



## Welsh Language Scheme

April 2014

1. This document reviews progress towards achieving the recommendations adopted following the review of the Welsh Language Scheme.
2. It takes into account the response of the Welsh Language Commissioner to SNAP Cymru's recent annual reports which in general praised the organisation's work in this field but emphasised the need to mainstream it.  
It also takes account of legislative developments based on the Welsh Language Act [Wales] 2011 specifically:
  - Establishing statutory standards in the fields of service delivery, policy making, operations and record keeping which will replace Language Schemes.
  - Requiring public bodies in receipt of £400,000 or more of public money to conform with the standards.  
At present, the Welsh Government is consulting on standards and has set a timetable for standards investigations:
  - Local Authorities and Health Boards are being prioritised and the subject of standards investigations at present. This will affect SNAP Cymru in view of the fact that it will influence establishments in receipt of grant aid.
  - SNAP Cymru has been informed that a standards investigation will be held in May, 2015.  
It was adopted by the Equality and Welsh Language Task Group in its meeting on October 2<sup>nd</sup>, 2013, the Senior Leadership Team on December 3<sup>rd</sup> 2013, and presented to the National Executive Council on January 25<sup>th</sup>, 2014. It is reviewed and amended regularly based on developments.

Recommendation	Review of Progress	Further Action	By Whom	By When
<b>1. Discussions should be undertaken with Local Authority Officers concerning their expectations on SNAP Cymru in the context of the statutory standards.</b>	Although two request were made for this and a questionnaire provided the information was not forthcoming.	Postpone until Local Authorities have undertaken standards investigations and received compliance notices.	Training Unit	2015

Recommendation	Review of Progress		By Whom	By When
<p><b>2. A structured scheme comprising ambitious targets, which will include recruitment considerations and training arrangements for employed staff and volunteers, should be established based on the analysis of the staff skills questionnaire, in order to develop a bilingual workforce.</b></p>	<p>A scheme has been produced- see Appendix 1.</p>			
<p><b>3. A review of the language skills of staff should be undertaken every three years in order to track progress in establishing a bilingual workforce against the baseline established through the 2010 review.</b></p>	<p>.A further review was undertaken in 2013.</p>	<p>Undertake a further review.</p>	<p>Training Unit</p>	<p>December, 2016</p>
<p><b>4. Across the whole range of the organisation's services, users should be encouraged to ask for services through the medium of Welsh, establishing arrangement to refer them to appropriate members of staff.</b></p>	<p>There have been significant developments in this respect. The recently revised information leaflets are bilingual. The services of the Support Centre are offered bilingually. The Website is being developed to be fully bilingual and will not in the future Google's service.</p>	<p>Complete translating the Website and undertake a launch.</p>	<p>Simon Westaway</p>	<p>April 2014</p>

Recommendation	Review of Progress	Further Action	By Whom	By When
<p><b>5. It should be ensured that matters concerning the Welsh language play a prominent role in the organisation's induction and training procedures. This should include training staff to provide language awareness training.</b></p>	<p>See recommendation 2.</p>	<p>See recommendation 2.</p>		
<p><b>6. An audit of translation requirements across the organisation should be undertaken and a work programme prioritised.</b></p>	<p>Some initial work was commissioned but not completed.</p>	<p>Complete the audit. Arrange the translating.</p>	<p>Simon Westaway</p>	<p>Ebrill, 2014 On-going</p>
<p><b>7. As part of assessing the impact on equality, the language implications of all policies and procedures should be assessed.</b></p>	<p>A comprehensive review of policies and procedures was undertaken and action taken to mitigate any negative effects through implementing adjustments where so identified.</p>	<p>Include reviewing revised and new policies and procedures as a permanent item on the Equality and Welsh Language Task Group's Agenda.</p>	<p>Simon Westaway</p>	<p>On-going</p>
<p><b>8. It should be ensured that procedures are in place to monitor performance against the targets seen in the Welsh Language Scheme.</b></p>	<p>See Appendix 2.</p>		<p>Rhys Wyn Parri</p>	<p>Annually</p>

<b>Recommendation</b>	<b>Review of Progress</b>	<b>Further Action</b>	<b>By Whom</b>	<b>By When</b>
<b>9. A champion should be identified from amongst the Board of Trustees with the role of promoting the use of the Welsh language across the organisation.</b>	A champion was identified.	Regularly update the Champion of developments.	Rhys Wyn Parri	On-going
<b>10. Welsh Language Commissioner annual reports.</b>	As the Welsh Language Board, and its successor the Welsh Language Commissioner, are content with the organisation utilising this document for planning and review purposes, and due to the imminent demise of Welsh Language Schemes, the scheme was not rewritten.	Adopt this Scheme as a document to take the place of the current Welsh Language Scheme. Present the Scheme to the Welsh Language Commissioner for formal approval. Use this document for reporting to the Language Commissioner.	SLT Trustees  Rhys Wyn Parri Rhys Wyn Parri	December, 2013  Gwanwyn, 2014  Blynyddol Annually
<b>11. Possibilities should be considered as regards Estyn Llaw's grants for the 2011/2012 Financial Year.</b>	A successful bid was made for Estyn Llaw funding during the 2011/2012 financial year which enabled the organisation to establish the infrastructure for a bilingual Telephone Help Line.	Be aware of future opportunities, as regards this and other sources, and present bids if appropriate.	Caroline Rawson	On-going
<b>12. The Equality and Welsh Language should monitor progress against achieving these recommendations regularly.</b>	This has been achieved.	To continue to place this matter on the agenda for meetings.	Rhys Wyn Parri	On-going

## Appendix 1

### Workforce Development Plan: September, 2011

#### 1. Welsh Language Scheme Action Plan

The Action Plan, produced following a review of SNAP Cymru's Welsh Language Scheme includes, amongst a series of recommendations, the following which is involved with workforce development. It could be argued, that this is the most critical recommendation in terms of the implementation of the Scheme:

“A structured scheme comprising ambitious targets, which will include recruitment considerations and training arrangements for employed staff and volunteers, should be established based on the analysis of the staff skills questionnaire, in order to develop a bilingual workforce.”

#### 2. Principles

**Recommendation 1** The Workforce Development Plan should be based on the following:

- The recognition that, in view of the forthcoming Welsh Language Bill [Wales], 2011, which will result in the expectations on SNAP Cymru becoming statutory as opposed to voluntary, robust action will be required to translate the aspirations in the Scheme into reality.
- The need to become increasingly responsive to the requirements of funding bodies. In this context, the dialogue with Local Authorities concerning their linguistic expectations on SNAP Cymru to be undertaken before the end of 2011 will influence the development of the Plan, but it can safely be assumed that all Local Authorities will require, as a minimum, access to casework through the medium of Welsh whilst others will require a fully bilingual service including development work. This information is required to complete this Plan.
- A recognition that increasing the bilingual capacity of the workforce will be a gradual process but that it is necessary to be aware of possibilities as they arise.
- The need to actively offer customers a choice of language. In this context, the work to be undertaken based on “Mae gen ti ddewis”, Welsh Language Board, funded by an Estyn Llaw grant is relevant.

- The need to mitigate against the negative effects identified during the recent equality impact assessment of policies and procedures in respect of prejudice against Welsh language speakers.
- The need to finance the Plan appropriately.
- The need to present the Plan sensitively to staff, in order that it is not perceived as a threat, in terms of development of the business and their personal development.
- The need for full endorsement, ownership and active support of the Plan by the Board of Trustees and Senior Management.

### **3. Audit of Welsh Language Skills**

An audit of the Welsh language skills of staff was undertaken in 2010. In summary, this audit revealed the following key facts at that time:

- Approximately 15% [8] of the staff consider their skills in the Welsh language to be “fairly good or fluent” whereas approximately 75% rate their proficiency in Welsh as “not at all/a little”.
- The number of staff who assessed their Welsh language skills as “fairly good/fluent” are located as follows: 1 in the Main Office, 1 in the Training Unit, 1 in the Central South and South East Region, 1 in the South West and Mid Wales Region and 4 in the North Wales Region.
- 9% [5] of the staff are learning Welsh, two in each of the Central South and South East and South West and Mid Wales Regions and one in North Wales.
- 63% [33] expressed a desire to learn or improve their Welsh, 11% [6] in the Main Office, 4% [2] in the Training Unit, 26% [13] in the Central South and South East Region, 15% [8] in the South West and Mid Wales Region and 8% [4] in the North Wales Region.
- The type of course specified ranged from an introduction 15% [8], beginner 34% [18], extension 23% [12], consolidation 8% [4], revision 7% [3] to special skills 2% [1].
- The situation regarding individual post holders is summarised in the tables below in the context of post classification.

#### 4. Prioritisation

**Recommendation 2** The Plan should initially prioritise developments as follows:

- Ensure that capacity is developed across Wales in order that casework can be delivered through the medium of Welsh.
- Ensure that the negative effects identified during the recent equality impact assessment of policies and procedures are mitigated against.

#### 5. Staff Skills and Classification of Posts

The tables in Appendix 1 summarise the situation and provides a baseline of information.

**Recommendation 3** The post classification be adopted as a basis for planning.

#### 6. Staff Development

**Recommendation 4** The Training Unit, as part of training and induction, should ensure that all staff, building upon the lessons learnt whilst presenting a pilot scheme, receive language awareness training.

**Recommendation 5** The Training Unit, as part of training and induction, should ensure that all staff receive training in elementary Welsh language oral skills.

**Recommendation 6** The annual appraisal procedure should include a discussion on the development of Welsh Language skills in the context of:

- the classification of the post,
- the language questionnaire completed in 2010,
- efforts already being made to improve skills,
- desire to improve skills, and

- as regards Development Officers, the requirements of Local Authorities on SNAP Cymru.

**Recommendation 7** The appraisal form should be amended in order to record the discussion.

**Recommendation 8** Based on the identified training requirements, in discussion with Language Centres, the Training Unit should formulate an annual programme of staff development.

## **7. Recruitment**

**Recommendation 9** The Human Resources Unit should ensure that recruitment procedures take account of the classification of posts outlined in Appendix 1 as regards person specification, job description and advertising.

## **8. Approval**

**Recommendation 10** That this document be presented to the Operational Management Group, Senior Management Team and Board of Trustees for consideration.

## Appendix 11

Language Scheme Heading	Data
<b>New Policies and Initiatives- mainstreaming</b>	No. and % of new policies and initiatives which were the subject of a language impact assessment.
<b>Dealing with the Public- Face to Face Service</b>	No. and % of Family and Young People Officers for which Welsh is noted as an essential skill and the % of those filled by Welsh speakers.
<b>Dealing with the Public in Other Ways- Information Technology</b>	No. of improvement schemes <ul style="list-style-type: none"> <li>▪ prepared</li> <li>▪ fully implemented</li> </ul> following assessment using the Board's assessing bilingual software scheme.
<b>Staffing</b>	No. and % of staff that can speak Welsh according to Service section; post grade; workforce.
<b>Staffing</b>	No. of posts advertised that noted Welsh as an essential skill and the % filled by Welsh speakers.
<b>Welsh Language Training</b>	No. and % of staff that have received Welsh language training to a specific qualification level.
<b>Welsh Language Awareness Training</b>	No. and % of staff that have received language awareness training.
<b>3rd Party- Contracted Services</b>	No. and % of contracts awarded which conform with the requirements of the language scheme.
<b>Complaints</b>	No. of formal complaints received concerning the implementation of the language scheme and the % dealt with according to the standards of the establishment.
<b>Use of Welsh Language Services</b>	Call centres, phone lines, apps- no. and % of Welsh usage according to Service.
<b>Casework</b>	No. and % through the medium of Welsh.
<b>Information Leaflets and Publications</b>	No. and % through the medium of Welsh.