



## **AGENDA ITEM: 12**

### **NORTH WALES FIRE AND RESCUE AUTHORITY**

**15<sup>th</sup> December 2008**

### **WELSH LANGUAGE BOARD MONITORING REPORT**

**Report by Colin Hanks  
Deputy Chief Fire Officer**

#### **Purpose of Report**

- 1.** To report that North Wales Fire and Rescue Service has received positive feedback from the Welsh Language Board on its Welsh Language Scheme Monitoring Report for 2007-08.

#### **Background**

- 2.** Each year, North Wales Fire and Rescue Service is required to produce a detailed report on its Welsh Language Scheme to the Welsh Language Board. This details progress made towards meeting the targets outlined in the Service's Welsh Language Scheme 2006-2009.

#### **Information**

- 1.** The Welsh Language Board has commended the North Wales Fire and Rescue Authority on the submission of a comprehensive report and believes the report shows progress in the operation of the Welsh Language Scheme during 2007-08.
- 2.** The Board recognised elements of good practice in the report and especially welcomed the Service's attitude towards skills and ensuring that it has the capacity to offer bilingual services.

3. In particular, the Board recognised the increase in the Service's Welsh language capacity by ensuring that staff have the ability to show basic language courtesy skills as a significant development that deserves praise.
4. Praise was also received in relation to making 'Welsh essential' in reception areas and there was positive recognition that the field of language skills in relation to risk assessment is an area in which the Service is working very hard.
5. Matters arising from the report will be discussed at a feedback meeting with the Welsh Language Board in the near future.
6. More recently, North Wales Fire and Rescue Service has been working with the Board in relation to a review into each organisation's process for addressing any complaints regarding the Welsh Language. Their report on this will be relayed back to the North Wales Fire and Rescue Authority in due course.

### **Recommendation**

8. That members note the progress made in relation to the Welsh Language Scheme through the Welsh Language Board's positive comments in relation to the Monitoring Report for 2007-08.