including online resources;
- provide bespoke training for all new staff members and any existing staff members who are required to gain language skills as part of the induction process;
- develop a mechanism to help determine the fluency levels required for each post and describe them in the job advertisement;
- provide guidance for recruitment managers on the appropriate wording to reflect the requirements of each post;
- ensure that the language requirement status of all posts advertised will be scrutinised by the Assembly Commission's Investment and Resource Board prior to approval;

¹ [Language, Work and Bilingual Services: report of the working group on the Welsh language and local government Welsh Government June 2016](#)

- ensure that recruitment panels are able to accurately assess the relevant language skills of the post advertised;
- ensure that all potential candidates are aware of the bilingual ethos of the organisation before applying for a post;
- investigate alternative methods of recruiting bilingual staff to certain areas where we have not succeeded in attracting them in the past.

Theme 2: Language skills

Our work during the Fourth Assembly laid the groundwork for an innovative way of delivering Welsh language learning skills for Assembly Members and their staff and for Assembly Commission staff members. In addition to the actions around recruitment outlined above, we are also committed to supporting all staff members to develop or improve their language skills.

A Language Skills Team has been appointed to deliver Welsh learning across the organisation. The work of the team will give a much more focused approach to learning Welsh for the workplace. It will continue to offer a flexible and bespoke service, especially to Assembly Members who are Welsh learners or who wish to improve their existing bilingual skills. The flexible and bespoke approach has also worked well for service areas such as the Security and Front of House services. However, the team will also give each learner who enrolls on tutored courses a specific learning target each year. Line managers will support staff members to attain their targets and progress will be linked to the language skills identified as part of the fluency grades (see 'Recruitment' above). Learners' progress will be used to update individual service areas' language plans and will be recognised as part of the performance management system.

Therefore, by then end of 2017, we will:

- develop a programme of bespoke language skills training taking into account the different requirements and learning styles of all our staff members;
- develop specific training for particular areas of the organisation such as the Security service to equip all staff members with the skills they need to provide excellent, bilingual customer service;
- work with service areas to look at ways of working differently and using the expertise of other service areas such as the Translation and Reporting Service to provide bilingual services;
- introduce more robust systems to set targets for learners and to recognise achievements;
- continue to provide bespoke and flexible Welsh learning provision for Assembly Members and their staff;
- investigate new, varied and innovative models of helping learners to develop their language skills, for example secondments and language immersion training, and pilot these models during the life of this scheme.

Theme 3: Language planning

For all the actions listed above to be effective, all the Assembly's service areas will need to plan effectively for the delivery of bilingual services. The new recruitment system will be supported by appropriate language skills training, which will, in turn, lead to increased bilingual capacity. The Bilingual Skills Strategy that was undertaken under the first Official Languages Scheme required service areas to publish their own language plans. These identify the bilingual capacity of the team in relation to the services' day-to-day functions, and outline how each team makes the best use of the language skills within the team and beyond. For the Fifth Assembly, the language plans will need to be more robust and will reflect the progress of individual Welsh learners. More formalised and career-related recognition should be given to staff members who take up training opportunities with the Language Skills Team. This should be reflected in the Assembly's performance management system.

Therefore, we will:

- review the Bilingual Skills Strategy during the life of the Scheme. The review, and the subsequent strategy, should recognise the investment made by individual Welsh learners, the Language Skills Team and line managers in learning Welsh;
- work to improve the effectiveness of individual service area language plans to support our work on recruitment;
- work with individual service areas to review their language plans as part of their annual capacity planning and as part of this Scheme's annual compliance reports, and
- look at ways of maintaining up-to-date information on language skills in a reportable format, either through our HR and payroll system or through our performance management system.

Theme 4: Assembly proceedings

Work undertaken during the Fourth Assembly increased the opportunities afforded to Assembly Members to prepare for and participate in Assembly proceedings in their language of choice. By now, Members can receive committee briefings in their language of choice; glossaries of technical terms are prepared to coincide with the passage of Bills and specific committee inquiries; one-to-one assistance is available to Members who are Welsh learners to participate in Welsh. Working with new members and new committees for the Fifth Assembly, we will integrate bilingual working for those who wish to conduct their work through the medium of Welsh. For committees, the integrated team approach has worked well as a means of identifying Assembly Members' individual needs. We will strengthen the teams' roles by providing contact buddies to Assembly Members who wish to work through the medium of Welsh who will feed Members' requirements into the whole integrated team.

We will:

- gain an understanding of Assembly Members' individual preferences in relation to preparing for Assembly proceedings through the medium of Welsh;
- develop an enhanced programme of bespoke language skills training taking into account the different requirements and learning styles of Assembly Members who are either learning Welsh or wish to improve their Welsh language skills;

- develop the roles of integrated teams to better support Assembly Members who wish to work through the medium of Welsh and
- provide advice and guidance on bilingual working for Assembly Members and their support staff.

Theme 5: Developing the bilingual ethos of the organisation

The National Assembly for Wales is a bilingual organisation that serves a bilingual nation. It is our statutory duty to treat both of the Assembly’s official languages on an equal basis and to provide freedom of choice of official language. Our culture and corporate identity must reflect these requirements. The actions around the following sub-themes will ensure that our commitment to bilingualism becomes even more integrated within the day-to-day work of the Assembly.

Identifying bilingual staff

As part of our corporate proactive offer, we will reinforce the right of everyone who comes into contact with us to use both or either official language. During the Fourth Assembly, we made progress in that Welsh was seen and heard more across the organisation. One simple but effective example of the way we achieved this was by introducing lanyards for Welsh learners. They were based on the more generally recognised ‘Working Welsh’ lanyards, but with ‘Dysgwr’ [‘Learner’] clearly marked on them. The lanyards have proved popular with Welsh learners, and have brought about an increase in the use of Welsh in the corridors and offices of the Assembly. They have also proved popular with external organisations, with many looking to the Assembly to provide their organisations with the lanyards.

However, there is yet more work to be done in this area. We will work with individual service areas to look at ways of identifying staff members who are able to deliver bilingual services. We will also ensure that they, in turn, are easily identifiable to service users.

We will:

- develop ways for staff to note that they are bilingual or Welsh learners in their e-mails;
- ensure that bilingual staff wear ‘Working Welsh’ or ‘Dysgwr’ lanyards

Front-facing staff members who are Welsh speakers should be identifiable as such so that Welsh speakers who visit the Assembly are able to engage with them without having to switch to English. During the Fourth Assembly we delivered bespoke Welsh lessons to all Security Service staff members and delivered sessions with Welsh-speaking members of the service to increase their confidence in using Welsh. We also undertook several dedicated recruitment drives. These various approaches resulted in an overall increase in the service’s bilingual capacity, which the service area is strongly committed to improving. This approach will be reinforced in the Fifth Assembly. We will:

- ensure that front-facing staff members such as the Security service receive further bespoke language training;
- develop new and flexible training methods to take account of shift and rotation patterns;

- consider innovative ways of recruiting bilingual security officers, possibly via specialist recruitment agencies and
- ensure that there is a way for visitors to the Assembly estate to identify front-facing Assembly staff members as Welsh speakers or learners;

Awareness

During the Fourth Assembly we delivered compulsory Welsh language awareness seminars for all Assembly Commission staff members. They proved a successful means of increasing awareness about the historical and current use of the Welsh language within public life in Wales. The Official Languages team at the Assembly has produced a video that summarises the main themes of those seminars. It includes interviews with some of the Welsh learners at the Assembly, who explain how learning Welsh has helped their professional development.

We will:

- provide awareness training for all new entrants as part of the corporate induction process to ensure that they have an understanding of the requirements of the Scheme;
- provide awareness training for those who joined the Assembly after the awareness seminars were held;
- provide continuous opportunities to refresh or develop an understanding of the Scheme and the nature of bilingual working and
- continue to use the Official Languages Scheme’s co-ordinators forum to raise awareness of the Scheme among staff.

In 2016, a series of activities were held throughout the year to promote the use of the Welsh language. In October 2015, we held a week-long series of events to coincide with national ‘Shwmae/Sumae day’, where everybody is encouraged to greet each other in Welsh. We held a number of activities each day of the week to increase awareness of the services available to all staff members across the organisation.

We will:

- continue to organise activities to promote the use of the Welsh language within the Assembly and
- proactively publicise the achievements of our Welsh learners through various media and social media platforms.

Technology

One of our main achievements during the lifetime of the first Scheme was the machine translation project undertaken with Microsoft to introduce Welsh as a language option on a variety of Microsoft applications, including Microsoft Office (see page x). Maintaining the relationship we have fostered with Microsoft will be necessary, both in order to keep improving the quality of the translation output, and to be well placed to take advantage of any further developments in the field.

We keep abreast of the latest developments in the theory and application of language technology. Ensuring that lesser-used languages such as Welsh have a visible and accessible presence on as many platforms as possible is one way of avoiding the possibility of their digital extinction.

To complement the Assembly’s digital engagement agenda, we keep abreast of the latest developments in the field, and proactively seek to work with partners to provide bilingual interfaces.

We will:

- continue to develop our relationship with Microsoft following the successful global introduction of Welsh on applications that use Microsoft Translator;
- seek opportunities to collaborate on the development of emerging language technology and tools, including developments in the field of speech-to-text technology;
- explore ways of proactively providing Welsh medium interfaces on the ICT profiles of Assembly Members, support staff or new Assembly Commission staff who identify themselves as Welsh speakers, and ensure that they are supported in the use of those interfaces.
- seek opportunities to make creative use of emerging technologies to broaden our engagement, and to enable our stakeholders to engage with us in the format and official language of their choice and
- collaborate as appropriate with partners to expand the provision of bilingual interfaces available for stakeholders.

DRAFT

Section 4: Arrangements for monitoring and reporting

Authority and responsibility for implementing this Scheme

This Scheme carries the full authority, support and approval of the Assembly Commission and the National Assembly for Wales and the Assembly Staff Management Board.

The Chief Executive and Clerk of the National Assembly has overall responsibility for ensuring that this Scheme is implemented. The Director of Commission Services has responsibility for co-ordinating, monitoring and, when necessary, advising on revisions to its content. The Official Languages Scheme Manager has day-to-day responsibility for monitoring compliance with the Scheme and liaising with the co-ordinator in each service area to improve the range and timeliness of our services in both official languages.

It is the responsibility of all Assembly staff to ensure that they are aware of the measures that are in this Scheme and for ensuring compliance as they carry out their daily work. Training and support is provided to staff to enable them to deliver the requirements.

Every manager has a delegated responsibility for:

- operating those aspects of the Scheme that are relevant to their work;
- encouraging staff to develop, improve and use their language skills;
- identifying tools or support that can assist staff in using their language skills; and
- ensuring that all members of staff are aware of the bilingual ethos of the Assembly, the ambition and services outlined in this Scheme;

Under the first Scheme, the Assembly Commission created a forum of scheme co-ordinators from all service areas. The forum meets regularly, and the co-ordinators are responsible for:

- being the service area's first point of contact for its staff members for any aspect relating to the Official Languages Scheme;
- providing advice on the delivery of the Scheme in their service area;
- providing information and awareness training for new starters in their service area;
- reviewing progress against the Scheme's requirements via the Official Languages Scheme Co-ordinators Forum, including compliance with issues such as bilingual auto signatures and voicemail messages;
- informing the Official Languages Scheme Manager of any breaches of the Scheme;
- identifying and sharing examples of good and bad practice.

Monitoring and reporting

The Act requires the Commission to “lay before the Assembly a report setting out how the Commission has, during the year in question, given effect to the Scheme.”

The annual report must include whether and to what degree the services outlined in the Scheme have been provided, and if applicable the reasons why any have not been provided by the Commission. We will also monitor individual service areas’ compliance with the Scheme.

Annual compliance monitoring will ensure that how we deliver our bilingual services is transparent to Members and the public and enable them to hold the Commission to account on the Scheme’s implementation. It also provides the Commission with information that enables it to develop and improve bilingual services in future.

There are numerous opportunities for Assembly Members to scrutinise the Scheme and its implementation:

- they are consulted prior to its adoption every Assembly term;
- Assembly officials engage with Members on a regular basis on the day-to-day operation of the Scheme;
- the annual report on the Scheme is debated in Plenary.

Reviewing and updating the Scheme

This Scheme is reviewed in accordance with paragraph 8(g) of Schedule 2 to the Government of Wales Act 2006 (as inserted by section 2 of the National Assembly for Wales (Official Languages) Act 2012).

The Commission will consult on any amendment to this Scheme and future draft Schemes in accordance with the relevant legislation. Amendments cannot be adopted unless the drafts have been:

- published and laid before the Assembly;
- made available for public consultation and any representations considered;
- re-laid before the Assembly; and
- approved by resolution of the Assembly.

DRAFT

Dealing with complaints

We want members of the public, Assembly Members, their support staff and Assembly staff to report any concerns including examples of non-compliance to us as soon as possible. This will enable us to rectify the situation and improve the services we deliver.

Complaints will be dealt with in accordance with the National Assembly's Code of Practice on Complaints.

If you have a concern or complaint you should in the first instance, raise it with the official with whom you have been dealing. If this fails to satisfy your concerns you should make a formal complaint. You can do this by e-mail, letter, and telephone or by completing our contact form. Your complaint will be investigated by the Chief Executive and Clerk, or by a person nominated by her in accordance with our complaints procedure. If you are not satisfied with the outcome, your complaint can be considered by the Public Services Ombudsman for Wales, or the Information Commissioner.

Service standards for monitoring and reporting

25 Co-ordinating the Scheme's implementation

- 25.1 The Official Languages Scheme Manager has day-to-day responsibility for co-ordinating the implementation and development of the Scheme and for monitoring compliance with the Scheme
- 25.2 Each service area's Official Languages Scheme co-ordinator assists with relevant aspects of delivering the Scheme and ensuring compliance with it.

26 Dealing with complaints and breaches

- 26.1 Complaints and their responses are processed by each service area in conjunction with their Official Languages Scheme co-ordinator. Complaints or breaches are dealt with as any other correspondence and are always reported to the Official Languages Scheme Manager.

27 The annual report

- 27.1 The process of compiling our annual report is managed by the Official Languages Scheme Manager, and be prepared for the Assembly's consideration in accordance with paragraph 8(9) of Schedule 2 to the Government of Wales Act 2006 (as inserted by section 2 of the National Assembly for Wales (Official Languages) Act 2012).
- 27.2 An annual report is laid before the Assembly for its consideration for the lifetime of this Scheme.

Culture, Welsh Language and
Communications Committee

**National Assembly for Wales
– Draft Official Languages
Scheme**

Consultation Responses

May 2017



The National Assembly for Wales is the democratically elected body that represents the interests of Wales and its people, makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.

An electronic copy of this document can be found on the National Assembly's website:
www.assembly.wales/SeneddCWLC

Copies of this document can also be obtained in accessible formats including Braille, large print; audio or hard copy from:

Culture, Welsh Language and Communications Committee
National Assembly for Wales
Cardiff Bay
CF99 1NA

Tel: **0300 200 6565**
Email: **SeneddCWLC@assembly.wales**
Twitter: **@SeneddCWLC**

© National Assembly for Wales Commission Copyright 2017

The text of this document may be reproduced free of charge in any format or medium providing that it is reproduced accurately and not used in a misleading or derogatory context. The material must be acknowledged as copyright of the National Assembly for Wales Commission and the title of the document specified.

Culture, Welsh Language and
Communications Committee

National Assembly for Wales – Draft Official Languages Scheme

Consultation Responses

May 2017



Culture, Welsh Language and Communications Committee

The Committee was established on 28 June 2016 to examine legislation and hold the Welsh Government to account by scrutinising expenditure, administration and policy matters, encompassing (but not restricted to): culture; the arts; historic environment; Welsh language; communications; broadcasting and the media.

Current Committee membership:



Bethan Jenkins AM (Chair)
Plaid Cymru
South Wales West



Hannah Blythyn AM
Welsh Labour
Delyn



Dawn Bowden AM
Welsh Labour
Merthyr Tydfil and Rhymney



Suzy Davies AM
Welsh Conservative
South Wales West



Neil Hamilton AM
UKIP Wales
Mid and West Wales



Dai Lloyd AM
Plaid Cymru
South Wales West



Jeremy Miles AM
Welsh Labour
Neath



Lee Waters AM
Welsh Labour
Llanelli

Cynnws | Contents

Rhif Number	Sefylliad	Organisation
AWOLS01	Mentrau Iaith	Mentrau Iaith (Welsh Only)
AWOLS02	Cymdeithas yr Iaith	Cymdeithas yr Iaith (Welsh Only)
AWOLS03	Undebau'r Cynulliad Cenedlaethol Cymru	National Assembly for Wales' Unions
AWOLS04	Comisiynydd y Gymraeg	Welsh Language Commissioner (Welsh Only)
AWOLS05	Cymdeithas Cyfieithwyr Cymru	Cymdeithas Cyfieithwyr Cymru (Welsh Only)

1. Cefndir

1.1. Cyflwynir y sylwadau isod mewn ymateb i gais gan Bwyllgor Diwylliant, y Gymraeg a Chyfathrebu'r Cynulliad i Mentrau Iaith Cymru gyflwyno sylwadau ysgrifenedig ar y Cynllun (drafft) Ieithoedd Swyddogol y Cynulliad Cenedlaethol.

1.2. Rydym yn canmol y Cynulliad am y datblygiadau cadarnhaol amlwg wnaethpwyd yn ystod y Pedwerydd Cynulliad. Mae'n rhaid cydnabod hefyd bod rhai cyrff eraill o flaen y Cynulliad o ran eu polisiau iaith ar hyn o bryd, ac felly mae angen parhau gyda'r datblygiadau cadarnhaol hyn er mwyn dal i fyny ac i'r cynulliad arwain yn y maes polisi iaith, yn sicr dangos y ffordd i eraill ddylai'r cynulliad wneud os am fod yn "ganolbwynt cenedlaethol bywyd democrataidd yng Nghymru".

2. Sylwadau cyffredinol

2.1 Recriwtio

Rydym yn falch o weld fod y cynulliad am fabwysiadu'r polisi recriwtio sy'n gofyn am ryw lefel sylfaenol o ddealltwriaeth o'r Gymraeg ar gyfer pob swydd a hysbysebir. Ond credwn fod angen mynd cam ymhellach a mabwysiadu'r un polisi, o ran ystyried lefelau rhuglder yn y Gymraeg wrth ddyrchafu staff.

2.2 Uchelgais:

Os mae'r uchelgais yw bod yn "wirioneddol ddwyieithog" ac i "aelodau cynulliad, y cyhoedd a'r staff ddewis gweithio neu gyfathrebu'n naturiol drwy ddefnyddio'r naill iaith swyddogol neu'r llall" yna mae angen i'r camau yn y drafft fynd ymhellach o blaid yr iaith Gymraeg: Megis drwy:

2.3 Targedau

Mae prinder targedau penodol o fewn y drafft, megis targedau o ran % penodol o staff yn gallu cyrraedd lefelau uwch rhuglder yn y Gymraeg, neu ganran penodol o staff yn mynychu cyrsiau fydd yn gwella eu sgiliau iaith, heb dargedau penodol anodd yw mesur llwyddiant

2.4 Hybu

Er mwyn cyflawni dyletswydd o dan y Ddeddf Cynulliad Cenedlaethol Cymru (Ieithoedd Swyddogol) 2012 i drin y ddwy iaith yn gyfartal, mae angen hybu'r iaith sy'n israddol ar hyn o bryd, sef y Gymraeg. Felly mae'r uchelgais "lle caiff y defnydd o'r ddwy iaith ei annog a'i hwyluso yn frwd" angen newid, oherwydd nid oes angen

annog a hwyluso'r iaith Saesneg, dim ond yr iaith Gymraeg, gan fod y Saesneg yn amlwg yn brif iaith bresennol y Cynulliad ar hyn i bryd. Dim ond pan mae'r ddwy iaith yn gyfartal o ran defnydd y mae "annog a hwyluso yn frwd" ei angen i'r ddwy iaith.

Adran 3: Sylwadau Penodol ar y Cynllun drafft

3.1 Paratoi ar Gyfer y Cyfarfod Llawn

Nid oes angen eithriad yma (1.2) mae eithrio ar unrhyw beth yn gosod y Gymraeg dan anfantais, felly ni welwn fod angen eithriad wrth osod rheol fod pob Bil sy'n cael ei ystyried gan y Cynulliad yn cael ei gyflwyno yn y Gymraeg a'r Saesneg.

Argymhellwn fod angen newid pwyntiau 1.5, 1.6, 2.5 a 2.6- mae angen i'r cynulliad wirio o flaen llaw fod y dogfennau sy'n cyrraedd yn uniaith Saesneg ddim wedi dod gan sefydliad sydd i fod i gyflwyno'r fath beth yn ddwyieithog o dan y Safonau. Ac os ydynt wedi dod gan y fath sefydliad mae angen i'r cynulliad wrthod eu derbyn hyd nes eu bod yn y ddwy iaith, dim ond drwy gefnogi'r Safonau yn y fath ffyrdd y mae'r Safonau yn mynd i gael effaith er gwell, a gan fod y Cynulliad yn "ganolbwynt cenedlaethol bywyd democrataidd yng Nghymru" mae rôl gan y cynulliad i sicrhau fod hyn yn digwydd.

3.2 Cymryd Rhan ym Musnes y Cynulliad

Cyfieithu- (3.2 a 3.3) Credwn fel Mentrau Iaith y dylai cyfieithu ar y pryd, o'r Saesneg i'r Gymraeg, fod ar gael. Rhan hanfodol o gyfathrebu yw gwrando, felly os cyflawni'r uchelgais mae angen i bawb allu gwrando yn yr iaith yr hoffent wrando, sydd wedyn yn gwneud hi'n haws iddynt ymateb yn eu hiaith o ddewis. Dylai siaradwyr Cymraeg sy'n ymweld â'r cynulliad hefyd fedru gwrando ar drafodaethau yn y Gymraeg, fel arall nid yw'r ddwy iaith yn cael eu trin yr un fath.

3.3 Cofnodi'r Cyfarfod Llawn a Chofnodi Cyfarfodydd Pwyllgor

Os yw'r Cynulliad eisiau i "defnydd o'r ddwy iaith (gael) ei annog a'i hwyluso yn frwd" yna mae'n rhaid i'r cofnodion gael eu cyhoeddi yn y ddwy iaith yr un pryd (4.1, 4.2 a 5.1, 5.2), mae cyhoeddi'r Gymraeg ar ôl y Saesneg yn tansilio'n syth unrhyw uchelgais i drin y ddwy iaith yr un fath. Byddai cyfieithu ar y pryd o'r Gymraeg i'r Saesneg yn gallu cefnogi'r nod posib o gyhoeddi cofnodion yn gydamserol.

3.4 Gymorth i Gomisiwn y Cynulliad

Cyfieithu o'r Saesneg i'r Gymraeg fyddai'r Mentrau iaith yn hoff o gael ei weld yn cael ei ychwanegu yma (6.2)

3.5 Grwpiau Trawsbleidiol

Eto codi'r y mater o gyfieithu ar y pryd (7.1), awgrymir ail feddwl am y geiriau “ar gais” ac ystyried bod cyfieithu ar y pryd o'r naill iaith i'r llall ar gael ymhob cyfarfod o'r grwpiau trawsbleidiol.

Awgrymir y cynllun drafft ar hyn o bryd, drwy gynnwys y geiriau “ar gais” (am gyfieithu o'r Gymraeg i'r Saesneg) yn yr adran hon, fod y Gymraeg yn iaith weledol yn unig, hynny yw i'w defnyddio pan mae i'w gweld yn y trafodion swyddogol, yn hytrach na wedi ei gwreiddio ym musnes dydd i ddydd y cynulliad, fel mewn cyfarfodydd o'r Grwpiau Trawsbleidiol. Awgrymir y geiriau “ar gais” fod angen trefniant o flaen llaw i gyfieithu mewn grŵp trawsbleidiol, sydd wedyn yn gwneud i'r person sydd eisiau siarad Cymraeg orfod meddwl os yw hyn ar gael i eraill a'i pheidio, ac os nad yw ar gael mae ganddynt ddewis o gyfrannu yn Saesneg, neu orfod dal gwaith y grŵp yn nôl drwy ofyn i gyfieithu fod yn bosib, neu ar y gwaethaf gohirio cyfarfod. Ni ddylai unrhyw siaradwr Cymraeg byth gael ei roi yn y sefyllfa yma.

Ond yn fwy na dim nid yw “ar gais” yn mynd i ysbrydoli dysgwyr sydd ella am roi ymgais ar gyfrannu'n Gymraeg, anodd iawn fyddai gwneud hynny heb wybod os yw'r cyfieithu yn sicr yn mynd i fod ar gael, ymhob cyfarfod, bob tro.

3.6 Hysbysebion a gohebiaeth etholaethol Aelodau'r Cynulliad

Mae'r gronfa cyfeirir ati i'w chroesawu yn sicr, ond dylid cynnwys geiriad megis “awgrymir” neu “anogir” i aelodau ddefnyddio'r gronfa, dydi bod y gronfa ar gael ddim yn ddigon yn ei hun, mae peidio ac “awgrymu” neu “annog” defnydd y gronfa yn ei hun yn tanseilio'r Gymraeg.

3.7 Cefnogi a Datblygu Sgiliau iaith

Credwn fod y datblygiadau yn ystod y cynulliad diwethaf, o dan y teitl Tîm Sgiliau iaith, i'w canmol, braf bydd gweld y datblygiadau hyn yn parhau ac ymestyn yn ystod y pumed Cynulliad.

Un peth i'w ystyried yw'r “llynynnau gwddf 'Iaith Gwaith' neu 'Dysgwr’” (9.3), er y gellir gweld fod y rhain yn gweithio ar hyn o bryd, mae angen ystyried newid i'r system yn y tymor hir. Yn y pen draw, os ydym fel cenedl i gyrraedd nod y llywodraeth bresennol o beth bynnag Miliwn o siaradwyr Cymraeg, bydd rhaid i'r system yma newid, bydd angen parhau gyda'r llinyn gwddf “dysgwr”, ond hepgor yr un “iaith Gwaith” ac yn ei le i'r siaradwyr Cymraeg hynny sydd hefyd yn siarad Saesneg beidio â gwisgo llinyn gwddf o gwbl. Beth sydd angen ei ddatblygu wedyn yw i' rhai hynny sydd ddim gyda'r sgil yma wisgo llinyn gwddf yn esbonio nad ydynt yn gallu siarad yr iaith. Cael cyn lleied â phosib o bobl yn gwisgo llinyn gwddf ddylai'r nod fod yn y pen draw, a drwy gael y bobl hynny sy'n ddwyieithog i beidio gwisgo rhai rŵan

bydda hyn yn dangos na gallu'r ddwy iaith yw'r peth cyffredin i wneud. Efallai fod hi'n fuan i wneud hyn, ond yn sicr dyma gam fydd angen ei gymryd yn y blynyddoedd nesa; ac fel “ganolbwynt cenedlaethol bywyd democrataidd yng Nghymru”, braf byddai gweld y cynulliad yn arwain ar y cam hwn.

3.8 Deunydd cyfathrebu i Aelodau'r Cynulliad gan staff y Cynulliad

Angen ychwanegu “Yn gydamserol” i 10.1 er mwyn sicrhau cysondeb rhwng y ddwy iaith.

Safonau gwasanaeth ar gyfer cyfathrebu ac ymgysylltu â phobl Cymru

3.9 Gohebu â'r cyhoedd (e-bost neu gopi caled)

Mae angen i ohebiaeth safonol neu gylchlythyrau sydd yn mynd at bobl tu allan i Gymru (11.3) hefyd fod yn ddwyieithog, hyn am ddau reswm, sef bod cannoedd o filoedd o siaradwyr Cymraeg yn byw tu allan i Gymru, a hefyd fod angen i sefydliadau Cymraeg arddel yr iaith, nid ei thrin fel ei bod dan glo yn ein gwald ein hunain. Os yw'r ddwy iaith yw trin yn gyfartal mae rhaid i ohebiaeth sydd yn mynd tu allan i Gymru hefyd fod yn ddwyieithog.

3.10 Galwadau Ffôn

Llawer rhu hawdd yw'r frawddeg “neu os yw'n well gan y cwsmer, parhau yn Saesneg” (12.3), mae hon yn frawddeg sy'n tansilio cynlluniau iaith ac mae angen ei dileu o hwn a phob cynllun arall. Nid yw brawddeg fel hyn yn gwneud dim tuag at drin y ddwy iaith yr un fath. Mae pob cyfrannwr i'r ymatebiad hwn wedi nodi ein bod wedi derbyn y cynnig “o barhau yn Saesneg” rywbryd neu'i gilydd ar y ffon gyda gwahanol endidau, er mwyn sicrhau gwasanaeth, nid yw hyn yn deg ar siaradwyr Cymraeg, nid yw hyn yn trin y ddwy iaith yr un fath. Mae angen dileu'r frawddeg yma a sicrhau fod gwasanaeth Cymraeg ar gael.

Dylai pob neges ffôn (12.4 a 12.5) yn ddieithriad yn ddwyieithog.

3.11 Ein delwedd gyhoeddus:

Mae angen ychwanegu eithriad i 13.1. fel bod modd i'r Cynulliad ddefnyddio deunydd uniaith Gymraeg yn yr Eisteddfod Genedlaethol a digwyddiadau uniaith Gymraeg eraill.

Croesawn baragraff 13.2. Gobeithiwn weld y Cynulliad fel sefydliad yn mabwysiadu enw uniaith Gymraeg os bydd yn newid ei enw yn y dyfodol.

3.12 Gwasanaethau ymgysylltu â gwybodaeth gyhoeddus:

Cyfieithu, angen sicrhau fod isdeitlau o'r Saesneg i'r Gymraeg (14.11) yn digwydd a dylid hefyd cyfieithu'r trawsgrifiadau o'r Saesneg i'r Gymraeg.

Safonau gwasanaeth ar gyfer ein staff er mwyn hwyluso gweithio'n ddwyieithog

3.13 Cyfathrebu â staff:

Defnyddir y geiriau "ar gais" unwaith eto yma (21.4), yn gwneud i'r rhai hynny sydd eisiau siarad Cymraeg orfod meddwl a nodi o flaen llaw eu bod yn siarad Cymraeg, nid yw hyn yn trin y ddwy iaith yr un fath, ac yn ei gwneud hi'n anodd iawn i ddysgwyr roi ymgais ar ddefnyddio'r Gymraeg. Dylai cyfieithu ar y pryd fod ar gael o'r Gymraeg i'r Saesneg ymhob cyfarfod, pob tro, a dylid meddwl am gael y cyfieithu yma o'r Saesneg i'r Gymraeg hefyd.

Gwelir y geiriau "ar gais" eto fyth yn 21.6, eto mae angen newid hwn, drwy ddefnyddio'r geiriau yma mae'r pwyslais ar y rhai hynny sydd eisiau'r gwasanaeth yn y Gymraeg i ofyn, yn hytrach nag ei fod yn rhan annatod o'r sefydliad. Mae hyn yn enwedig yn wir wrth i staff drafod materion sy'n sensitif yn ymwneud â chyflogaeth, gellir rhagweld pobl yn ofn holi am y fath beth oherwydd teimlad y gallai fynd yn ei herbyn. Dylai'r cyfieithu hefyd fod o'r Saesneg i'r Gymraeg, oherwydd natur gymhleth rheolau cyflogaeth dylai'r siaradwr Cymraeg glywed y geiriau yn nôl yn yr iaith y mae hwy am siarad ynddi.

3.14 Gweithio'n ddwyieithog:

Fel soniwyd yn yr adran sylwadau cyffredinol dylid gosod targedau penodol os am wir gynyddu defnydd o'r Gymraeg. Yn yr adran hon gellir hyn fod yn debyg i:

- Cynyddu'r nifer (gosod % neu ffigwr penodol) o unigolion sy'n cyfathrebu drwy'r Gymraeg rhan fwyaf o'r amser
- Targed ar gyfer adrannau unigol yn gweithio drwy'r Gymraeg, dim ond drwy osod targedau y mae posib cyrraedd yr uchelgais fod staff yn cael "dewis gweithio" yn yr iaith yr hoffent. Yn yr un modd os am "annog a hwyluso yn frwd" rhaid gosod targedau sydd yn gallu cael eu mesur.

3.15 Strategaeth Sgiliau Dwyieithog:

Targedau sydd eto ar goll yn yr adran hon, angen gosod targed o % o staff fydd wedi cyflawni lefelau uwch o ruglder yn y Gymraeg, a hynny cyn terfyn amser penodol.

Beth am ddefnyddio cynllun sabothol i staff fynd i ddysgu'r Gymraeg am gyfnod fel sydd yn digwydd efo gwasanaeth sifil Gwlad y Basg – gan fanteisio ar ddatblygiadau newydd Y Ganolfan Dysgu Cymraeg Cenedlaethol, ella creu

partneriaeth arloesol gyda'r ganolfan fydd yn enghraifft o Arfer Dda i weddill y gwasanaethu cyhoeddus yng Nghymru?

3.16 Rhaglen gynefino ac ymwybyddiaeth:

Credwn y dylai pob aelod o staff newydd gael hyfforddiant Cymraeg os nad ydynt yn gallu siarad yr iaith (24.2) byddai hyn yn golygu nad oes neb yn dechrau gweithio heb fod yn gwisgo'r llinyn gwddf "laith gwaith" neu "dysgwr", dylid cael yr ymrwymiad i ddysgu gan bob aelod o staff newydd. Os oes angen y lefel cwrteisi i gael swydd, yna os bosib fod pob aelod newydd o staff yn ddysgwr?

4. Themâu ar gyfer cyfnod y cynllun hwn

4.1 Thema 1: Recriwtio

Fel soniwyd yn y sylwadau cyffredinol mae'r thema recriwtio i'w ganmol, ond angen mynd ymhellach a defnyddio rhuglder iaith fel llinyn mesur angenrheidiol wrth ddyrchafu staff hefyd.

Beth am fynd allan i ysgolion i hyrwyddo'r Cynllun yma a thrafod Creu Marchnad Lafur Cymraeg lleol, ella bydda modd gweithio ar gynllun efo Mentrau lleol? Rydym angen hysbysu disgyblion a'u teuluoedd o'r newidiadau sydd wedi digwydd gyda'r Safonau, er mwyn rhoi tegwch iddynt wrth edrych tuag at eu dyfodol, fel arweinydd cenedlaethol mae gan y Cynulliad rôl i chwarae yn hyn.

4.2 Thema 3: Cynllunio leithyddol:

Croesawn y ffaith fod cydnabyddiaeth ffurfiol yn mynd i gael i roi i staff sydd yn ymwneud a'r Tîm Sgiliau Iaith, mae'n hanfodol fod pobl yn gweld y Gymraeg fel sgil sylfaenol sydd yn hwb i'w gyrfa, ac mae hwn yn gam yn y cyfeiriad cywir.

4.2 Thema 5: Datblygu Ethos Dwyieithog y Sefydliad.

Pam mae dim ond yn 2016 cafwyd wythnos o weithgareddau yn cyd-fynd gyda'r "Diwrnod shwmae/ sumae", pam ddim gwneud hyn bob blwyddyn? Hefyd beth am ddefnyddio dyddiau eraill, megis Dydd Miwsig Cymru, i hyrwyddo'r iaith?

5. Trefn ar gyfer Monitro ac Adrodd Nôl

5.1 Mae Mentrau Iaith Cymru yn diolch am y cyfle i ymateb i'r cynllun, beth am fynd gam ymhellach a chael yr endidau sydd wedi ymateb i gymryd rhan mewn monitro achlysurol o'r cynllun?

Document is Restricted

1. Cefndir

1.1. Cyflwynir y sylwadau isod mewn ymateb i gais am dystiolaeth gan y Gymdeithas ar Gynllun Ieithoedd Swyddogol Drafft y Cynulliad Cenedlaethol.

1.2. Mae gan y Cynulliad gyfrifoldeb arbennig ac unigryw i fod yn arweinydd i bob corff arall yn y wlad o ran polisi iaith. Er bod llawer o gynnydd wedi bod hyd yma, mae'n rhaid cydnabod hefyd bod rhai cyrff eraill ymhell o flaen y Cynulliad o ran eu polisiau iaith ar hyn o bryd

1.3. Amcangyfrifwn fod tua hanner cant y cant o Aelodau Cynulliad yn meddu ar sgiliau Cymraeg yn y Cynulliad hwn. Nodir yn y Cynllun bod tri chwarter staff y Comisiwn yn meddu ar ryw lefel o sgiliau iaith. Fodd bynnag, mae defnydd y Gymraeg ym musnes y sefydliad a'r weinyddiaeth mewn nifer o adrannau yn parhau i fod yn isel o gymharu â chyrff eraill. Mae'n rhaid cydio felly yn y cyfle mae'r Cynllun diweddaraf hwn yn ei gynnig o ran tyfu defnydd y Gymraeg yn y Cynulliad dros gyfnod y Pumed tymor.

2. Sylwadau cyffredinol

2.1. Croesawn y ffaith bod rhagor o bwyslais ar gynllunio'r gweithlu yn y Cynllun hwn, yn enwedig y cyfeiriad at fabwysiadu polisi recriwtio Heddlu'r Gogledd. Fodd bynnag, credwn fod lle i wella'n sylweddol o hyd. Mae'r Strategaeth Sgiliau bresennol yn wan iawn, ac yn gwbl annigonol. Mae angen i'r Cynulliad fabwysiadu'r un polisi o ran ystyried y Gymraeg wrth ddyrchafu staff ag sydd gan Heddlu'r Gogledd yn ogystal â'r polisi recriwtio.

2.2. Yn y rhagymadrodd i'r Cynllun ar dudalen 7 lle amlinellir y cyd-destun deddfwriaethol, nodir er nad yw'r Cynulliad yn destun cyfundrefn Safonau'r Gymraeg, mai dyhead y Cynulliad yw bod yn fwy uchelgeisiol o ran polisi iaith na gofynion y Safonau, gan beidio mynd "islaw" y Safonau. O'r herwydd, credwn y dylai fod ymrwymiad i ddarparu cyfieithu ar y pryd o'r Saesneg i'r Gymraeg mewn rhai manau yn y Cynllun hwn, fel y mae disgwyl i awdurdodau lleol a Llywodraeth Cymru ei wneud o dan y Safonau erbyn hyn.

2.3. Credwn y dylai fod targedau meintiol penodol mewn nifer o fannau yn y ddogfen. Dylid mabwysiadu'r targedau canlynol:

- (i) sicrhau bod dros 50% o staff yn cyrraedd lefel 4 neu 5 yn y Gymraeg erbyn diwedd tymor y Cynulliad hwn;

(ii) sicrhau bod 50 o staff y flwyddyn yn mynychu cyrsiau trochi Cymraeg am gyfnodau llawn amser mewn bloc o tua mis – byddai hynny'n gwneud cyrraedd targedau o ran sgiliau staff yn rhwydd iawn; a

(iii) targed i gynyddu nifer yr adrannau sy'n gweinyddu'n fewnol drwy'r Gymraeg

2.4. Ieithoedd swyddogol: credwn fod yr uchelgais gychwynnol – "*Ile caiff y defnydd o'r ddwy iaith ei annog a'i hwyluso yn frwd*" – yn amlygu diffyg ym meddylfryd y sefydliad o safbwynt egwyddorion sylfaenol. Nid oes angen annog na hwyluso defnydd o'r Saesneg, y Saesneg yw iaith ddiofyn y Cynulliad ar hyn o bryd. Er mwyn newid hynny, mae angen hybu'r Gymraeg. Nid oes anghysondeb rhwng hynny â Deddf Cynulliad Cenedlaethol Cymru (Ieithoedd Swyddogol) 2012. Mae'n amlwg nad yw'r ddwy iaith yn gyfartal ar hyn o bryd, ac er mwyn cyflawni eich dyletswydd o dan y Ddeddf i drin y ddwy iaith yn gyfartal, mae angen hybu'r iaith sy'n cael ei hisraddio ar hyn o bryd, sef y Gymraeg. Mae'n hanfodol newid y meddylfryd hwn felly.

3. Sylwadau Penodol ar y Cynllun drafft

Adran 1

3.1. Nodir yn y Cynllun bod "*adran un, uchod, yn nodi ein huchelgais a'n hymrwymiad*". Hyd y gwelwn, nid yw'r adran hon mewn gwirionedd yn cynnwys ymrwymadau. Datgenir yn y cyflwyniad i'r ddogfen y "*Caiff ein dwy iaith swyddogol eu cydnabod fel ieithoedd gweinyddu mewnol*". Dylai fod cydnabyddiaeth yma o'r angen i gynyddu nifer yr adrannau sy'n gweinyddu drwy'r Gymraeg, gan osod nod tymor canolog i'r corff weinyddu'n Gymraeg drwyddo draw.

3.2. Argymhellwn y dylid newid y frawddeg sy'n cyfeirio at wella sgiliau staff fel ei bod yn glir y bydd strwythur yn ei lle sy'n rhoi sgiliau Cymraeg i bob aelod o staff dros amser. Felly, yn lle anelu at fod:

"yn gyflogwr sy'n cefnogi pob aelod o staff sydd am ddatblygu neu wella eu sgiliau yn y ddwy iaith swyddogol neu yn y naill iaith neu'r llall i safon sy'n briodol i'w swydd, neu ymhellach os dymunant"

argymhellwn y dylid anelu at fod:

"yn gyflogwr sydd gyda'r strwythur hyfforddiant iaith gorau yng Nghymru er mwyn sicrhau bod pob aelod o staff yn meddu ar sgiliau ardderchog yn ein dwy iaith swyddogol"

Adran 2

3.3. Iaith deddfwriaeth: credwn bod angen cael gwared ar yr eithriadau yn Rheol Sefydlog 26.5 – ni welwn fod angen eithriad i'r rheol y dylai biliau sy'n cael eu hystyried gan y Cynulliad fod ar gael yn Gymraeg ac yn Saesneg.

3.4. Derbyn gohebiaeth gan drydydd parti: credwn y dylid newid adrannau 1.5, 1.6, 2.5 a 2.6 sy'n ymwneud â derbyn gohebiaeth a phapurau gan drydydd parti. Dylai'r Cynulliad wrthod derbyn papurau uniaith Saesneg gan gyrff sydd dan ddyletswydd i'w darparu yn Gymraeg o ganlyniad i Safonau'r Gymraeg neu'u cynlluniau iaith. Dylid nodi yn y Cynllun y bydd y Cynulliad yn gwneud cwyn i Gomisiynydd y Gymraeg (neu'r corff unigol os ydynt yn gweithredu dan gyfundrefn Deddf Iaith 1993) bob tro y derbynnir tystiolaeth bod corff yn gweithredu'n groes i'w ddyletswyddau statudol i ddarparu dogfennaeth yn Gymraeg. Mae hyn yn arbennig o wir yng nghyd-destun Llywodraeth Cymru. Fel corff sy'n datgan mai un o'i bwrpasau yw 'dwyn Llywodraeth Cymru i gyfrif' credwn fod brawddeg olaf cymal 1.6 (a 2.6) amlygu enghraifft o esgeuluso eich dyletswydd fel sefydliad.

3.5. Credwn y dylai fod hawl gan sefydliadau ac unigolion i gyflwyno dogfennau i'r Cynulliad yn Gymraeg yn unig, ac i wneud hynny gan ddisgwyl y bydd pawb sy'n dymuno eu darllen yn gallu gwneud hynny. Dylid ychwanegu cymal felly sy'n nodi'r hawl hwn ac yn nodi y bydd y Cynulliad yn sicrhau bod dogfennau a gyflwynir yn Gymraeg yn cael eu cyfieithu i'r Saesneg os na fydd pawb y bwriadwyd y dogfennau ar eu cyfer yn gallu darllen Cymraeg.

3.6. Cyfieithu ar y pryd: cred Cymdeithas yr Iaith y dylai fod gwasanaeth cyfieithu ar y pryd o'r Saesneg i'r Gymraeg fod ar gael yn nhrefodion swyddogol y Cynulliad, yn ogystal â chyfieithu o'r Gymraeg i'r Saesneg. Dyna'r unig ffordd o sicrhau bod pawb yn cael dewis clywed y trafodion yn eu dewis iaith, a byddai'n llawer haws i'r rhai sy'n siarad Cymraeg gyfrannu at drafodion yn Gymraeg petaent yn gallu clywed y drafodaeth gyfan yn yr iaith honno. Byddai hefyd yn hwyluso'r llwyth gwaith cofnodi chyfieithu – fel sy'n digwydd yn achos y cyfieithiad o'r Gymraeg i'r Saesneg ar hyn o bryd ac yn fodd o sicrhau nad yw darpariaeth Gymraeg y Cynulliad yn mynd islaw gwaelodlin cyfundrefn Safonau'r Gymraeg yng ngweddill y sector cyhoeddus.

3.7. Y Cofnod: dylid newid paragraffau 4.1 i 4.3 er mwyn sicrhau bod y Gymraeg yn cael ei thrin yn gyfartal â'r Saesneg. Dylai fersiwn Gymraeg o'r Cofnod fod ar gael ar yr un pryd â'r Saesneg, gan gynnwys y fersiynau drafft. Os yw hynny'n golygu oedi cyn ei gyhoeddi o gwbl, dyna y dylid ei wneud, yn hytrach na'r sefyllfa bresennol sy'n rhoi blaenoriaeth i gyhoeddi drafft Saesneg. Drwy gynyddu capasiti mewnol ac ad-drefnu, ni fyddai dim i rwystro cyhoeddi fersiwn dreigl yn y ddwy iaith ar yr un pryd os oes dymuniad i wneud hynny.

3.8. Yn yr un modd dylid newid paragraffau 5.1 a 5.2. Credwn y dylai fod cofnodion y pwyllgorau ar gael yn gwbl ddwyieithog, fel cofnodion y Cyfarfod Llawn.

3.9. Grwpiau trawsbleidiol: dylid ail-ystyried paragraff 7.1. Dylid darparu cyfieithu ar y pryd ym mhob cyfarfod grŵp trawsbleidiol (oni nodir neu ddisgwylir yn rhesymol bod pawb sy'n mynychu yn medru'r Gymraeg) er mwyn gwireddu hawliau pobl i

ddefnyddio'r Gymraeg, a meithrin yr arfer ymhlith Aelodau Cynulliad i ddefnyddio'r Gymraeg i drafod busnes y Cynulliad. Fel arall, dylid manylu ar ac esbonio ystyr 'ar gais'. Fan leiaf, dylai fod dyletswydd ar y rhai sy'n trefnu'r cyfarfodydd hyn i holi pobl ynghylch pa iaith neu ieithoedd y maent yn dymuno eu defnyddio yn y cyfarfodydd. A dylai fod dyletswydd i drefnu cyfieithu ar y pryd ar gyfer cyfarfodydd pan nad yw pawb sy'n mynychu yn medru'r Gymraeg.

3.10. Hysbysebion a gohebiaeth etholaethol Aelodau'r Cynulliad: croesawn adran 8 fel modd o sicrhau bod modd i bob Aelod Cynulliad gyfathrebu yn Gymraeg gyda'u hetholwyr. Fodd bynnag, dylid ychwanegu cymal sy'n ymrwymo i annog Aelodau Cynulliad i ohebu a hysbysebu yn Gymraeg. Ymhellach, ym mharagraff 8.5 dylid defnyddio'r gair 'Anogir' yn lle 'Gall' ar ddechrau'r frawddeg.

3.11. Cefnogi a datblygu sgiliau iaith: nid oes rheswm pam na ddylai Cysgliad fod ar bob cyfrifiadur felly dylid dileu ail frawddeg paragraff 9.4 a mewnosod yn lle:

"Darperir Cysgliad, y feddalwedd gramadeg a gwirio sillafu Cymraeg, i bob Aelod Cynulliad a'u staff cymorth o'r cychwyn cyntaf."

3.12. Deunydd cyfathrebu i Aelodau'r Cynulliad gan staff y Cynulliad: dylid ychwanegu ymrwymiad i baragraff 10.1 y bydd pob tudalen ar y rhyngrwyd yn Gymraeg ac yn gweithio yn llawn yn Gymraeg, a hynny ar yr un pryd â'r Saesneg

3.13. Galwadau ffôn: ar ddiwedd paragraff 10.4, dylid dileu'r geiriau "*neu, os yw'n well gan y sawl sy'n galw, parhau yn Saesneg.*"

3.14. Dylid ychwanegu ymrwymiad i ateb pob galwad ffôn gyda chyfarfod Cymraeg.

3.15. Ar ddiwedd paragraff 12.3, dylid dileu'r geiriau "*neu, os yw'n well gan y cwsmer, parhau yn Saesneg.*"

3.16. Dylid ychwanegu brawddeg yn yr adran hon sy'n ymrwymo i sicrhau bod pob neges awtomatig ar y ffôn yn Gymraeg, yn unol ag ymrwymadau Safonau'r Gymraeg ar gyrff eraill. Ar hyn o bryd, dyw paragraff 12.4 ddim ond yn cyfeirio at ffonau ar eich switsfwrdd a'ch derbynfeydd.

3.17. Ein delwedd gyhoeddus: dylid ychwanegu eithriad i baragraff 13.1. fel bod modd i'r Cynulliad ddefnyddio deunydd uniaith Gymraeg yn yr Eisteddfod Genedlaethol a digwyddiadau uniaith Gymraeg eraill. Croesawn baragraff 13.2. Gobeithiwn weld y Cynulliad fel sefydliad yn mabwysiadu enw uniaith Gymraeg os bydd yn newid ei enw yn y dyfodol.

3.18. Gwasanaethau ymgysylltu â gwybodaeth gyhoeddus: dylid ychwanegu ymrwymiad i is-deitlau Cymraeg a chyfieithiadau o'r Saesneg i'r Gymraeg ym mharagraff 14.11.

3.19. Ymwelwyr ag ystâd y Cynulliad Cenedlaethol: dylid ychwanegu ymrwymiad y bydd pob aelod o staff yn cyfarch pob ymwelydd a chwsmer yn Gymraeg.

3.20. Credwn ei bod yn bwysig cefnogi'r hawl i gyrff weithredu'n uniaith Gymraeg, ym mharagraff 17.1 felly, dylid newid "gwahoddiadau dwyieithog" i "gwahoddiadau Cymraeg neu ddwyieithog".

3.21. Cyfathrebu â staff: dylid ail-ystyried paragraff 21.4. Dylid darparu cyfieithu ar y pryd ym mhob cyfarfod (oni nodir neu y disgwylir yn rhesymol bod pawb sy'n mynychu yn medru'r Gymraeg) er mwyn gwireddu hawliau pobl i ddefnyddio'r Gymraeg, a meithrin yr arfer ymhlith staff a rheolwyr o ddefnyddio'r Gymraeg yn eu gwaith.

3.22. Dylid manylu ar ac esbonio ystyr 'ar gais'. Fan leiaf, dylai fod dyletswydd ar y rhai sy'n trefnu'r cyfarfodydd hyn i holi pobl ynghylch pa iaith neu ieithoedd y maent yn dymuno eu defnyddio yn y cyfarfodydd. Dylai fod dyletswydd hefyd i drefnu cyfieithu ar y pryd ar gyfer cyfarfodydd pan nad yw pawb sy'n mynychu yn medru'r Gymraeg.

3.23. Dylid dileu paragraff 21.6 a mewnosod yn lle:

"Mae gan staff yr hawl i drafod materion yn ymwneud â'u chyflogaeth yn Gymraeg, gan ddefnyddio offer lle bo angen. Mae hynny'n cynnwys ymrwymiad i gynnal cyfarfodydd adolygiadau perfformiad, cwynion a phrosesau disgyblu yn Gymraeg".

3.24. Gweithio'n ddwyieithog: yn yr adran hon, dylid gosod targed i gynyddu nifer yr adrannau sy'n gweinyddu'n fewnol drwy'r Gymraeg, gan osod amserlen ar gyfer adrannau unigol.

3.25. Dylid dileu ail frawddeg paragraff 22.5 a mewnosod yn lle:

"Darperir Cysgliad, y feddalwedd gramadeg a gwirio sillafu Cymraeg, i bob Aelod Cynulliad a'u staff cymorth o'r cychwyn cyntaf."

3.26. Strategaeth Sgiliau Dwyieithog: yn yr adran hon, dylid gosod targed i sicrhau bod dros 50% o staff yn cyrraedd lefel 4 neu 5 yn y Gymraeg erbyn diwedd tymor y Cynulliad hwn.

3.27. Rhaglen gynefino ac ymwybyddiaeth: mae'n hollbwysig bod pob aelod o staff nad ydynt yn gallu gweithio drwy'r Gymraeg yn cael hyfforddiant Cymraeg yn ddiofyn. Credwn felly y dylid dileu paragraff 24.2. a mewnosod yn lle:

"Bydd pob aelod newydd o staff, nad ydynt yn rhugl yn Gymraeg ar lafar ac yn ysgrifenedig, yn derbyn cynllun a fydd yn esboniad o'r hyfforddiant a ddarperir iddynt er mwyn datblygu neu wella eu sgiliau iaith fel rhan o'r broses gynefino."

Adran 3

3.28. Thema 1: Recriwtio: yn gyffredinol, croesawn yr ymrwymadau yn yr adran hon. Credwn ei fod yn ddatblygiad a allai gael effaith gadarnhaol iawn ar y sefydliad.

3.29. Er mwyn sicrhau bod y polisi yn cael yr effaith fwyaf cadarnhaol bosibl a threiddio drwy'r sefydliad i gyd, mae'n rhaid i ddatblygu sgiliau Cymraeg fod yn rhan o'r polisi dyrchafu staff yn ogystal â'u recriwtio a'u cynefino fel y gwneir gan Heddlu Gogledd Cymru.

3.30. Yn y frawddeg olaf yn y paragraff cyntaf, dylid newid "*byddai llawer ohonynt ar y lefel isaf*" i "*byddai rhai ohonynt ar y lefel isaf*".

3.31. Er mwyn sicrhau bod pob aelod newydd o staff yn cael datblygiad iaith digonol, dylid mewnosod y canlynol yn lle'r trydydd pwynt bwled:

"darparu hyfforddiant pwrpasol ar gyfer pob aelod newydd o staff nad yw'n rhugl yn Gymraeg"

3.32. Thema 2: Sgiliau iaith: yn yr adran hon, dylid gosod targed i sicrhau bod o leiaf 50 o staff y flwyddyn yn mynychu cyrsiau trochi Cymraeg am gyfnodau llawn amser mewn bloc o tua mis. Byddai cyrraedd y targed hwnnw yn gallu gweddwid defnydd y Gymraeg o fewn y sefydliad yn ogystal â chyfrannu at dargedau cenedlaethol o ran cynyddu defnydd yr iaith.

3.33. Dylid cydnabod dyletswydd gymdeithasol ehangach y Cynulliad i addysgu'r Gymraeg i'w staff. Gyda hynny mewn golwg, dylid ychwanegu ymrwymiad i gynorthwyo staff i fod yn rhugl yn Gymraeg, nid yn unig at ddibenion eu swyddi, ond yn ogystal er mwyn eu galluogi i fyw eu bywydau yn Gymraeg fel dinasyddion Cymru. Dylid ychwanegu nod i sicrhau, dros amser, bod holl staff y Cynulliad yn rhugl eu Cymraeg er lles ein cymdeithas yn gyffredinol, nid yn unig eu lles yn y gweithle.

3.34. Yn y pwynt bwled olaf, nid yw'n gywir cyfeirio at "secondiadau a chynlluniau trochi" fel modelau newydd ac arloesol. Dylid yn ogystal cydweithio â'r endid newydd Cymraeg i Oedolion ar y mater hwn. Yn lle'r pwynt hwnnw felly, dylid mewnosod:

"cydweithio â Chymraeg i Oedolion er mwyn sefydlu cynlluniau newydd i helpu dysgwyr i ddatblygu eu sgiliau iaith, er enghraifft secondiadau a chynlluniau trochi ieithyddol, dros gyfnod y cynllun hwn."

3.35. Thema 3: Cynllunio ieithyddol: croesawn yn fawr yr ymrwymiad i "roi mwy o gydnabyddiaeth ffurfiol sy'n gysylltiedig â gyrfa i aelodau o staff sy'n manteisio ar gyfleoedd hyfforddi gyda'r Tîm Sgiliau Iaith." ac y bydd yn cael ei gydnabod yn y system reoli perfformiad.

3.36. Thema 5: Datblygu ethos dwyieithog y sefydliad: ar dudalen 38, y trydydd pwynt bwled, dylid newid "ymchwilio i ffyrdd o ddarparu rhyngwynebau cyfrwng Cymraeg" i "ddarparu rhyngwynebau cyfrwng Cymraeg".

Adran 4

3.37. Trefniadau ar gyfer monitro ac adrodd yn ôl: er mwyn sicrhau craffu digonol a gwelliant parhaus, credwn y dylai fod pwyllgor allanol i fonitro'r cynllun a'i weithredu.

Document is Restricted

01. Background

01.01. The National Assembly for Wales Trade Union Side (TUS) consists of the three Trades Union formally recognised by the Assembly Commission as employer of Commission staff. These are PCS, FDA and Prospect. Across the 3 Unions the vast majority of staff of the Assembly Commission are represented.

01.02. Views in this submission have been drawn together from the various levels of consultation on this scheme it has been possible for each of the 3 Unions to complete in the time available.

02. General Comments

02.01. The TUS are generally pleased to have been consulted both on an early draft of this new Official Languages Scheme for the Fifth Assembly and now by the Committee.

02.02. We celebrate the collaborative way in which the Assembly Commission Management work in partnership with the TUS as Unions to develop the wide range of Policies and working practices that affect Assembly Commission Staff.

02.03. Later in this document we have made comments on some of the specific areas where we would like to see further improvement. We are aware that part of our rigour in scrutinising this document comes, inevitably, as many of our members work in scrutiny roles and are used to scrutinising fully any written document put before them. We do not wish this to de-value the good that we can see in the progress in making our official languages stand on an equal footing through the life of the Fourth Assembly and in the future improvements laid out in this draft new scheme.

02.04. Generally we feel this to be a measured policy which meets a good balance between promoting the Welsh language in our everyday work and also being fair to those who do not (and do not wish) to speak Welsh in the workplace. It ensures provision of Welsh language services to Members (where wanted) and the public.

02.05. However, we would like to see a more equal treatment of both official languages. There are a number of places identified below where the Welsh language, its use and development of staff skills in this particular language are specifically mentioned without similar services or skill improvements in the English language being specified. If both official languages are to be treated with equality we would like to see such a language of equality used throughout the document.

03. Comments on Specific wording within the Scheme

03.01. We are keen that staff have the opportunity to improve all workplace skills. In this context we are keen to ensure that skill improvement is indeed offered in both of our official languages

Pg6 – ‘an employer who supports all staff members who wish to develop or improve their skills in both or either of our official languages to a standard appropriate to their role or further should they desire’

03.02. We support the promotion of bilingual services to both new and existing staff. We question the “continuous” awareness raising initiatives and wonder whether repeated or routine might be clearer language.

Pg10 – ‘raising awareness of the Scheme and its requirements among staff on an on-going basis by providing initial training for all staff as part of their induction, and continuous awareness raising initiatives throughout the parliamentary year;’

Pg 37 – ‘provide continuous opportunities to refresh or develop and understanding of the Scheme...’

03.03. A question of language equality: We hope, and would seek commitment, that such opportunities for staff to improve their language skills will be available to improve in both Welsh and English and at all appropriate levels.

Pg 25 – ‘access to tailored and flexible support for staff members who wish to develop or improve their language skills...’

03.04. A language of “rights” here is at odds with the language of “choice” and “preference” which is used throughout the rest of the document. If both parties have a “right” to work in the language of their preference but the preference is different how are these conflicting “rights” resolved.

Pg 25 – ‘to respect the rights of Members, colleagues and the public to use either or both of our official languages’

03.05. The provision of “any new information” bilingually for many services with specialist disciplines is potentially a large increase in unnecessary translation of highly technical and specialist documents with a very small potential readership, in some cases only the author and possibly 1 other in an emergency. We would suggest the language of this point is a little strong and the resource implications of this line require serious consideration before being implemented

Pg 26 – Any new information developed by staff about their services (e.g. Intranet and hard-copy information) is bilingual

03.06. Changes to recruitment options are welcomed. The current “Welsh desirable” criterion is undesirable and vague. But we want more assurance.

03.07. Whilst the concept is welcomed, concerns have also been raised over the process for the implementation of these recruitment changes. In earlier discussions on this scheme the TUS made clear that a requirement for bringing in this change was that supporting materials for both employing managers and those applying for posts would need to be provided to explain the new levels before they were brought into full use.

03.08. We are not sure whether confusion could arise where only “basic linguistic courtesy” is required and whether we are asking candidates to gain skills prior to appointment or saying they can gain those skills as part of the induction process (page 32). We need to be clear whether this is part of the recruitment assessment process. We assume it will apply to both internal and external posts. We are concerned that any lack of clarity of what is expected at the point of assessment may discourage applications and merits testing, perhaps through a focus group of a broad range of potential applicants and that any learning informs how this policy is implemented (see the point below about the Equality Impact Assessment).

03.09. If we are to work with standard levels of skill in language then standard tests for those skills need to be available to those recruiting to ensure a fair and transparent process. As we are working with both our official languages on a basis of equality then it follows that staff should also be prepared to be assessed on their skills in either/both languages equally upon recruitment.

*Pg 28 – ‘Candidates will be **appropriately assessed** during the recruitment process to ensure that they are comfortable with what is expected of the post holder’*

03.10. The new level of “basic linguistic courtesy” in Welsh as a requirement for all posts has been raised with the TUS as having a potential impact on the

Assembly's Equality of Opportunity at recruitment. We would be keen to see the result of the Equality Impact Assessment on this new approach. Again the risks may be mitigated by the delivery of this new scheme but the detail of that delivery is neither presented in this document or any supporting guidance yet some of the changes within this draft policy appear to already be being implemented, at least for some test recruitment exercises.

*Pg 32 – 'Under the framework, all advertised posts would require some basic level of understanding of Welsh, even though many of them would be on the lowest level where only '**basic linguistic courtesy**' is required'*

03.11. Are we asking candidates to gain skills prior to appointment while also saying they can gain those skills as part of the induction process? Is this contradictory?

Pg 32 -

- 'adopt an approach where all posts advertised require at least a basic level of Welsh-language skills ('basic linguistic courtesy') with candidates expected to evidence those skills on appointment, **or a commitment to gain those skills as part of the induction process;***
- provide guidance to all candidates on **gaining the appropriate language skills prior to appointment**, including online resources...'*

03.12. Whilst supporting staff to achieve the required level at recruitment or through continuous professional development we would have concerns about any learning required for the workplace that was expected to be undertaken in an unpaid capacity or prior to the formal start of employment with the assembly.

03.13. Commitment to supporting staff who want to learn is welcome, although for those who are managers, we would like to know more about this. All managers have staff members who are learning, which is great, but we do not know about overall provision made by the Commission.

03.14. Good learning practice states that learning objectives should be agreed between learner and tutor. We would hope that this approach can be adopted rather than simply handing out targets to language learners.

Pg 33 - ...the team will also give each learner who enrolls on tutored courses a specific learning target each year'

03.15. A small point about lanyards. The document says -

Pg 35 - ‘...ensure that bilingual staff wear ‘Working Welsh’ or ‘Dysgwr’ lanyards...’

03.16. Surely, all staff should have a choice about lanyards and not be required to wear a particular, differentiating, lanyard. We understand and support the active provision of such lanyards but not so much the instance of their wearing.

03.17. A drafting point: is “front-facing staff” an appropriate expression? Should we say “public-facing” instead?

*Pg 23 – ‘...public can expect to converse with **front-facing staff** in either Welsh or English...’*

*Pg35 - ‘**Front-facing staff members** who are Welsh speakers should be identifiable as such’*

03.18. There is also a concern that this term is not defined within this document, or any other active Assembly policy. It would be good to have clarity on how these categories of role will be defined and where the boundary should be expected to lie.

03.19. Again on the basis of equality we would like to see the improvements and achievements of all staff in all official language recognised. We would also like to see recognition for those who are more actively using language skills which they already hold and which have been honed through an upbringing in a Welsh speaking home or by attending a Welsh language school rather than simply those classed as “Welsh learners”.

Pg 37 – ‘proactively publicise the achievements of our Welsh learners through various media and social media platforms’.

04. Conclusion

04.01. There is a huge amount of goodwill among Assembly staff towards both official languages. They recognise the need for the Assembly to be able to provide a full range of services in both Welsh and English and in particular to provide services that allow all Assembly Members and others engaging in Assembly proceedings to participate fully in the language of their choice.

04.02. Our use of the official languages has matured since the National Assembly for Wales (Official Languages) Act 2012 and the first Official Languages Scheme was brought in and the Assembly has become an audibly more

bi-lingal place in the past 4 years. We believe there is scope for improving services further by training and by improved language provision for both official languages.

04.03. However, there is no getting around that fact that a significant number of Assembly staff continue to identify as non-welsh speaking or of only “Basic Linguistic courtesy” and we would not want the possible career opportunities to be unnecessarily limited as a result of not being able to speak Welsh to a sufficient level.

05. Openness and Oral evidence

05.01. We are content for this response to be published in full. We are, however, reluctant to give oral evidence. I am sure that the Committee will understand that, as serving Assembly staff, any individuals asked to give evidence may be placed in a difficult position if they are perceived as being critical of the Assembly or the Assembly Commission.

Cefndir

1. Prif nod y Comisiynydd yw hybu a hwyluso defnyddio'r Gymraeg. Gwneir hyn trwy ddwyn sylw at y ffaith bod statws swyddogol i'r Gymraeg yng Nghymru a thrwy osod safonau ar sefydliadau. Bydd hyn, yn ei dro, yn arwain at sefydlu hawliau i siaradwyr Cymraeg.
2. Mae dwy egwyddor yn sail i waith y Comisiynydd:
 - Ni ddylid trin y Gymraeg yn llai ffafriol na'r Saesneg yng Nghymru;
 - Dylai personau yng Nghymru allu byw eu bywydau trwy gyfrwng y Gymraeg os ydynt yn dymuno gwneud hynny.
4. Comisiynydd y Gymraeg sy'n gyfrifol am gymeradwyo Cynlluniau Iaith Gymraeg a baratoir gan sefydliadau yn unol â gofynion Deddf yr Iaith Gymraeg 1993 ac am osod Safonau ar sefydliadau yn unol â darpariaethau Mesur y Gymraeg (Cymru) 2011. Nid yw'n rhan o swyddogaethau statudol y Comisiynydd i gytuno neu gymeradwyo cynnwys Cynllun Ieithoedd Swyddogol Cynulliad Cenedlaethol Cymru. Croesawaf y cyfle i fynegi barn ar gynnwys y cynllun a cyfrannir y sylwadau isod yn unol â rôl y Comisiynydd dan Adran 4 Mesur y Gymraeg (Cymru) 2011 i roi cyngor a chyflwyno sylwadau i unrhyw berson.

Cyd-destun

5. Ystyriaif Gynllun Ieithoedd Swyddogol Cynulliad Cenedlaethol Cymru yn gynllun hollbwysig, nid yn unig wrth osod polisiau ar wasanaethau i'w darparu yn Gymraeg gan y Cynulliad ond hefyd wrth sicrhau twf mewn defnydd y Gymraeg o fewn prif gorff democrataidd Cymru. Credaf bod gweld a chlywed y Gymraeg yn cael ei defnyddio'n gyson ar lawr y Senedd ac yn nhrefnadaethau'r pwyllgorau yn hollbwysig i statws y Gymraeg a bod hynny'n annog ac yn awdurdodi eraill i ddefnyddio'r Gymraeg o fewn bywyd cyhoeddus yn Nghymru. O ystyried hynny, croesawaf fwrriad y Comisiwn i gyflwyno cynllun newydd sy'n adeiladu ar y cynllun blaenorol a'r cyfle a gynigir gan yr ymgynghoriad hwn i bersonau yng Nghymru gyfrannu at ddatblygiad y cynllun.

Cynnwys y cynllun

6. Ym mis Rhagfyr ymatebais i ymgynghoriad gan Gomisiwn y Cynulliad ar ddrafft o Gynllun Ieithoedd Swyddogol newydd. Nodais groeso i'r cynllun sy'n adeiladu ar y

cynllun blaenorol drwy gynnwys nifer o ddarpariaethau newydd a chadarnhaol, er enghraifft mewn perthynas â defnydd y Cynulliad o dechnoleg gwybodaeth wrth gynyddu defnydd y Gymraeg. Cynigiais i'r Comisiwn rhai gwelliannau y gellid eu gwneud i'r cynllun drafft, er enghraifft er mwyn sicrhau cysondeb gyda defnydd y Gymraeg gan sefydliadau sy'n destun Safonau'r Gymraeg. Atodaf y sylwadau anfonwyd i'r Comisiwn bryd hynny.

7. Yn ogystal â'r sylwadau gynigiwyd i'r Comisiwn bryd hynny, hoffwn ddwyn sylw'r pwyllgor at un rhan penodol o'r cynllun drafft. Wrth drafod ymgynghoriadau a gynhelir gan bwyllgorau, noda gynllun 2013 y canlynol:

'Bydd pwyllgorau yn gofyn o'r cychwyn cyntaf am ddogfennau neu ymatebion ysgrifenedig i ymgynghoriadau gan sefydliadau allanol a thrydydd parti y bwriedir eu cyhoeddi a/neu eu defnyddio yn nhrefodion y Cynulliad Cenedlaethol yn ddwyieithog.... Pan nad yw'n bosibl sicrhau dogfennau gan sefydliadau allanol a thrydydd parti yn y ddwy iaith, rydym yn eu cyhoeddi yn yr iaith y'u cyflwynwyd, gan nodi y daeth y dogfennau i law yn yr iaith honno yn unig. Caiff dogfennau Cymraeg eu cyfieithu i'r Saesneg at ddefnydd yr Aelodau.'

Mae'r paragraffau uchod wedi eu cynnwys air am air yn y cynllun drafft newydd, heblaw am y frawddeg olaf sydd wedi ei hepgor o'r cynllun newydd. Hyderwn nad yw hynny'n golygu na fydd y Cynulliad bellach yn cyfieithu i'r Saesneg ymatebion a gyflwynir yn Gymraeg yn unig mewn ymateb i ymgynghoriadau'r pwyllgorau. Mae'n gwbl rhesymol i'r Cynulliad annog personau eraill i gyflwyno ymatebion dwyieithog i ymgynghoriadau'r pwyllgorau. Ar yr un pryd, rhaid derbyn y gall fod yn anodd i rai personau wneud hynny ac mae'n anochel y bydd rhai yn cyflwyno eu hymatebion mewn un iaith yn unig. Lle cyflwynir ymateb i ymgynghoriad yn Saesneg yn unig, bydd holl aelodau'r pwyllgorau yn medru darllen a deall yr ymateb hwnnw. Yr unig ffordd o sicrhau y gall holl aelodau pwyllgorau hefyd ystyried ymatebion a dderbynnir yn Gymraeg yn unig, a thrwy hynny sicrhau tegwch i'r rheini sy'n cyflwyno ymatebion yn Gymraeg yn unig, yw parhau i gyfieithu'r ymatebion hynny i'r Saesneg. Hyderaf felly nad yw hepgor y frawddeg uchod o'r cynllun drafft newydd yn golygu y bwriedir rhoi'r gorau i gyfieithu ymatebion Cymraeg i'r Saesneg.

8. Hoffwn nodi fy ngwerthfawrogiad bod fy swyddogion wedi cael cyfle'n ddiweddar i drafod ein sylwadau ar y cynllun drafft gyda swyddogion y Cynulliad. Deallaf bod swyddogion y Cynulliad wedi derbyn yr holl sylwadau a gynigiwyd gennym a'u bod yn bwriadu ymgorffori'r newidiadau a gynigiwyd gennym i ddrafft terfynol y cynllun.

Hyderaf bydd y sylwadau sydd uchod ac ynghlwm o ddefnydd i'r pwyllgor wrth iddo graffu ar y Cynllun Ieithoedd Swyddogol drafft. Os yw'n fwriad gan y pwyllgor i gyhoeddi ei sylwadau ar y cynllun byddwn yn ddiolchgar am dderbyn copi ohonynt.

By virtue of paragraph(s) vi of Standing Order 17.42

Document is Restricted

1. Yn 2014 roedd hi'n fraint i Gymdeithas Cyfieithwyr Cymru fod yn rhan o lansiad y model Cymraeg byd-eang ar gyfer Microsoft Translator. Rydym yn falch iawn, felly, fod y Cynulliad Cenedlaethol yn bwriadu parhau i ddatblygu ei berthynas gyda Microsoft. Bydd hyn yn siŵr o arwain at ddatblygu a gwella ymhellach yr opsiwn Cymraeg o fewn Microsoft Translator. Mae hyn, wrth gwrs, yn hanfodol os yw'r feddalwedd i fod yn un gwerth ei defnyddio. Mae'r ffaith fod defnyddio'r feddalwedd hon wedi cynyddu effeithlonrwydd cyfieithwyr hyd at 20% i'w groesawu ac yn dangos ei fod yn erfyn pwysig ac effeithiol i gyfieithwyr wrth eu gwaith. I eraill sydd am ddefnyddio'r Gymraeg, bydd yn gymorth gwerthfawr iddyn nhw yn eu cyfathrebu, a nodwn eich bod yn cynnig cyngor a hyfforddiant er mwyn sicrhau fod y dechnoleg yn cael ei ddefnyddio'n briodol.

Rydym yn falch iawn y bydd papur ar y modd y mae'r Cynulliad Cenedlaethol yn defnyddio technoleg cyfieithu peirianyddol yn cael ei gyflwyno gan un o'ch cyfieithwyr yng Nghynhadledd yr Institute of Translation and Interpreting, un o gynadleddau pwysigaf y byd cyfieithu, yng Nghaerdydd ym mis Mai 2017, a hynny ar anogaeth y Gymdeithas hon.

2. Mae gan y Cynulliad Cenedlaethol dîm ardderchog o gyfieithwyr ar y pryd medrus a galluog, ac mae'r rhan fwyaf ohonyn nhw'n aelodau Cyfieithu ar y Pryd o Gymdeithas Cyfieithwyr Cymru. Mae gwasanaeth cyfieithu ar y pryd yn golygu y gall pob un gyfrannu at y trafodaethau yn ei ddewis iaith yn ddirwystr. Bydd y gwasanaeth hwn, felly, yn bwysig wrth weithredu'r Cynllun Ieithoedd Swyddogol newydd. Mae dyfyniad Heledd Roberts o swyddfa Rhun ap Iorwerth AC yn yr Adroddiad Cydymffurfio Blynyddol yn brawf diamheuol o hyn.
3. P'un ai Microsoft Translator neu gyfieithu ar y pryd, yr hyn sy'n bwysig yw bod yr Aelodau a'r staff yn defnyddio'r holl adnoddau a chyfleusterau sydd ar gael iddyn nhw er mwyn sicrhau y caiff y Gymraeg ei defnyddio'n naturiol yng ngwaith y sefydliad.

By virtue of paragraph(s) vi of Standing Order 17.42

Document is Restricted

Agenda Item 4

By virtue of paragraph(s) vi of Standing Order 17.42

Document is Restricted



The BBC's services: audiences in Wales

Publication date:

29 March 2017

Pack Page 139

About this document

The operating licence for the BBC's UK public services will set the objectives and the enforceable regulatory conditions that Ofcom considers appropriate for requiring the BBC to fulfil its mission and promote the public purposes; to secure the provision of distinctive output and services; and to secure that audiences in England, Scotland, Wales and Northern Ireland are well served.

The BBC must comply with the regulatory conditions in the operating licence. Ofcom can take enforcement action in the event of non-compliance.

We are consulting publicly on the conditions that we propose to set in the operating licence. This is the separate document for audiences in Wales which sets out the regulatory conditions that we propose should apply specifically to the UK public services in Wales.

Our consultation document, "Holding the BBC to account for the delivery of its mission and public purposes", is published on our website¹ and includes details of how to respond to the consultation. The closing date for responses is 17 July 2017.

¹ <https://www.ofcom.org.uk/consultations-and-statements/category-1/bbc-performance>

Contents

Section		Page
1	The BBC's services in Wales	1
2	Objectives and regulatory conditions particular to Wales	2
Annex		Page
1	Draft operating licence for the BBC's UK Public Services	7

Section 1

The BBC's services in Wales

- 1.1 The BBC is for everyone across the UK. The new BBC Charter puts delivering for all the UK's nations and regions at the heart of the BBC's objectives. Providing output and services that meet the needs of the UK's nations and regions, and that contribute to the creative economy, forms the basis of one of the BBC's five public purposes. And the Charter requires the BBC to reflect the diversity of the UK, and to represent and portray the lives of people across the UK accurately and authentically.
- 1.2 As the external regulator for the BBC, the Charter gives Ofcom the job of holding the BBC to account for delivery of all of its public purposes across the BBC's UK public services. We must set an operating licence placing requirements on the BBC designed to ensure it does so, and report on how it performs. Just as the BBC is required to consider the needs of audiences in each of the UK's nations and regions, so Ofcom must take particular account of this in setting requirements on the BBC. The Agreement published alongside the Charter gives Ofcom the specific responsibility for setting firm targets for the BBC to meet for programme-making and some types of programming in each of the UK's nations.
- 1.3 Many of the BBC's activities are UK-wide, and we are proposing to reflect that by putting in place a single operating licence for the BBC.² Many of the requirements we are proposing in that licence apply to the BBC's services and activities across the UK - for example, the conditions that apply to the first, second and third public purposes all apply to the UK, such as the overall distinctiveness of the BBC's network TV and radio services.
- 1.4 In addition, there are also requirements particular only to Wales: these are specific requirements about the BBC's activities within Wales, and the services it provides that are focused on audiences within Wales. It is vitally important that licence fee-payers wherever they are in the UK can easily see what the BBC is required to deliver for them.
- 1.5 For each of the UK's nations, we are making the draft operating licence available in a form that makes clear what we are proposing to ask of the BBC in that nation. This document does that for the BBC in Wales. It sets out the specific objectives and enforceable requirements ("regulatory conditions") that we are proposing to apply to the BBC in Wales. These cover a range of areas, including the BBC's investment in Wales as well as requirements specific to the delivery of programming for Wales, such as a minimum level of local news and current affairs output to be broadcast on the BBC in Wales.
- 1.6 We propose to measure annually how the BBC performs against these requirements, and how far it meets the expectations of licence fee-payers in each part of the UK. As part of that, we propose to put in place a programme of annual audience research to ensure that the BBC's performance is tracked robustly and publicly. With this research, we will measure the extent to which people across Wales consume and feel well-served by the BBC. We also propose to gather information about the amount the BBC spends, and the number of hours it broadcasts, each year, on Welsh programming, and on network output made in Wales.

² The regulatory conditions include UK-wide requirements and requirements for each of the UK's nations and its regions. The authoritative version of these regulatory conditions will be the "BBC's operating licence for the UK Public Services", a draft of which is annexed to this document.

Section 2

Objectives and regulatory conditions particular to Wales

This section lists each of the objectives and enforceable regulatory conditions we are proposing to place on the BBC in Wales in the operating licence. The paragraph number is also listed so the conditions can be mapped back to the full draft operating licence, which is provided as an annex to this document.

Reference number	Objectives
<p>1.31</p> <p>(1.31.1 to 1.31.4)</p>	<p>In relation to the United Kingdom's nations and regions, the BBC should:</p> <ul style="list-style-type: none"> • accurately represent and authentically portray all audience groups from the nations and regions across its output, services and genres³; • distribute its production resources across the United Kingdom ensuring that it supports the creative industries in the nations and regions. This should also include production across the regions of England and build sustainable growth for the creative industries across the United Kingdom; • ensure programming for the nations and regions serves and creates content of interest and of relevance to the people living in the area for which the service is provided. Within Scotland, Wales and Northern Ireland this should include a wide range of genres, including drama, comedy, sports and indigenous language broadcasting; and • contribute to social wellbeing through cultural education, awareness and bringing people together for shared experiences.
<p>1.32</p> <p>(1.32.1 to 1.32.4)</p>	<p>In relation to diversity, the BBC should:</p> <ul style="list-style-type: none"> • serve and create content of interest and of relevance to all audience groups across the whole of the United Kingdom; • reflect the diversity of the United Kingdom's nations and regions appropriately in its output, services and genres. This should include age, disability, gender reassignment, race, religion and belief, sex, sexual orientation and socioeconomic background; • accurately represent and authentically portray the diverse communities of the whole of the United Kingdom; and • help contribute to social wellbeing through cultural education, awareness and bringing people together for shared experiences.

³ 'Representation' means the extent to which people and characters appear and 'portrayal' means the ways in which these people and characters are depicted. For representation to be accurate we expect the number of people appearing in BBC programmes to broadly reflect the populations of the UK. We will assess the extent to which people feel authentically portrayed through audience research.

Licence condition number	Regulatory conditions
2.39 (2.39.1 – 2.39.3)	<p>United Kingdom (outside the M25 area)</p> <p>The BBC must ensure that in each Calendar Year:</p> <ul style="list-style-type: none"> • at least 50% of the hours of Network Programmes made in the United Kingdom are made in the United Kingdom outside the M25 area; • the Network Programmes that are made in the United Kingdom outside the M25 area (taken together) constitute a suitable range of programmes; and • at least 50% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres outside the M25 area.
2.42 (2.42.1 – 2.42.2)	<p>Wales</p> <p>The BBC must ensure that in each Calendar Year:</p> <ul style="list-style-type: none"> • at least 5% of the hours of Network Programmes made in the United Kingdom are made in Wales; and • at least 5% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres in Wales.
2.44	<p>Production centres</p> <p>The different programme production centres to which the Expenditure referred to in conditions 2.39.3, 2.40.2, 2.41.2, 2.42.2 and 2.43.2 is referable must constitute a suitable range of such production centres.</p>
2.45	<p>Guidance</p> <p>In complying with conditions 2.39 to 2.44, the BBC must have regard to any guidance that may be issued by Ofcom.</p>
2.46	<p>In respect of the UK Public Radio Services, the BBC must ensure that in each Year at least one third of relevant Expenditure is incurred outside the M25 area. “Relevant Expenditure” includes Expenditure on first-run originated programming, but does not include Expenditure on news or sport output. For the purpose of this requirement, “first-run originated programming” means programming which is commissioned by or for a UK Public Radio Service and has not previously been broadcast on a radio service in the United Kingdom.</p>
2.47 (2.47.1 – 2.47.5)	<p>In meeting the requirement in condition 2.46, the BBC must ensure that some of the relevant expenditure is incurred in respect of each of the following radio services:</p> <ul style="list-style-type: none"> • Radio 1; • Radio 2; • Radio 3;

	<ul style="list-style-type: none"> • Radio 4; • BBC Radio 5 live.
2.48	In respect of Radio 3 , the BBC must ensure that in each Year at least 40% of relevant expenditure is incurred outside the M25 area. For the purpose of this requirement “relevant Expenditure” includes Expenditure on first-run originated programming and Radio 3’s allocation of the central orchestras’ subsidy but does not include Expenditure on news or sport output.
2.49 (2.49.1 – 2.49.5)	<p>In respect of BBC One and BBC Two taken together, the BBC must ensure that in each Calendar Year:</p> <ul style="list-style-type: none"> • the time allocated to programmes which are of national or regional interest is not less than 6,300 hours; • those programmes include a suitable range of programmes (including regional news programmes); • not less than 95% of those programmes consist of programmes made in the nation or region in relation to which those programmes are to be of national or regional interest; • not less than 700 hours of those programmes consist of non-news programming in Peak Viewing Time; and • not less than 335 hours of those programmes consist of non-news programming at times immediately preceding or following Peak Viewing Time.
2.50	The BBC must ensure that in each Calendar Year the time allocated to programmes which are of national or regional interest in accordance with condition 2.49 includes not less than 4,300 hours of news of national or regional interest to be broadcast at intervals throughout the day on BBC One , of which not less than 2,200 hours must be during Peak Viewing Time.
2.51	In complying with conditions 2.49 and 2.50, the BBC must have regard to any guidance that may be issued by Ofcom.
2.52	In respect of BBC Parliament , the BBC must ensure that in each Year the time allocated to proceedings of the Scottish Parliament, Northern Ireland Assembly and Welsh Assembly is not less than 300 hours.
2.53 (2.53.1 – 2.53.2)	<p>In respect of each UK Public Radio Service specified in condition 2.54, the BBC must ensure that in each Year, the proportion of content which is speech content on that service is:</p> <ul style="list-style-type: none"> • on average at least 60% in Core Hours; and • 100% at the Breakfast Peak.
2.54 (2.54.1 – 2.54.6)	<p>The following UK Public Radio Services are specified for the purpose of condition 2.53:</p> <ul style="list-style-type: none"> • each BBC Local Radio service; • BBC Radio Scotland; • BBC Radio nan Gàidheal; • BBC Radio Wales;

	<ul style="list-style-type: none"> • BBC Radio Cymru; • BBC Radio Ulster and BBC Radio Foyle.
2.55	In condition 2.53 “Core Hours” means 06:00 to 19:00 on Mondays to Fridays, and “Breakfast Peak” means 07:00 to 08:30 on Mondays to Fridays.
2.66 (2.66.1 – 2.66.2)	<p>In respect of BBC One Wales, the BBC must ensure that in each Calendar Year:</p> <ul style="list-style-type: none"> • the time allocated to news and current affairs programmes is not less than 275 hours; and • the time allocated to non-news programming is not less than 65 hours. For the purpose of this requirement, “non-news programming” includes repeats and acquisitions, and does not include news or current affairs programmes.
2.67	In respect of BBC One Wales and BBC Two Wales taken together, the BBC must ensure that it provides a range of genres in its programming that reflects Wales’s culture.
2.68 (2.68.1 – 2.68.3)	<p>In respect of BBC Two Wales, the BBC must ensure that in each Year the time allocated to non-news programming is not less than 175 hours. For the purpose of this requirement, “non-news programming”:</p> <ul style="list-style-type: none"> • includes repeats and acquisitions; • does not include news; • does not include current affairs.
2.69 (2.69.1 – 2.69.2)	<p>In respect of BBC Radio Wales, the BBC must ensure that:</p> <ul style="list-style-type: none"> • in each week the time allocated to news and current affairs (including repeats and acquisitions) is not less than 32 hours; and • it provides content and music of particular relevance to Wales.
2.70 (2.70.1 – 2.70.2)	<p>In respect of BBC Radio Cymru, the BBC must ensure that:</p> <ul style="list-style-type: none"> • in each week the time allocated to news and current affairs (including repeats) is not less than 23 hours; and • it provides content and music of particular relevance to Wales.
2.71 (2.71.1 – 2.71.2)	<p>In respect of BBC Online, the BBC must ensure that:</p> <ul style="list-style-type: none"> • it provides content in Welsh; and • it provides dedicated coverage of sport in Wales.
2.78 (2.78.1 – 2.78.5)	<p>The BBC must report annually on how the UK Public Services as a whole have reflected, represented and served the diverse communities of the whole of the United Kingdom during the previous Year. In particular, the BBC must demonstrate how it has:</p> <ul style="list-style-type: none"> • had regard to the range of the diverse communities of the whole of the United Kingdom. This should include age, disability, gender

	<p>reassignment, race, religion and belief, sex, sexual orientation and socioeconomic background;</p> <ul style="list-style-type: none"> • served and delivered content for the range of the diverse communities of the whole of the United Kingdom; • accurately represented the diverse communities of the whole of the United Kingdom; • authentically portrayed the diverse communities of the whole of the United Kingdom; and • raised awareness of the different cultures and alternative viewpoints of the diverse communities of the whole of the United Kingdom.
<p>2.79 (2.79.1 – 2.79.3)</p>	<p>The BBC must measure and report annually on audience satisfaction during the previous Year with the reflection, representation and serving of the diverse communities of the whole of the United Kingdom across the UK Public Services as a whole, with particular regard to first run content across all genres. This must include audience satisfaction in the following areas:</p> <ul style="list-style-type: none"> • how the BBC represents, portrays and serves diverse audiences; • how the BBC reflects the whole of the United Kingdom population on-screen and on-air, with particular regard to first run content across all genres; and • how the BBC raises awareness of different cultures and viewpoints.
<p>2.80 (2.80.1 – 2.80.2)</p>	<p>Where in any particular Year the BBC's measurement of audience satisfaction under condition 2.79 indicates that specific audience groups are dissatisfied with the BBC's performance in these areas, the BBC must:</p> <ul style="list-style-type: none"> • identify in its report under condition 2.79 for that Year the steps that it will take to seek to improve audience satisfaction among those particular audience groups; and • include in its report under condition 2.79 for the following Year an account of the steps it has taken and the effect that those steps have had on audience satisfaction in those particular audience groups.
<p>2.81</p>	<p>The BBC must establish and comply with a code of practice, approved by Ofcom, setting out the steps the BBC will take when commissioning content across all genres to ensure that such content accurately represents, authentically portrays and reflects the diverse communities of the whole of the United Kingdom.</p>

Annex 1

Draft operating licence for the BBC's UK Public Services

This annex sets out the draft operating licence for the BBC's UK public services. We are consulting on our proposals for the licence, and on how we measure the BBC's performance. The consultation document, "Holding the BBC to account for the delivery of its mission and public purposes", is published on our website⁴ and includes details of how to respond to the consultation. The closing date for responses is 17 July 2017.

⁴ <https://www.ofcom.org.uk/consultations-and-statements/category-1/bbc-performance>

About this document

[NOTE: this document is a draft of the BBC's operating licence for consultation.]

This is the operating licence for the BBC's UK Public Services. It sets the regulatory conditions that Ofcom considers appropriate for requiring the BBC to fulfil its Mission and promote the Public Purposes; to secure the provision of distinctive output and services; and to secure that all BBC audiences in England, Scotland, Wales, and Northern Ireland are well served.

The BBC must comply with the regulatory conditions in this licence. Ofcom can take enforcement action in the event of non-compliance.

A separate document is available for audiences in each of the United Kingdom's nations which sets out the regulatory conditions that apply specifically to the BBC's services in that nation.

Contents

Section	Page
1 The Licence	1

Schedules	Page
1 Regulatory conditions	9
2 Definitions and interpretation	23
3 Summary of regulatory conditions	26
4 The UK Public Services	33

Section 1

The Licence

- 1.1 This is the operating licence for the BBC's UK Public Services (the "Licence"). Ofcom has set the Licence in exercise of its functions under the Royal Charter for the continuance of the British Broadcasting Corporation (the "Charter") and the Agreement between the Secretary of State for Culture, Media and Sport, and the BBC (the "Agreement"), pursuant to section 198 of the Communications Act 2003¹.
- 1.2 In particular, Ofcom's functions include² setting an operating licence for the UK Public Services containing regulatory conditions Ofcom considers appropriate for requiring the BBC:
- 1.2.1 to fulfil its Mission and promote the Public Purposes;
 - 1.2.2 to secure the provision of distinctive output and services; and
 - 1.2.3 to secure that audiences in England, Scotland, Wales and Northern Ireland are well served.
- 1.3 Further, Ofcom has set the Licence in accordance with the requirement³ to impose specific conditions⁴ which relate to:
- distinctiveness (where, in particular, in the first operating licence we are required to seek to increase the current requirements set by the BBC Trust to secure the provision of more distinctive output and services);
 - news and current affairs (quantity and scheduling);
 - quotas for Original Productions; and
 - quotas for nations and regions programming and programme-making.
- 1.4 Ofcom has imposed in the Licence further regulatory conditions it considers appropriate for requiring the BBC, in carrying out the UK Public Services, to fulfil the Mission and promote the Public Purposes⁵.
- 1.5 Additionally, Ofcom has imposed in the Licence further regulatory conditions it considers appropriate for requiring the BBC to ensure that the audiences in England, Scotland, Wales, and Northern Ireland are well served⁶.
- 1.6 The Licence applies to all of the BBC's UK Public Services as set out in the Agreement⁷ and applies to all of the nations and regions of the United Kingdom. Ofcom has produced a separate document for audiences in each nation of the United Kingdom

¹ Section 198 of the Communications Act 2003 makes provision for Ofcom's functions in relation to the BBC.

² Article 46(3) of the Charter.

³ Clause 13(2) of the Agreement.

⁴ The operating licence regulatory conditions set out in Schedule 2 to the Agreement.

⁵ Clause 13(3) of the Agreement.

⁶ Clause 13(4) of the Agreement.

⁷ A list of the UK Public Services is set out at Schedule 4 to this Licence.

which sets out the specific regulatory requirement relating to the relevant nation, to be read alongside this Licence.

- 1.7 The Licence does not set BBC programme or service strategies or budgets. These areas are not part of Ofcom's functions in relation to the BBC. Under the provisions of the Charter and Agreement, the BBC Board is responsible both for ensuring that the BBC fulfils its Mission and promotes the Public Purposes, and for setting the strategic direction and the creative remit for doing so⁸. The BBC must publish an annual plan for each financial year, in advance of the period to which it relates, which must include (amongst other things) the creative remit for that year; the work plan for that year; and provision for the United Kingdom's nations and regions⁹.
- 1.8 Ofcom has consulted publicly before setting this Licence¹⁰, and Ofcom has set the Licence in accordance with the relevant provisions of the Operating Framework¹¹.
- 1.9 Ofcom may amend this Licence and considers it likely that it will do so regularly over the duration of the Charter. For illustration only, Ofcom may consider it appropriate to amend the Licence in light of evidence about the BBC's performance in particular areas, or to take account of changes in audiences' viewing or listening habits, or changes to technology: for example, greater consumption across different platforms. Before amending the Licence, Ofcom will consult with the BBC. Ofcom will also consult with any other person it considers appropriate in light of the nature and materiality of the proposed amendment, in accordance with the relevant provisions of the Operating Framework.
- 1.10 The BBC must comply with the Regulatory Conditions of the Licence in providing the UK Public Services¹². Ofcom must enforce compliance by the BBC with the Regulatory Conditions of the Licence¹³, and in particular Ofcom may consider complaints made to Ofcom by any person, and carry out such investigations as Ofcom considers appropriate¹⁴. Ofcom must also enforce compliance by the BBC with regulatory requirements which apply to the BBC directly through the Charter or the Agreement, or through legislation, such as quotas for independent productions¹⁵, and requirements relating to provision for people who are hearing or visually impaired¹⁶.
- 1.11 If Ofcom is satisfied that the BBC has failed to comply with a regulatory condition of the Licence, and has given the BBC a reasonable opportunity to make representations about the matter, Ofcom may:
 - 1.11.1 direct the BBC (or accept undertakings from the BBC) to take such steps Ofcom consider will remedy the failure to comply, and ensure that the BBC complies with their requirements properly in future;

⁸ Article 20(3)(a) and (b) of the Charter.

⁹ Article 36 of the Charter.

¹⁰ Clause 13(5) of the Agreement provides that before setting an operating licence Ofcom must consult the BBC and any person Ofcom considers appropriate.

¹¹ Article 46(3) of the Charter provides that Ofcom must set an operating licence for the UK Public Services in accordance with the Operating Framework.

¹² Clause 7(2) of the Agreement.

¹³ The regulatory conditions are "specified requirements" under clause 59(b) of the Agreement.

¹⁴ Article 49(1) of the Charter.

¹⁵ Paragraph 6 of Schedule 3 to the Agreement, and Schedule 12 to the Communications Act 2003.

¹⁶ Paragraph 9 of Schedule 3 to the Agreement.

- 1.11.2 serve on the BBC a notice requiring it to pay to Ofcom, within a specified period, a specified penalty up to a maximum of £250,000¹⁷.
- 1.12 Ofcom has made provision in the Operating Framework for how it will exercise its enforcement powers¹⁸.
- 1.13 The BBC is required to publish an annual report for each financial year, which must include (amongst other things) how the BBC delivered the creative remit and its work plan; the BBC's provision for the United Kingdom's nations and regions, including how the BBC delivered the creative remit in the nations and regions; how it has made the BBC's output and services available to the public; and expenditure on the UK Public Television Services by genre¹⁹.
- 1.14 Following receipt of the BBC's annual report, Ofcom also must publish an annual report, setting out how Ofcom has carried out its principal functions under the Charter across the whole of the United Kingdom. This report will include (amongst other things) Ofcom's assessment of the BBC's compliance with the Regulatory Conditions of the Licence²⁰. Ofcom has power to require the BBC to provide information for the purpose of the carrying out by Ofcom of its functions²¹.

The BBC's Mission

- 1.15 The Mission of the BBC²² is to act in the public interest, serving all audiences through the provision of impartial, high-quality and distinctive output and services which inform, educate and entertain.

The BBC's Public Purposes

- 1.16 The Public Purposes of the BBC²³ are as follows:
- 1.16.1 **To provide impartial news and information to help people understand and engage with the world around them:** the BBC should provide duly accurate and impartial news, current affairs and factual programming to build people's understanding of all parts of the United Kingdom and of the wider world. Its content should be provided to the highest editorial standards. It should offer a range and depth of analysis and content not widely available from other United Kingdom news providers, using the highest calibre presenters and journalists, and championing freedom of expression, so that all audiences can engage fully with major local, regional, national, United Kingdom and global issues and participate in the democratic process, at all levels, as active and informed citizens.
- 1.16.2 **To support learning for people of all ages:** the BBC should help everyone learn about different subjects in ways they will find accessible, engaging, inspiring and challenging. The BBC should provide specialist educational content to help support learning for children and teenagers across the United

¹⁷ Article 49(2) to (5) of the Charter and section 198(5) of the Communications Act 2003. Ofcom passes any sums that it receives in payment of a financial penalty to HM Treasury.

¹⁸ <https://www.ofcom.org.uk/consultations-and-statements/category-2/enforcement-bbc-agreement-compliance>

¹⁹ Article 37 of the Charter.

²⁰ Article 50 of the Charter.

²¹ Article 47 of the Charter.

²² Article 5 of the Charter.

²³ Article 6 of the Charter.

Kingdom. It should encourage people to explore new subjects and participate in new activities through partnerships with educational, sporting and cultural institutions.

1.16.3 **To show the most creative, highest quality and distinctive output and services:** the BBC should provide high-quality output in many different genres and across a range of services and platforms which sets the standards in the United Kingdom and internationally. Its services should be distinctive from those provided elsewhere and should take creative risks, even if not all succeed, in order to develop fresh approaches and innovative content.

1.16.4 **To reflect, represent and service the diverse communities of all of the United Kingdom's nations and regions and, in doing so, support the creative economy across the United Kingdom:** the BBC should reflect the diversity of the United Kingdom both in its output and services. In doing so, the BBC should accurately and authentically represent and portray the lives of the people of the United Kingdom today, and raise awareness of the different cultures and alternative viewpoints that make up its society. It should ensure that it provides output and services that meet the needs of the United Kingdom's nations, regions and communities. The BBC should bring people together for shared experiences and help contribute to the social cohesion and wellbeing of the United Kingdom. In commissioning and delivering output the BBC should invest in the creative economies of each of the nations and contribute to their development.

1.16.5 **To reflect the United Kingdom, its culture and values to the world:** the BBC should provide high-quality news coverage to international audiences, firmly based on British values of accuracy, impartiality, and fairness. Its international services should put the United Kingdom in a world context, aiding understanding of the United Kingdom as a whole, including its nations and regions where appropriate. It should ensure that it produces output and services which will be enjoyed by people in the United Kingdom and globally²⁴.

1.17 This Licence sets out Regulatory Conditions to ensure that the BBC continues to provide a mix of key genres and high quality output across television, radio and online, and to ensure that a significant amount of original programming is produced for audiences in the United Kingdom.

1.18 The requirements that we have set for the BBC are designed to ensure that the BBC delivers its Mission and Public Purposes and distinctive output and services. Regulatory conditions previously set by the Trust that deliver this were maintained and increased where appropriate. Other Trust targets were not retained. Where appropriate, new conditions have been set to ensure delivery of these aims.

1.19 These requirements may need to change over time, depending on the ongoing delivery and commitment of the BBC in these areas, or to reflect any real financial constraints on the BBC. These conditions may also be amended if Ofcom considers it appropriate to do so, for example in light of the BBC's performance.

²⁴ The BBC's delivery of its fifth public purpose, reflecting the UK to the world, will be achieved primarily through the BBC World Service. The new operating licence will not cover the BBC World Service; responsibility for setting a licence for the BBC World Service lies with the BBC (clause 34 of the Agreement).

- 1.20 The rest of this Licence (including the Regulatory Conditions) is organised by Public Purpose. The Regulatory Conditions are set out in Schedule 1 to the Licence.
- 1.21 Regulatory Conditions relate either to individual services or, where appropriate, set cross service commitments. It is important to note that many Regulatory Conditions may contribute to more than one Public Purpose. For example, many of the Regulatory Conditions across the Licence contribute to securing the provision of distinctive output and services. A summary of the specific Regulatory Conditions arranged by service is set out in Schedule 3 (this is for reference only).

Purpose (1): Providing impartial news and information to help people understand and engage with the world around them

- 1.22 Ofcom considers that in meeting its Public Purpose of providing impartial news and information to help people understand and engage with the world around them in accordance with its obligations under the Charter the BBC should do the following:
- 1.22.1 provide a significant level of news, current affairs and factual programming across its full range of services and platforms, and seek to reach and serve all audiences with this output;
 - 1.22.2 seek to maintain its coverage of regional, national and international themes and stories within its news, current affairs and factual programming, to enable audiences to develop a broad understanding of what is happening locally, nationally and in the wider world;
 - 1.22.3 continue to provide trusted and reliable information, news, current affairs and factual output to the highest editorial standards;
 - 1.22.4 ensure that it provides adequate links to third party online material, particularly within its news stories, helping to provide its users with a wealth of information while also supporting other providers within the industry. In doing so the BBC should exercise careful judgment about the links that it offers.
- 1.23 Accordingly, Ofcom has imposed Regulatory Conditions on the BBC as set out in Schedule 1, which the BBC must comply with and which Ofcom will enforce.

Purpose (2): Supporting learning for people of all ages

- 1.24 Ofcom considers that in meeting its Public Purpose of supporting learning for people of all ages in accordance with its obligations under the Charter the BBC should do the following:
- 1.24.1 continue to provide a broad range of content across its services, which provide opportunities for all audiences to learn. We expect the BBC to produce informal learning content which covers subjects such as art, music, religion, science, nature, business and history programming. This content should be widely available, and the BBC should endeavour to serve and reach the widest possible audiences with this content via its mainstream television channels, radio stations and websites;
 - 1.24.2 as part of its duty to encourage people to learn about new and different subjects, we expect the BBC to help both adults and children develop skills to explore and navigate the resources it offers across its services, and in particular its online services;

- 1.24.3 ensure that it serves children of all ages, including older children and teenagers, and that it produces engaging and stimulating content for informal learning which is available in the formats and on the services that children use; and
- 1.24.4 play an important role in education and learning in the United Kingdom through partnerships with educational, cultural and sporting organisations. The BBC should share its expertise and resources, including its archive where appropriate, as part of these partnerships with specialist institutions, for the benefit of UK audiences.
- 1.25 Accordingly, Ofcom has imposed Regulatory Conditions on the BBC as set out in Schedule 1, which the BBC must comply with and which Ofcom will enforce.

Purpose (3): Showing the most creative, highest quality and distinctive output and services

- 1.26 The Charter and Agreement define “distinctive output and services”, with reference to creativity and high quality. Article 63 of the Charter, and paragraph 1 of Schedule 2 to the Agreement, defines distinctive output and services as:

“output and services, taken as a whole, that are substantially different to other comparable providers across each and every UK Public Service both in peak time and overall, and on television, radio and online, in terms of-

(a) the mix of different genres and output;

(b) the quality of output;

(c) the amount of original output produced in the UK;

(d) the level of risk-taking, innovation, challenge and creative ambition; and

(e) the range of audiences it serves.”

- 1.27 Ofcom considers that this definition of distinctive output and services, at a high level, covers the important areas the BBC should take into account in meeting its Public Purpose of showing the most creative, highest quality and distinctive output and services in accordance with its obligations under the Charter. Ofcom considers that in delivering distinctive output and services:

1.27.1 in relation to the mix of different genres and output, the BBC should ensure that a range of programming is provided across its television services. It should also secure the amount and prominence of those genres identified as at risk or in decline across public service broadcasting. On its radio services, the BBC should ensure its portfolio of stations offer the broadest variety of output and that the range of musical output on its popular radio services is broader than that of comparable providers;

1.27.2 in relation to the quality of output, the BBC should ensure high quality across the volume of its output, with respect to content, the quality of content production, and the professional skill and editorial integrity applied to that production;

- 1.27.3 in relation to the amount of original output produced in the United Kingdom, the BBC should ensure that a substantial proportion of the programming broadcast on its television services are Original Productions, particularly at Peak Viewing Time. The BBC should also secure an appropriate amount of First-run UK Originations across its television services, ensuring they make up a substantial proportion of Peak Viewing Time. The BBC should contribute to the creative economies of the United Kingdom through its continued investment in originated content;
- 1.27.4 in relation to the level of risk-taking, innovation, challenge and creative ambition, the BBC should continue to take risks in terms of the output it commissions, the range of organisations it commissions from and look to reduce the number of long-running series over time. It should also commission output from a wide range of independent producers to ensure a range of voices and ideas are reflected across its services;
- 1.27.5 in relation to the audience it serves, the BBC should ensure that its output and services cater for the diverse audiences of the United Kingdom, through both through its popular mixed genres services and its more specialist and single purpose services.
- 1.28 Accordingly, Ofcom has imposed Regulatory Conditions on the BBC as set out in Schedule 1, which the BBC must comply with and which Ofcom will enforce.
- 1.29 Due to the complex and interrelated nature of the different aspects of distinctiveness, Ofcom considers that the BBC should set out clearly in its annual plan and creative remit how it will secure the provision of distinctive output and services and how each and every UK Public Service will contribute to this delivery.

Purpose (4): Reflecting, representing and serving the diverse communities of all of the United Kingdom's nations and regions and, in doing so, supporting the creative economy across the United Kingdom

- 1.30 Ofcom considers that in meeting its Public Purpose of reflecting, representing and serving the diverse communities of all of the United Kingdom's nations and regions and, in doing so, supporting the creative economy across the United Kingdom in accordance with its obligations under the Charter the BBC should do the following.

Nations and Regions

- 1.31 In relation to the United Kingdom's nations and regions, the BBC should:
- 1.31.1 accurately represent and authentically portray all audience groups from the nations and regions across its output, services and genres²⁵;
- 1.31.2 distribute its production resources across the United Kingdom ensuring that it supports the creative industries in the nations and regions. This should also

²⁵ "Representation" means the extent to which people and characters appear and "portrayal" means the ways in which these people and characters are depicted. For representation to be accurate we expect the number of people appearing in BBC programmes to broadly reflect the populations of the United Kingdom. We will assess the extent to which people feel authentically portrayed through audience research.

include production across the regions of England and build sustainable growth for the creative industries across the United Kingdom;

- 1.31.3 ensure programming for the nations and regions serves and creates content of interest and of relevance to the people living in the area for which the service is provided. Within Scotland, Wales and Northern Ireland this should include a wide range of genres, including drama, comedy, sports and indigenous language broadcasting; and
- 1.31.4 contribute to social wellbeing through cultural education, awareness and bringing people together for shared experiences.

Diversity

1.32 In relation to diversity, the BBC should:

- 1.32.1 serve and create content of interest and of relevance to all audience groups across the whole of the United Kingdom;
- 1.32.2 reflect the diversity of the United Kingdom's nations and regions appropriately in its output, services and genres. This should include age, disability, gender reassignment, race, religion and belief, sex, sexual orientation and socioeconomic background;
- 1.32.3 accurately represent and authentically portray the diverse communities of the whole of the United Kingdom; and
- 1.32.4 help contribute to social wellbeing through cultural education, awareness and bringing people together for shared experiences.

1.33 Accordingly, Ofcom has imposed Regulatory Conditions on the BBC as set out in Schedule 1, which the BBC must comply with and which Ofcom will enforce.

Schedule 1

Regulatory conditions

- 2.1 Ofcom has set the following Regulatory Conditions which it considers appropriate for requiring the BBC to:
- 2.1.1 fulfil its Mission and promote the Public Purposes;
 - 2.1.2 secure the provision of distinctive output and services; and
 - 2.1.3 secure that audiences in England, Scotland, Wales, and Northern Ireland are well served.
- 2.2 Ofcom has set the Regulatory Conditions in light of its expectations of the BBC as set out in this Licence. The Regulatory Conditions will be regularly reviewed by Ofcom and amended if Ofcom considers it appropriate to do so, including in light of the BBC's performance.
- 2.3 The BBC must comply with the Regulatory Conditions in providing the UK Public Services with effect from [commencement date] and throughout the Licence Period.

Purpose (1): To provide impartial news and information to help people understand and engage with the world around them

- 2.4 In respect of **BBC One**, the BBC must ensure that:
- 2.4.1 it shows news programmes at intervals throughout the day;
 - 2.4.2 in each Calendar Year, the time allocated to news programmes is not less than 1,520 hours, of which not less than 280 hours must be during Peak Viewing Time. For the purpose of this requirement, "news programmes" does not include programmes which are overnight simulcasts of programmes on the BBC News channel; and
 - 2.4.3 in each Calendar Year, the time allocated to current affairs programmes during Peak Viewing Time is not less than 45 hours.
- 2.5 In respect of **BBC One** and **BBC Two** taken together, the BBC must ensure that in each Calendar Year the time allocated to current affairs programmes is not less than 450 hours, of which not less than 106 hours must be during Peak Viewing Time.
- 2.6 In respect of **CBBC**, the BBC must ensure that:
- 2.6.1 it shows news at intervals throughout the day; and
 - 2.6.2 in each Year the time allocated to news is not less than 85 hours.
- 2.7 The BBC must ensure that the **BBC News channel** includes
- 2.7.1 more international news, and
 - 2.7.2 more local/regional news and perspectives

than other main continuous news channels in the United Kingdom.

2.8 In respect of **Radio 1**, the BBC must ensure that:

2.8.1 the time allocated to news during Daytime each weekday is not less than one hour and includes at least two extended bulletins, of which at least one must be in Peak Listening Time; and

2.8.2 it provides regular bulletins during Daytime at weekends.

2.9 In respect of **1Xtra**, the BBC must ensure that:

2.9.1 the time allocated to news during Daytime each weekday is not less than one hour and includes at least two extended bulletins; and

2.9.2 it provides regular bulletins during Daytime at weekends.

2.10 In respect of **Radio 2**, the BBC must ensure that:

2.10.1 the time allocated to news and current affairs programming each week is not less than 17 hours, of which not less than 3 hours must be in Peak Listening Time; and

2.10.2 it provides regular news bulletins.

2.11 In respect of **Radio 3**, the BBC must ensure that it provides news at intervals throughout the day.

2.12 In respect of **Radio 4**, the BBC must ensure that:

2.12.1 the time allocated to news and current affair programmes (including repeats) in each Year is not less than 2,750 hours; and

2.12.2 it provides daily reports of Parliamentary proceedings when Parliament is sitting.

2.13 In respect of **BBC Radio 5 live**, the BBC must ensure that:

2.13.1 in each Year the proportion of its output that is news and current affairs programming is not less than 75%; and

2.13.2 there is extensive coverage of local and general elections, and of elections to the United Kingdom's devolved chambers, as well as regular coverage of European and international politics.

2.14 In respect of **BBC 6 Music**, the BBC must ensure that the time allocated to news in each week is not less than 6 hours.

2.15 In respect of **BBC Asian Network**, the BBC must ensure that the time allocated to news and current affairs programming each week is not less than 24 hours.

2.16 In respect of **BBC Online**, the BBC must ensure that it provides adequate links to material provided by third parties.

Purpose (2): To support learning for people of all ages

- 2.17 In respect of **BBC One**, the BBC must ensure that in each Year the time allocated to music and arts programmes is not less than 45 hours, some of which must be in Peak Viewing Time. For the purpose of this requirement, “music and arts programmes” includes repeats and acquisitions.
- 2.18 In respect of **BBC One** and **BBC Two** taken together, the BBC must ensure that in each Year the time allocated to religious programming is not less than 115 hours, some of which must be in Peak Viewing Time. For the purpose of this requirement, “religious programming” includes repeats and acquisitions.
- 2.19 In respect of **BBC Two**, the BBC must ensure that in each Year the time allocated to music and arts programming is not less than 175 hours, some of which must be in Peak Viewing Time. For the purpose of this requirement, “music and arts programmes” includes repeats and acquisitions.
- 2.20 In respect of **BBC Four**, the BBC must ensure that in each Year the time allocated to new arts and music programmes is not less than 175 hours. For the purpose of this requirement, “new arts and music programmes” includes acquisitions.
- 2.21 In respect of **CBeebies**, the BBC must ensure that in each Year it delivers content in a range of genres which supports pre-school children in their learning.
- 2.22 In respect of **CBBC**, the BBC must ensure that in each Year:
- 2.22.1 the time allocated to drama (including repeats and acquisitions) is not less than 1,000 hours; and
 - 2.22.2 the time allocated to factual programming is not less than 675 hours. For the purpose of this requirement, “factual programming” includes repeats and acquisitions.
- 2.23 In respect of **BBC Alba**, the BBC must ensure that in each week the time allocated to originated programming aimed at those learning the Gaelic language is not less than 5 hours. For the purpose of this requirement, “originated programming”:
- 2.23.1 does not include news;
 - 2.23.2 includes programming first shown on other UK Public Services.
- 2.24 In respect of **Radio 1**, the BBC must ensure that in each Year the number of first-run documentaries is not less than 40. For the purpose of this requirement “first-run documentaries” includes documentaries which have been first broadcast on 1Xtra.
- 2.25 In respect of **1Xtra**, the BBC must ensure that in each Year the number of documentaries is not less than 40. For the purpose of this requirement, “documentaries” includes repeats.
- 2.26 In respect of **Radio 2**, the BBC must ensure that in each Year:
- 2.26.1 the time allocated to arts programming is not less than 100 hours. For the purpose of this requirement, “arts programming” includes repeats;

- 2.26.2 the time allocated to documentaries is not less than 130 hours. For the purpose of this requirement, "documentaries" does not include repeats; and
 - 2.26.3 the time allocated to religious output is not less than 170 hours, and that the output covers a broad range of faiths. For the purpose of this requirement, "religious output" includes repeats.
- 2.27 In respect of **Radio 3**, the BBC must ensure that in each Year:
- 2.27.1 at least 45% of the station's music output consists of live or specially recorded music;
 - 2.27.2 it broadcasts at least 440 live or specially recorded performances;
 - 2.27.3 it commissions at least 25 new musical works (excluding repeats); and
 - 2.27.4 it broadcasts at least 35 new documentaries on arts and cultural topics (excluding repeats).
- 2.28 In respect of **Radio 4**, the BBC must ensure that in each Year:
- 2.28.1 the time allocated to original documentaries (excluding repeats) covering a range of different subjects is not less than 375 hours; and
 - 2.28.2 the time allocated to original religious programming (excluding repeats) is not less than 200 hours.
- 2.29 In respect of **BBC 6 Music**, the BBC must ensure that the time allocated to speech-based features, documentaries and essays each week is not less than 10 hours on average across each Year.
- 2.30 In respect of **BBC Online**, the BBC must deliver content which supports children and teenagers in their formal learning in all parts of the United Kingdom.

Purpose (3): To show the most creative, high quality and distinctive output and services

Original productions

- 2.31 The BBC shall ensure that in each Calendar Year the time allocated to the broadcasting of Original Productions by each UK Public Television Service set out at column I below:
- 2.31.1 is not less than the percentage of the total time allocated to the broadcasting of all the programmes for that service specified in column II; and
- 2.31.2 is not less than the percentage of the total time allocated to the broadcasting of all the programmes for that service in Peak Viewing Time specified in column III.

Column I Service	Column II Original Productions as a percentage of the hours of all programming	Column III Original Productions in Peak Viewing Time as a percentage of the hours of all programming in Peak Viewing Time
BBC One	75%	90%
BBC Two	75%	90%
BBC Four	75%	60%
BBC Parliament	90%	-
BBC News channel	90%	-
CBBC	72%	-
CBeebies	70%	-
BBC Alba	75%	-

First-run UK Originations

- 2.32 In respect of **BBC One**, the BBC must ensure that in each Calendar Year the time allocated to the broadcasting of First-run UK Originations across Daytime and Peak Viewing Time is not less than 4,000 hours.
- 2.33 In respect of **BBC Two**, the BBC must ensure that in each Calendar Year the time allocated to the broadcasting of First-run UK Originations across Daytime and Peak Viewing Time is not less than 2,200 hours.
- 2.34 In respect of **CBBC**, the BBC must ensure that in each Calendar Year the time allocated to the broadcasting of First-run UK Originations across Daytime and Peak Viewing Time is not less than 400 hours.
- 2.35 In respect of **CBeebies**, the BBC must ensure that in each Calendar Year the time allocated to the broadcasting of First-run UK Originations across Daytime and Peak Viewing Time is not less than 100 hours.

Distinctiveness

- 2.36 In respect of **Radio 1**, the BBC must ensure that:
- 2.36.1 in each Year at least 45% of the music in Daytime is from United Kingdom acts;
 - 2.36.2 in each Year at least 50% of the music in Daytime is New Music, of which a significant proportion must come from new and emerging United Kingdom artists;
 - 2.36.3 in each week it broadcasts at least 60 hours of Specialist Music; and
 - 2.36.4 in each Year it broadcasts at least 175 new sessions (excluding repeats) that have been recorded within the previous month; and
 - 2.36.5 the station plays a broader range of music than comparable providers, taking into account both the number of plays and the size of the playlist, at both Peak Listening Time and Daytime.
- 2.37 In respect of **Radio 2**, the BBC must ensure that:
- 2.37.1 in each Year at least 40% of the music in Daytime is from United Kingdom acts;
 - 2.37.2 in each Year at least 20% of the music in Daytime is New Music, of which a significant proportion must come from new and emerging United Kingdom artists;
 - 2.37.3 in each Year it broadcasts at least 260 hours of live music;
 - 2.37.4 in each Year it broadcasts at least 1100 hours of special music programmes; and
 - 2.37.5 the station plays a broader range of music than comparable providers, taking into account both the number of plays and the size of the playlist, at both Peak Listening Time and Daytime.
- 2.38 In respect of **BBC Radio 5 live**, the BBC must ensure that in each Year live commentary, news and other programming is offered on at least 20 sports.

Purpose (4): To reflect, represent and serve the diverse communities of all of the United Kingdom's nations and regions and, in doing so, support the creative economy across the United Kingdom

Programme-making in the nations and regions: network programmes

United Kingdom (outside the M25 area)

- 2.39 The BBC must ensure that in each Calendar Year:
- 2.39.1 at least 50% of the hours of Network Programmes made in the United Kingdom are made in the United Kingdom outside the M25 area;
 - 2.39.2 the Network Programmes that are made in the United Kingdom outside the M25 area (taken together) constitute a suitable range of programmes; and
 - 2.39.3 at least 50% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres outside the M25 area.

England (outside the M25 area)

- 2.40 The BBC must ensure that in each Calendar Year:
- 2.40.1 at least 34% of the hours of Network Programmes made in the United Kingdom are made in England (outside the M25 area); and
 - 2.40.2 at least 34% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres in England (outside the M25 area).

Scotland

- 2.41 The BBC must ensure that in each Calendar Year:
- 2.41.1 at least 8% of the hours of Network Programmes made in the United Kingdom are made in Scotland; and
 - 2.41.2 at least 8% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres in Scotland.

Wales

- 2.42 The BBC must ensure that in each Calendar Year:
- 2.42.1 at least 5% of the hours of Network Programmes made in the United Kingdom are made in Wales; and
 - 2.42.2 at least 5% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres in Wales.

Northern Ireland

- 2.43 The BBC must ensure that in each Calendar Year:
- 2.43.1 at least 3% of the hours of Network Programmes made in the United Kingdom are made in Northern Ireland; and
 - 2.43.2 at least 3% of the Expenditure of the BBC on Network Programmes made in the United Kingdom is referable to programme production at different production centres in Northern Ireland.

Production centres

- 2.44 The different programme production centres to which the Expenditure referred to in conditions 2.39.3, 2.40.2, 2.41.2, 2.42.2 and 2.43.2 is referable must constitute a suitable range of such production centres.

Guidance

- 2.45 In complying with conditions 2.39 to 2.44, the BBC must have regard to any guidance that may be issued by Ofcom.

Programme-making in the nations and regions: radio services

- 2.46 In respect of the **UK Public Radio Services**, the BBC must ensure that in each Year at least one third of relevant Expenditure is incurred outside the M25 area. "Relevant Expenditure" includes Expenditure on first-run originated programming, but does not include Expenditure on news or sport output. For the purpose of this requirement, "first-run originated programming" means programming which is commissioned by or for a UK Public Radio Service and has not previously been broadcast on a radio service in the United Kingdom.
- 2.47 In meeting the requirement in condition 2.46, the BBC must ensure that some of the relevant Expenditure is incurred in respect of each of the following radio services:
- 2.47.1 Radio 1;
 - 2.47.2 Radio 2;
 - 2.47.3 Radio 3;
 - 2.47.4 Radio 4;
 - 2.47.5 BBC Radio 5 live.
- 2.48 In respect of **Radio 3**, the BBC must ensure that in each Year at least 40% of relevant Expenditure is incurred outside the M25 area. For the purpose of this requirement "relevant Expenditure" includes Expenditure on first-run originated programming and Radio 3's allocation of the central orchestras' subsidy but does not include Expenditure on news or sport output.

Programming for the nations and regions

- 2.49 In respect of **BBC One** and **BBC Two** taken together, the BBC must ensure that in each Calendar Year:

- 2.49.1 the time allocated to programmes which are of national or regional interest is not less than 6,300 hours;
 - 2.49.2 those programmes include a suitable range of programmes (including regional news programmes);
 - 2.49.3 not less than 95% of those programmes consist of programmes made in the nation or region in relation to which those programmes are to be of national or regional interest;
 - 2.49.4 not less than 700 hours of those programmes consist of non-news programming in Peak Viewing Time; and
 - 2.49.5 not less than 335 hours of those programmes consist of non-news programming at times immediately preceding or following Peak Viewing Time.
- 2.50 The BBC must ensure that in each Calendar Year the time allocated to programmes which are of national or regional interest in accordance with condition 2.49 includes not less than 4,300 hours of news of national or regional interest to be broadcast at intervals throughout the day on **BBC One**, of which not less than 2,200 hours must be during Peak Viewing Time.
- 2.51 In complying with conditions 2.49 and 2.50, the BBC must have regard to any guidance that may be issued by Ofcom.
- 2.52 In respect of **BBC Parliament**, the BBC must ensure that in each Year the time allocated to proceedings of the Scottish Parliament, Northern Ireland Assembly and Welsh Assembly is not less than 300 hours.
- 2.53 In respect of each **UK Public Radio Service** specified in condition 2.54, the BBC must ensure that in each Year, the proportion of content which is speech content on that service is:
- 2.53.1 on average at least 60% in Core Hours; and
 - 2.53.2 100% at the Breakfast Peak.
- 2.54 The following UK Public Radio Services are specified for the purpose of condition 2.53:
- 2.54.1 each BBC Local Radio service;
 - 2.54.2 BBC Radio Scotland;
 - 2.54.3 BBC Radio nan Gàidheal;
 - 2.54.4 BBC Radio Wales;
 - 2.54.5 BBC Radio Cymru;
 - 2.54.6 BBC Radio Ulster and BBC Radio Foyle.
- 2.55 In condition 2.53 “Core Hours” means 06:00 to 19:00 on Mondays to Fridays, and “Breakfast Peak” means 07:00 to 08:30 on Mondays to Fridays.

England

- 2.56 In respect of each **BBC Local Radio** station, the BBC must ensure that:
- 2.56.1 it provides news and information of particular relevance to the area and communities it serves at intervals throughout the day; and
 - 2.56.2 it provides other content of particular relevance to the area and communities it serves.
- 2.57 In respect of **BBC Local Radio**, the BBC must ensure that in each week the time allocated on each BBC Local Radio station to original, locally-made programming is not less than 95 hours. For the purpose of this requirement, "original, locally-made programming" includes programming shared with neighbouring stations broadcast between 06:00 and 19:00.
- 2.58 The requirement in condition 2.57 shall apply to the following BBC Local Radio stations as though the minimum requirement for original, locally-made programming were the time shown in the corresponding entry.

BBC Local Radio station	Minimum requirement for original, locally-made programmes
BBC Radio Guernsey	80 hours
BBC Radio Jersey	80 hours
BBC Radio Somerset	70 hours

Scotland

- 2.59 In respect of **BBC One Scotland**, the BBC must ensure that in each Calendar Year:
- 2.59.1 the time allocated to news and current affairs programmes is not less than 290 hours; and
 - 2.59.2 the time allocated to non-news programming is not less than 155 hours. For the purpose of this requirement, "non-news programming" includes repeats and acquisitions, and does not include news or current affairs programmes.
- 2.60 In respect of **BBC One Scotland** and **BBC Two Scotland** taken together, the BBC must ensure that it provides a range of genres in its programming that reflects Scotland's culture.
- 2.61 In respect of **BBC Two Scotland**, the BBC must ensure that in each Year the time allocated to non-news programming, including Gaelic language output, is not less than 200 hours. For the purpose of this requirement, "non-news programming":
- 2.61.1 includes repeats and acquisitions;
 - 2.61.2 does not include news;

- 2.61.3 does not include current affairs.
- 2.62 In respect of **BBC Alba**, the BBC must ensure that the service includes live news programmes each weekday evening, including during Peak Viewing Time, and a longer news review at the weekends.
- 2.63 In respect of **BBC Radio Scotland**, the BBC must ensure that:
 - 2.63.1 in each week the time allocated to news and current affairs (including repeats) is not less than 50 hours;
 - 2.63.2 it provides several regional opt-outs each weekday, offering news, sport and information, and some regional opt-out community programming in the evenings; and
 - 2.63.3 it provides content and music of particular relevance to Scotland.
- 2.64 In respect of **BBC Radio nan Gàidheal**, the BBC must ensure that:
 - 2.64.1 it includes news frequently across the day, particularly between 07:00 to 08:30 and 16:00 to 19:00 on Mondays to Fridays and 07:00 to 11:00 on Saturdays and Sundays; and
 - 2.64.2 it provides content and music of particular relevance to Scotland.
- 2.65 In respect of **BBC Online**, the BBC must ensure that:
 - 2.65.1 it provides content in Gaelic; and
 - 2.65.2 it provides dedicated coverage of sport in Scotland.

Wales

- 2.66 In respect of **BBC One Wales**, the BBC must ensure that in each Calendar Year:
 - 2.66.1 the time allocated to news and current affairs programmes is not less than 275 hours; and
 - 2.66.2 the time allocated to non-news programming is not less than 65 hours. For the purpose of this requirement, “non-news programming” includes repeats and acquisitions, and does not include news or current affairs programmes.
- 2.67 In respect of **BBC One Wales** and **BBC Two Wales** taken together, the BBC must ensure that it provides a range of genres in its programming that reflects Wales’s culture.
- 2.68 In respect of **BBC Two Wales**, the BBC must ensure that in each Year the time allocated to non-news programming is not less than 175 hours. For the purpose of this requirement, “non-news programming”:
 - 2.68.1 includes repeats and acquisitions;
 - 2.68.2 does not include news;
 - 2.68.3 does not include current affairs.
- 2.69 In respect of **BBC Radio Wales**, the BBC must ensure that:

- 2.69.1 in each week the time allocated to news and current affairs (including repeats and acquisitions) is not less than 32 hours; and
- 2.69.2 it provides content and music of particular relevance to Wales.
- 2.70 In respect of **BBC Radio Cymru**, the BBC must ensure that:
 - 2.70.1 in each week the time allocated to news and current affairs (including repeats) is not less than 23 hours; and
 - 2.70.2 it provides content and music of particular relevance to Wales.
- 2.71 In respect of **BBC Online**, the BBC must ensure that:
 - 2.71.1 it provides content in Welsh; and
 - 2.71.2 it provides dedicated coverage of sport in Wales.

Northern Ireland

- 2.72 In respect of **BBC One Northern Ireland**, the BBC must ensure that in each Calendar Year:
 - 2.72.1 the time allocated to news and current affairs programmes is not less than 310 hours; and
 - 2.72.2 the time allocated to non-news programming is not less than 90 hours. For the purpose of this requirement, "non-news programming" includes repeats and acquisitions, and does not include news or current affairs programmes.
- 2.73 In respect of **BBC One Northern Ireland** and **BBC Two Northern Ireland** taken together, the BBC must ensure that it provides a range of genres in its programming that reflects Northern Ireland's culture.
- 2.74 In respect of **BBC Two Northern Ireland**, the BBC must ensure that in each Year the time allocated to non-news programming is not less than 60 hours. For the purpose of this requirement, "non-news programming":
 - 2.74.1 includes repeats and acquisitions;
 - 2.74.2 does not include news;
 - 2.74.3 does not include current affairs.
- 2.75 In respect of **BBC Two Northern Ireland**, the BBC must ensure that it provides programming in the Irish and Ulster Scots languages.
- 2.76 In respect of **BBC Radio Ulster** and **BBC Radio Foyle**, the BBC must ensure that:
 - 2.76.1 in each week the time allocated to news and current affairs (including repeats) on Radio Ulster is not less than 35 hours;
 - 2.76.2 in each week the time allocated to news and current affairs (including repeats) on Radio Foyle is not less than 20 hours;
 - 2.76.3 it provides content and music of particular relevance to Northern Ireland; and

2.76.4 in each Year the time allocated to indigenous minority language programming, including Irish and Ulster Scots output, is not less than 240 hours. For the purpose of this requirement, "indigenous minority language programming" includes repeats and acquisitions.

2.77 In respect of **BBC Online**, the BBC must ensure that:

2.77.1 it provides content in Irish and Ulster Scots; and

2.77.2 it provides dedicated coverage of sport in Northern Ireland.

Diversity

2.78 The BBC must report annually on how the UK Public Services as a whole have reflected, represented and served the diverse communities of the whole of the United Kingdom during the previous Year. In particular, the BBC must demonstrate how it has:

2.78.1 had regard to the range of the diverse communities of the whole of the United Kingdom. This should include age, disability, gender reassignment, race, religion and belief, sex, sexual orientation and socioeconomic background;

2.78.2 served and delivered content for the range of the diverse communities of the whole of the United Kingdom;

2.78.3 accurately represented the diverse communities of the whole of the United Kingdom;

2.78.4 authentically portrayed the diverse communities of the whole of the United Kingdom; and

2.78.5 raised awareness of the different cultures and alternative viewpoints of the diverse communities of the whole of the United Kingdom.

2.79 The BBC must measure and report annually on audience satisfaction during the previous Year with the reflection, representation and serving of the diverse communities of the whole of the United Kingdom across the UK Public Services as a whole, with particular regard to first-run content across all genres. This must include audience satisfaction in the following areas:

2.79.1 how the BBC represents, portrays and serves diverse audiences;

2.79.2 how the BBC reflects the whole of the United Kingdom population on-screen and on-air, with particular regard to first-run content across all genres; and

2.79.3 how the BBC raises awareness of different cultures and viewpoints.

2.80 Where in any particular Year the BBC's measurement of audience satisfaction under condition 2.79 indicates that specific audience groups are dissatisfied with the BBC's performance in these areas, the BBC must:

2.80.1 identify in its report under condition 2.79 for that Year the steps that it will take to seek to improve audience satisfaction among those particular audience groups; and

- 2.80.2 include in its report under condition 2.79 for the following Year an account of the steps it has taken and the effect that those steps have had on audience satisfaction in those particular audience groups.
- 2.81 The BBC must establish and comply with a code of practice, approved by Ofcom, setting out the steps the BBC will take when commissioning content across all genres to ensure that such content accurately represents, authentically portrays and reflects the diverse communities of the whole of the United Kingdom.

Schedule 2

Definitions and interpretation

3.1 In this Licence, unless the context requires otherwise:

“the Agreement” means the agreement between the Secretary of State for Culture, Media and Sport and the BBC made on 7 December 2016;

“the BBC” means the British Broadcasting Corporation;

“BBC One Northern Ireland” means the version of BBC One for Northern Ireland;

“BBC One Scotland” means the version of BBC One for Scotland;

“BBC One Wales” means the version of BBC One for Wales;

“BBC Two Northern Ireland” means the version of BBC Two for Northern Ireland;

“BBC Two Scotland” means the version of BBC Two for Scotland;

“BBC Two Wales” means the version of BBC Two for Wales;

“Breakfast Peak” has the meaning set out in condition 2.55;

a **“Calendar Year”** means a period of 12 months starting on 1 January, with the first such period starting on 1 January 2018;

“the Charter” means the Royal Charter for the continuance of the BBC for the period ending on 31 December 2027;

“Core Hours” has the meaning set out in condition 2.55;

“Daytime” means:

- (a) 06:00 to 18:00 in relation to a UK Public Television Service;
- (b) 06:00 to 19:00 on Mondays to Fridays and 08:00 to 14:00 on Saturdays and Sundays in relation to a UK Public Radio Service;

“Expenditure”, in relation to a programme, means:

- (a) expenditure which constitutes an investment in or is otherwise attributable to the making of the programme, or
- (b) expenditure on the commissioning or other acquisition of the programme or on the acquisition of a right to include it in a service or to have it broadcast;

“First-run UK Originations” means programmes which

- (a) are commissioned by or for a UK Public Television Service, and
- (b) have not previously been shown on television in the United Kingdom;

“the Licence Period” means the period from [commencement date] to 31 December 2027;

“the M25 Area” means the area the outer boundary of which is represented by the London Orbital Motorway (M25);

“Network Programmes” means programmes made for viewing on any of the UK Public Television Services, other than programmes made for viewing only on a variation of such a service that relates to one of the following: (a) Northern Ireland; (b) Scotland; (c) Wales; (d) any region of England;

“New Music” means:

- (a) music which has never been released, either by physical release or by download release;
- (b) music which has been released within the previous month, either by physical release or by download release or by both. In cases where the date of physical release is different from the date of download release, the earlier date shall be deemed to be the date of release;

“Ofcom” means the Office of Communications established under the Office of Communications Act 2002;

“Original Productions”, in relation to the UK Public Television Services taken together, has the same meaning that is specified by the Broadcasting (Original Productions) Order 2004 or any subsequent order under section 278(6) of the Communications Act 2003 in relation to a licensed public service channel;

“Peak Listening Time” means 06:00 to 10:00 and 16:00 to 19:00 on Mondays to Fridays, and 07:00 to 11:00 on Saturdays and Sundays;

“Peak Viewing Time” means 18:00 to 22:30;

“the Public Purposes” means the public purposes of the BBC as set out in Article 6 of the Charter;

“the Regulatory Conditions” means the regulatory conditions in Schedule 1 of the Licence, as amended by Ofcom from time to time;

“Specialist Music” means music which appeals to specific groups of listeners, and focuses on a specific genre of music or on cutting edge music from a range of genres;

“the UK Public Radio Services” means those UK Public Services which consist of radio programme services, and **“UK Public Radio Service”** means any of those services;

“the UK Public Services” means the services included in the list maintained and published by the BBC under Part 1 of Schedule 1 to the Agreement, as amended by the BBC from time to time;

“the UK Public Television Services” means those UK Public Services which consist of television programme services, and **“UK Public Television Service”** means any of those services;

a “**Year**” means a period of 12 months starting on 1 April, with the first such period starting on 1 April 2018.

- 3.2 Terms used in this Schedule have the same meaning as in the Charter and the Agreement, unless the context requires otherwise.
- 3.3 Words importing the masculine gender include the feminine and vice versa.
- 3.4 Words in the singular include the plural.
- 3.5 References to particular legislation should be read as referring to that legislation as amended or re-enacted from time to time.
- 3.6 Headings are for convenience only and do not form part of the Regulatory Conditions.

Schedule 3

Summary of regulatory conditions

4.1 This Schedule is a reference guide only.

4.2 This is a summary of the Regulatory Conditions applying to each service. The full and authoritative text of each relevant Regulatory Condition is set out in Schedule 1.

Name of service	Summary of Regulatory Condition	Regulatory Condition number
BBC One	News programmes at intervals throughout the day	2.4.1
BBC One	Calendar Year quota for news (1,520 hours) and news in Peak (280 hours)	2.4.2
BBC One	Calendar Year quota for current affairs in Peak (45 hours)	2.4.3
BBC One	Annual quota for music and arts programmes in Peak (45 hours)	2.17
BBC One	Calendar Year quota for Original Productions as a percentage of the hours of all programming (75%), and as a percentage of all programming in Peak (90%)	2.31
BBC One	Calendar Year quota for First-run UK Originations across Daytime and Peak (4,000 hours)	2.32
BBC One and BBC Two	Calendar Year quota for current affairs programmes (450 hours, of which 106 hours must be during Peak)	2.5
BBC One and BBC Two	Annual quota for religious programming (115 hours, some of which must be during Peak)	2.18
BBC One and BBC Two	Calendar Year quota for programmes of national or regional interest (6,300 hours), to include <ul style="list-style-type: none"> • a suitable range of programmes; • not less than 95% made in relevant nation or region; • 700 hours of non-news programming in Peak; • 335 hours of non-news programming immediately preceding or following Peak; • a specific requirement for BBC One to broadcast at least 4,300 hours of news of national or regional interest at intervals throughout the day, of which 2,200 hours must be during Peak. 	2.49; 2.50
BBC Two	Annual quota for music and arts programming (175 hours, some of which must be during Peak)	2.19
BBC Two	Calendar Year quota for Original Productions as a percentage of the hours of all programming (75%), and as a percentage of all programming in Peak (90%)	2.31

BBC Two	Calendar Year quota for First-run UK Originations across Daytime and Peak (2,200 hours)	2.33
BBC One Scotland	Calendar Year quota for news and current affairs programmes (290 hours) and non-news programmes (155 hours)	2.59
BBC One Scotland and BBC Two Scotland	Range of genres in programming that reflects Scotland's culture	2.60
BBC Two Scotland	Annual quota for non-news programming, including Gaelic output (200 hours)	2.61
BBC One Wales	Calendar Year quota for news and current affairs programmes (275 hours) and non-news programmes (65 hours)	2.66
BBC One Wales and BBC Two Wales	Range of genres in programming that reflects Wales's culture	2.67
BBC Two Wales	Annual quota for non-news programming (175 hours)	2.68
BBC One Northern Ireland	Calendar year quota for news and current affairs programmes (310 hours) and non-news programmes (90 hours)	2.72
BBC One Northern Ireland and BBC Two Northern Ireland	Range of genres in programming that reflects Northern Ireland's culture	2.73
BBC Two Northern Ireland	Annual quota for non-news programming (60 hours)	2.74
BBC Two Northern Ireland	Programming in Irish and Ulster Scots	2.75
BBC Four	Annual quota for new arts and music programmes (175 hours)	2.20
BBC Four	Calendar Year quota for Original Productions as a percentage of the hours of all programming (75%), and as a percentage of all programming in Peak (60%)	2.31
CBeebies	Annual delivery of content in range of genres that supports pre-school children in their learning	2.21
CBeebies	Calendar Year quota for Original Productions as a percentage of the hours of all programming (70%)	2.31
CBeebies	Calendar Year quota for First-run UK Originations across Daytime and Peak (100 hours)	2.35
CBBC	News programmes at intervals throughout the day	2.6.1
CBBC	Annual quota for news programmes (85 hours)	2.6.2

CBBC	Annual quota for drama (1,000 hours)	2.22.1
CBBC	Annual quota for factual programming (675 hours)	2.22.2
CBBC	Calendar Year quota for Original Productions as a percentage of the hours of all programming (72%)	2.31
CBBC	Calendar Year quota for First-run UK Originations across Daytime and Peak (400 hours)	2.34
BBC News channel	More international news and more local/regional news and perspectives than other main continuous news channels in the UK	2.7
BBC News channel	Calendar Year quota for Original Productions as a percentage of the hours of all programming (90%)	2.31
BBC Parliament	Calendar year quota for Original Productions as a percentage of the hours of all programming (90%)	2.31
BBC Parliament	Annual quota for coverage of proceedings of the Scottish Parliament, Northern Ireland Assembly and Welsh Assembly (300 hours)	2.52
BBC Alba	Weekly quota for originated programming for learners of the Gaelic language (5 hours)	2.23
BBC Alba	Calendar Year quota for Original Productions as a percentage of the hours of all programming (75%)	2.31
BBC Alba	Live news programmes each weekday evening, including during Peak, and a longer news review at weekends	2.62
UK Public Television Services (Network Programmes)	Calendar Year quota for network programmes made outside the M25 area (50% of hours of network programmes made in the UK; 50% of expenditure of BBC on network programmes made in the UK; suitable range of network programmes to be made outside the M25 area)	2.39; 2.44
UK Public Television Services (Network Programmes)	Calendar Year quota for network programmes made in England (outside M25 area) (34% of hours of network programmes made in the UK; 34% of BBC expenditure on network programmes made in the UK, at a suitable range of different production centres)	2.40; 2.44
UK Public Television Services (Network Programmes)	Calendar year quota for network programmes made in Scotland (8% of hours of network programmes made in the UK; 8% of BBC expenditure on network programmes made in the UK, at a suitable range of different production centres in Scotland)	2.41; 2.44

UK Public Television Services (Network Programmes)	Calendar year quota for network programmes made in Wales (5% of network programmes made in the UK; 5% of BBC expenditure on network programmes made in the UK, at a suitable range of different production centres in Wales)	2.42; 2.44
UK Public Television Services (Network Programmes)	Calendar year quota for network programmes made in Northern Ireland (3% of network programmes made in UK; 3% of BBC expenditure of network programmes that are made in the UK, at a suitable range of different production centres in Northern Ireland)	2.43; 2.44
Radio 1	Daily quota for news programmes (1 hour), including two extended bulletins with one in Peak	2.8.1
Radio 1	News programmes at regular intervals throughout the daytime at weekends	2.8.2
Radio 1	Annual quota of first-run documentaries (40 hours)	2.24
Radio 1	Annual quota for music in Daytime from UK acts (45%)	2.36.1
Radio 1	Annual quota for New Music in Daytime (50%), with a significant proportion from new and emerging UK artists	2.36.2
Radio 1	Weekly quota for Specialist Music (60 hours)	2.36.3
Radio 1	Annual quota for new sessions (175)	2.36.4
Radio 1	Broader range of music (number of plays and size of playlist) than comparable providers during Peak and Daytime	2.36.5
1Xtra	Quota for news during weekday Daytime (1 hour, including two extended bulletins)	2.9.1
1Xtra	Bulletins at regular intervals during Daytime at weekends	2.9.2
1Xtra	Annual quota for number of documentaries (40)	2.25
Radio 2	Weekly quota for news and current affairs programming (17 hours, with 3 hours in Peak)	2.10.1
Radio 2	Regular news bulletins	2.10.2
Radio 2	Annual quota for arts programming (100 hours)	2.26.1
Radio 2	Annual quota for documentaries (130 hours)	2.26.2
Radio 2	Annual quota for religious output for broad range of faiths (170 hours)	2.26.3
Radio 2	Annual quota for music from UK acts during Daytime (40%)	2.37.1

Radio 2	Annual quota for New Music in Daytime (20%), with a significant proportion from new and emerging UK artists	2.37.2
Radio 2	Annual quota for live music (260 hours)	2.37.3
Radio 2	Annual quota for special music programmes (1,100 hours)	2.37.4
Radio 2	Broader range of music (number of plays and size of playlist) than comparable providers during Peak and Daytime	2.37.5
Radio 3	News intervals throughout the day	2.11
Radio 3	Annual quota for live or specially recorded music (45%)	2.27.1
Radio 3	Annual quota for live or specially recorded performances (440)	2.27.2
Radio 3	Annual quota for commissions of new musical works (25)	2.27.3
Radio 3	Annual quota for new documentaries on arts and cultural topics (35)	2.27.4
Radio 3	Annual quota for relevant expenditure incurred outside the M25 area (40%)	2.48
Radio 4	Annual quota for news and current affairs programmes (2,750 hours)	2.12.1
Radio 4	Daily reports of Parliamentary proceedings when Parliament is sitting	2.12.2
Radio 4	Annual quota for original documentaries covering range of subjects (375 hours)	2.28.1
Radio 4	Annual quota for original religious programming (200 hours)	2.28.2
BBC Radio 5 live	Annual quota for news and current affairs programming (75% of output)	2.13.1
BBC Radio 5 live	Extensive coverage of elections (local, general, and the devolved chambers) and regular coverage of European and international politics	2.13.2
BBC Radio 5 live	Annual quota for live commentary, news and other programming on 20 sports	2.38
BBC 6 Music	Weekly quota for news (6 hours)	2.14
BBC 6 Music	Weekly quota for speech-based features, documentaries and essays (10 hours, on average across each Year)	2.29
BBC Asian Network	Weekly quota for news and current affairs programming (24 hours)	2.15
BBC Radio Scotland	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53

BBC Radio Scotland	Weekly quota for news and current affairs (50 hours)	2.63.1
BBC Radio Scotland	Several regional opt-outs each weekday, and some regional opt-out community programming in evenings	2.63.2
BBC Radio Scotland	Content and music of particular relevance to Scotland	2.63.3
BBC Radio nan Gàidheal	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53
BBC Radio nan Gàidheal	News frequently across the day	2.64.1
BBC Radio nan Gàidheal	Content and music of particular relevance to Scotland	2.64.2
BBC Radio Wales	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53; 2.60; 2.61
BBC Radio Wales	Weekly quota for news and current affairs (32 hours)	2.69.1
BBC Radio Wales	Content and music of particular relevance to Wales	2.69.2
BBC Radio Cymru	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53
BBC Radio Cymru	Weekly quota for news and current affairs (23 hours)	2.70.1
BBC Radio Cymru	Content and music of particular relevance to Wales	2.70.2
BBC Radio Ulster and BBC Radio Foyle	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53
BBC Radio Ulster and BBC Radio Foyle	Weekly quota for news and current affairs (including repeats) (35 hours for BBC Radio Ulster, 20 hours for BBC Radio Foyle)	2.76.1
BBC Radio Ulster and BBC Radio Foyle	Content and music of particular relevance to NI	2.76.3
BBC Radio Ulster and BBC Radio Foyle	Annual quota for indigenous minority language programming, including Irish and Ulster Scots (240 hours)	2.76.4
BBC Local Radio (each station in England)	News and information of particular relevance to the area and communities at intervals throughout the day, other content of particular relevance	2.56
BBC Local Radio (each station in England)	Weekly quota for original, locally-made programming (95 hours), with exceptions for BBC Radio Guernsey; BBC Radio Jersey; and BBC Radio Somerset	2.57; 2.58

Each BBC Local Radio service	Annual quota for speech content (60% in core hours; 100% at breakfast peak)	2.53
UK Public Radio Services	Annual quota on relevant expenditure incurred outside the M25 area (33.3% of relevant expenditure, with some incurred in respect of Radio 1, Radio 2, Radio 3, Radio 4, and BBC Radio 5 live services)	2.46; 2.47
BBC Online	Adequate links to material provided by third parties	2.16
BBC Online	Content that supports children and teenagers in their formal learning in all parts of the UK	2.30
BBC Online	Content in Gaelic	2.65.1
BBC Online	Dedicated coverage of sport in Scotland	2.65.2
BBC Online	Content in Welsh	2.71.1
BBC Online	Dedicated coverage of sport in Wales	2.71.2
BBC Online	Content in Irish and Ulster Scots	2.77.1
BBC Online	Dedicated coverage of sport in NI	2.77.2
UK Public Services (Diversity)	Annual report demonstrating how BBC has had regard to, served and delivered content for, accurately represented, authentically portrayed, and raised awareness of the different cultures and alternative viewpoints of the diverse communities of the whole of the UK	2.78
UK Public Services (Diversity)	Compliance with a commissioning code of conduct, to ensure accurate representation, authentic portrayal and reflection of the diverse communities of the whole of the UK	2.81
UK Public Services (Diversity)	Annual measuring and report on audience satisfaction on how the BBC represents, portrays and serves diverse audiences, and identifying steps it will take to improve audience satisfaction in particular amongst any dissatisfied audience groups	2.79; 2.80

Schedule 4

The UK Public Services

5.1 The Licence applies to the BBC's UK Public Services. These are the services included in the list maintained and published by the BBC under Part 1 of Schedule 1 to the Agreement, as amended by the BBC from time to time. A material change to the UK Public Services may require the list to be amended.

5.2 The Agreement specifies the initial list of UK Public Services²⁶. We have reproduced that list here for ease of reference:

(1) As television services designed for audiences across the United Kingdom:

- (a) BBC One: a mixed-genre channel, with versions for Scotland, Wales and Northern Ireland and variations for English regions and the Channel Islands, providing a very broad range of programmes to a mainstream audience;
- (b) BBC Two: a mixed-genre channel, with versions for Scotland, Wales and Northern Ireland, carrying a broad range of programmes for a mainstream audience, but with a particular focus on factual programmes, innovative comedy and drama;
- (c) BBC Four: a channel providing an intellectually and culturally enriching alternative to mainstream programming on other BBC channels;
- (d) CBeebies: a channel providing a range of programming to educate and entertain very young children;
- (e) CBBC: a mixed-schedule channel for pre-teen children;
- (f) BBC News: a rolling news channel providing news, analysis and other international programmes;
- (g) BBC Parliament: a channel providing substantial live coverage of debates and committees of the United Kingdom's Parliaments and Assemblies, and other political coverage; and
- (h) BBC Red Button: interactive digital content including news and other information, both freestanding and in support of the other linear services but also providing an access and navigation point for non-linear BBC content.

(2) As radio services designed for audiences across the United Kingdom:

- (a) Radio 1: principally a popular music services aimed at young audiences, with a commitment to the best new music, but also containing significant speech output;
- (b) 1Xtra: a service of contemporary black music, with a focus on new and live music, alongside significant speech output for young audiences;
- (c) Radio 2: a service providing a broad range of popular and specialist music and speech output including news, current affairs and factual programming;
- (d) Radio 3: a service centred on classical music, alongside other music and art forms and speech output, and with a strong focus on live and specially recorded music;
- (e) Radio 4: a speech-based service including news, current affairs, factual programmes, drama, readings and comedy;

²⁶ Paragraph 1(2) and paragraph 2 of Part 1, Schedule 1 to the Agreement.

- (f) BBC 4 Extra: a speech-based service offering comedy, drama and readings, mainly from the BBC archive;
 - (g) BBC Radio 5 live: 24-hour coverage of news and sport;
 - (h) BBC Radio 5 live sports extra: a part-time extension to BBC Radio 5 live providing additional live coverage of sporting events;
 - (i) BBC 6 Music: a service of popular music outside the current mainstream, together with speech output which provides context for that music; and
 - (j) BBC Asian Network: a service bringing a wide range of news, music and factual programming to audiences of British Asians.
- (3) As television and radio services designed primarily for audiences in particular parts of the United Kingdom:
- (a) BBC Radio Scotland: a radio service available throughout Scotland, with a mixed schedule of music and speech output;
 - (b) BBC Radio nan Gàidheal: a radio service of programming in the Gaelic language in Scotland;
 - (c) BBC Radio Wales: a radio service available throughout Wales, with a mixed schedule of music and speech output in the English language;
 - (d) BBC Radio Cymru: a radio service available throughout Wales with programming in the Welsh language;
 - (e) BBC Radio Ulster and BBC Radio Foyle: a radio service with a mixed schedule of music and speech output, in which BBC Radio Ulster is available throughout Northern Ireland except that at certain times BBC Radio Foyle is provided instead to audiences in the western parts of Northern Ireland;
 - (f) BBC Local Radio: a number of local radio services for audiences in different parts of England and the Channel Islands, providing a mixture of music and speech output; and
 - (g) BBC Alba: a mixed-genre television channel for Gaelic speakers and those interested in the Gaelic language and culture, provided by the BBC in partnership with MG Alba.
- (4) As online services designed for users across the United Kingdom, BBC Online: a comprehensive online content service, with content serving the whole range of the BBC's Public Purposes and including the BBC's news and sports websites, BBC iPlayer and BBC Three for younger adult audiences.

Agenda Item 5.1

Dear Ms. Jenkins,

I am writing to you regarding the Save Womanby Street campaign. It is vital that we protect the music and culture that define Cardiff, at the heart of which are the music venues in Womanby Street.

Recent developments have highlighted the danger that our remaining venues could face, if residential properties are allowed to be built next door to existing music venues.

Cardiff Council could and should protect Womanby Street as a specific area of cultural significance. The Local Development Plan can include this, enabling protection for the existing venues. I understand that the council need to ensure there are sufficient homes for a growing population, but there are numerous alternative sites available within the city.

One only has to visit Womanby Street during a music festival to see the range of different people to whom music is important, from grandparents, to students, to parents pushing baby buggies. People in attendance are not only from the residential population of Cardiff but from surrounding areas as well as countries as far away as Canada.

Additionally, these visitors have a knock-on positive effect on the city's economic outlook, as they also spend money in hotels, shops and restaurants whilst attending music events. A recent survey by UK Music identified a total direct and indirect spend of a £52 million generated in Cardiff from music tourism in 2015, with a total of 741 full time jobs generated from same.

I hope that as Chair of the Culture, Welsh Language and Communications Committee you will be able to raise this concern about Womanby Street, protecting an important area for the enjoyment of the residential population and visitors for years to come.

Please help to retain Cardiff as the capital of the land of song, not apartments.

I look forward to your reply. Thank you.

Yours sincerely,
Beverly Francis B.A.

Pwyllgor Diwylliant, y Gymraeg
a Chyfathrebu
Culture, Welsh Language and
Communications Committee
CWLC(5)-14-17 PTN?

Agenda Item 5.2

Bethan Jenkins AC
Cadeirydd
Pwyllgor Diwylliant, y Gymraeg a Chyfathrebu
Cynulliad Cenedlaethol Cymru
Bae Caerdydd
Caerdydd
CF99 1NA

25 Ebrill 2017

Par. Y Darlun Mawr - Safbwyntiau cychwynol y Pwyllgor ar Ddarlledu yng Nghymru

Dear Bethan

I would like to take this opportunity to thank you and your committee for your insightful report about broadcasting and media in Wales, and in particular your recommendations relating to S4C's services.

We greatly appreciate the Committee's recommendations regarding S4C funding and the visibility of public service broadcasters on the Electronic Programme Guides.

In your letter of February 23, you asked us to let you know should we have any concerns in respect of the recommendation regarding the presentation of S4C's Annual Report and Statement of Accounts before the National Assembly. I would like to formally confirm that we have no concerns regarding the recommendation, and indeed we welcome the opportunity to discuss our report with members.

I look forward to meeting you again soon when we will have a further opportunity to discuss issues related to the future of S4C with your Committee on May 18th.

Yours sincerely

HUW JONES
Cadeirydd S4C



Uned 2, Cibyn, Caernarfon, Gwynedd LL55 3AW

Bethan Jenkins AM
Chair
Culture, Welsh Language and Communications Committee
The National Assembly for Wales
Cardiff Bay
Cardiff CF99 1NA

27 April 2017

Dear Chair

We are writing in response to the publication by S4C earlier this month of the document 'Pushing the Boundaries'.

As this document appeared subsequent to our evidence session and previous written submissions, we wanted to highlight the fact that in our opinion S4C has outlined a compelling case for genuinely sustainable funding.

S4C has set out clearly its ambitions to be a truly high-class media content service, taking the Welsh language further into the twenty-first century across as many platforms as possible. It is also a major factor in achieving the Welsh Government's own ambition of having one million Welsh speakers by 2050. To accomplish this, S4C needs a significant increase in funding, for two reasons.

First, the document states that an additional £6m per annum is needed to allow the channel to be present on a variety of platforms, in order to be where its audience is, and to continue to make its Welsh language content as relevant as possible.

As was discussed at our evidence session, content from an organisation such as S4C always needs to be professionally produced, in order to maintain the attention of the viewer and to ensure that any piece of content represents S4C at its best. Equally, in the online space, any piece of content attributed to a media content organisation must be representative of the quality and originality of its output. As the document says: *'a major step-change is still needed to provide truly original, engaging digital first short-form content, such as themed shorts or series of webisodes'* (p32).

Secondly, as the document again highlights, S4C's average cost per hour is already way below that of other broadcasters, and that has been achieved by the independent production sector making efficiencies and taking advantage of some falls in the price of technology. However, we are now at the stage where there is more demand for content that works on high-quality

broadcasts such as HD and UHD, and therefore, we could well be seeing an upward rather than a continued downward trend in the cost of production.

“Even leaving aside such factors, S4C’s own figures show that its content budget is currently forecast to reduce in cash terms over the coming years. Additional investment will be need to halt that reduction and significantly to counter the effects of inflation. S4C’s document states that due to inflation: *‘incremental annual increases from c.£2m in year one up to c.£9m in year five will be needed to halt the real-terms decline in the content budget over the next five years’* (p30).”

There is also the need to drive down repeats from the current 58% on the linear channel, up from 54% in 2010. As S4C’s document points out, this is far in excess of repeat rates on BBC1 and ITV1, which Ofcom put at 23% and 28% respectively in 2016.

With independent research showing that every £1 S4C spends into the Welsh economy generates £2.09 of value, taking this step would create a valuable boost in terms of jobs and sustainable businesses at a time when we face increasing economic uncertainty.

We would therefore urge the Committee to support TAC’s proposal that the channel’s public income be increased by a sum equivalent to 10% of its total public funding from DCMS and TV Licence Fee combined. This 10% should be ***in addition*** to the £6m which S4C’s document states is required for it to be across all platforms, with the increase therefore approximately £14.3m in the first year.

The resulting additional funds for S4C would need to be future-proofed against further rises in inflation.

We hope you find these further thoughts of interest, and as always, we would be happy to provide further input if the Committee so desires.

Yours sincerely

A handwritten signature in black ink that reads "Iestyn Garlick". The signature is written in a cursive style with a long, sweeping underline.

Iestyn Garlick, Chair