



**North Wales Fire and Rescue Authority's
Monitoring Report to the
Welsh Language Commissioner
for the period
1st April 2014 – 31st March 2015**

Content	Page
1. <u>Introduction</u>	3
2. <u>Managing and Administering the Scheme</u>	3
3. <u>Our Progress during 2014-15</u>	5
4. <u>Compliance with the Welsh Language Scheme</u>	10
5. <u>Welsh Language Performance Indicators</u>	16
6. <u>Appendix 1 – Results of NWFRS Resources Survey</u>	37

1. Introduction

We are pleased to submit our Annual Monitoring Report to the Welsh Language Commissioner for the reporting period 2014-2015.

During this reporting period we as a Service have endeavoured to maintain standards and good practice as we continue to conform with our current Welsh Language Strategy.

We have worked tirelessly over the past 12 months in preparation for the proposed Welsh Language Standards. The Welsh Language Group, which operates across the three Fire and Rescue Services in Wales, has met on several occasions to look at the current situation and the measures that we will have to implement in order to ensure that we are fully compliant with the Standards when they come into force. The three Services are eager to work together in order to improve the provision of Welsh language services across Wales.

Following completing the Commissioner's survey last year we are now waiting for further guidance with regards to the Standards that we will be subjected to later on this year.

We look forwards to this challenge and to continuing to develop our commitment to strengthening the Welsh language within the Service and to residents in North Wales and beyond.

2. Managing and Administering the Scheme

During this reporting period Assistant Chief Fire Officer Richard Fairhead has been responsible for the Welsh Language portfolio within the Fire and Rescue Service. He is also the Chairman of the Welsh Language Forum which meets quarterly.

The Welsh Language Forum includes senior staff from a variety of departments such as Human Resources, Corporate Communications, Training, and Information & Communications Technology (ICT). They are involved in making the decisions regarding the Welsh Language Scheme and the Linguistic Skills Strategy. The Welsh Language Forum met on the following dates during the monitoring year (minutes are available upon request).

- 13 May 2014
- 4 September 2014
- 3 December 2014
- 26 January 2015

The National Issues Committee Welsh Language Group (across all three fire and rescue services in Wales) is chaired by Gareth Griffiths, Senior Training and Development Manager. This group also meets on a quarterly basis and includes the following members:

North Wales

Tracey Williams, Corporate Communications Manager
Nici Siôn, Translator and Welsh Language Liaison Officer

South Wales

Cath Baldwin, Welsh Language Officer

Mid and West Wales

Ceri Jackson, Corporate Communications and Democratic Services Manager

Meetings were held on the following dates during the monitoring year and copies of minutes are available on request:

- 8 April 2014
- 20 May 2014
- 1 October 2014
- 9 December 2014
- 23 February 2015

The Corporate Communications Manager is responsible for the day-to-day administration of the Welsh Language Scheme with the support of the Translator and Welsh Language Liaison Officer.

Decisions such as the approval of the Welsh Language Scheme, which incorporates the Linguistic Skills Strategy, are made before the North Wales Fire and Rescue Authority's Executive Group. This yearly Monitoring Report also requires the approval of the Authority before it is submitted to the Welsh Language Commissioner.

North Wales Fire and Rescue Service is still represented on a number of committees and working groups that participate in activities to promote the Welsh language.

This year staff have represented the Service at the following meetings:

- Rhwydiaith
- Hunaniaith
- Welsh Language Partnership Council

3. Our Progress during 2014-15

This Monitoring Report relates to the period 1 April 2014 to 31 March 2015.

Our commitment to the Welsh language continues through our Welsh Language Scheme and we have made significant progress during the 2014-15 reporting period.

We have continued with our declared commitment to enhancing our positive attitude towards the use of Welsh in our workplace, as well as in the community and the services we provide to the people of North Wales. Activities we launched towards the end of 2009 in pursuit of this aim have continued to move from strength to strength.

Detailed below is an outline of activities during this specific reporting period;

Information Technology and Language Resources

- We have continued to encourage staff to make use of the various Welsh language software and technology that is available such as Cysgliad, Microsoft Word (Welsh version), To Bach Technology etc. Staff also receive regular updates on the various language technologies available, together with information on a variety of Welsh language websites as part of the monthly "Mercher 'Marfer'" bulletin. During this reporting period we conducted a review on the use that was being made of these resources by asking staff to take part in a brief survey. Following the review it became apparent that some members of staff are still unaware of these technologies and therefore we have included an additional section in our weekly staff bulletin to better highlight these resources.
- The speech enabling facility that was successfully installed on our Website is available in Welsh and English and continues to be a useful tool for many of our users. The facility is updated on a regular basis when any new content is uploaded onto our website. During this reporting period 124 pages were listened to in Welsh compared with 2679 in English. The main pages listened to in Welsh were those in relation to recruitment and the Welsh language CDs.
- Social networking has become firmly established as part of the Service's official Communications Strategy with over 9,000 fan on the Service's Facebook page and approximately 10,000 follow the Service on Twitter. Updates on both Facebook and Twitter are now automatically provided bilingually and people are choosing to communicate and engage with us in Welsh on a regular basis. We have taken advantage of these mediums to promote the availability of Home Fire Safety Checks through the medium of Welsh, highlight local events held bilingually such as our Family Fun Days and to support national events such as 'Diwrnod Shwmae' and

'Diwrnod y Bathodyn' and to retweet messages related to the #Pethaubychain campaign. Messages posted on our social media pages to celebrate St David's Day were extremely popular with users.

- As mentioned above, we conducted a survey to look at the way language resources are being utilised across the Service. We have already put measures in place to better promote these resources following the comments we received. Due to the fact that only a small number took part in the survey we intend to extend the survey, specifically to target members of staff on the Retained Duty System. The results of the initial survey are provided in Appendix 1.

Training and Development

- We have continued with our Level 1, 2, and 3 CD learning programme. The CDs are available to download from our website and hard copies are also available. Following the survey motioned above, 62% said that they had used the CD to learn Welsh, and a further 55% had use the programme to help others in the workplace to learn Welsh.
- We have continued to offer in-house training this year to members of staff who were unable to reach the desired standard by following the CD learning programme alone.

Level 2: (4 day course – 30 April and 7,12, 21 May)

10 members of staff attended and all ten completed the course successfully.

Level 3: (10 day course – 2,3,4,15,16 September and 10 October)

3 members of staff attended the course that was arranged by North Wales Police. All three completed the final assessment successfully.

Developing Welsh Language Skills for Managers (the Academy course originally established as a pilot project by the Hunaniaith group)

We sent 3 managers on this course this year, which was facilitated by Iaith Cyf. Even though this course was not available free of charge this year, as was the case in previous years under the Hunaniaith pilot scheme, we believed that it would be advantageous to send even more managers on this course because of its previous success, which had enabled us to improve the provision of Welsh language services internally e.g. chairing bilingual meetings, interviews, one to one meeting and presentations.

- We continue to support members of staff who wish to attend courses in their local community rather than internal courses. We provide support by paying for these courses or by allowing these individuals to attend courses during working hours. The Translator and Welsh Language Liaison Officer and Welsh Language Champions continue to provide lessons and support in the workplace. Following the introduction of a policy to assess individuals before and after a course, the number of people attending internal courses has reduced significantly because individuals, unbeknown to them, were already at the desired level or higher and therefore did not require a course. We continue to offer courses by looking at the needs of our staff. All members of staff are required to make a note of courses that would be beneficial to them during their yearly appraisal.
- We are proud to announce this year that the e-learning module of our Welsh Awareness Training was launched on the 1st of March. To coincide with the launch of the module we held a St David's Day competition where members of staff were given the opportunity to win a hamper for completing the module. During the first month nearly 90 people completed the module. The face to face sessions will continue alongside the e-learning module. We hope that this module will prove useful to the three Fire and Rescue Services in Wales in due course. Other organisations, mainly North Wales Police and members of the Hunaniaith Group, have also expressed an interest. We are more than happy to share this resource with other organisations.

Welsh in the Workplace

- North Wales Fire and Rescue Service is a member of the Hunaniaith group, which aims to promote the Welsh language in Gwynedd and Môn. The Translator and Welsh Language Officer represents the Service on Hunaniaith's Bilingual Workplaces Group, which meets regularly to share best practice with other public organisations. During this reporting period the Translator and Welsh Language Officer and Deputy Chief Fire Officer took part in a series of videos produced by Hunaniaith to promote bilingual workplaces amongst staff.
- The Service presents two awards to staff annually, the award for 'Contribution to the Welsh Language' and 'Learner of the Year'. This year the 'Learner of the Year' award was presented to John Dowling, a Part Time Firefighter from Pwllheli. Originally from Liverpool, John has learnt Welsh to such a high standard that many find it hard to believe that Welsh is his second language. The award was presented to him during the Service's Annual Awards and Medal Presentation Ceremony in September. The 'Contribution to the Welsh Language' award was

presented to Osian Hywel, Operational Trainer and Welsh Language Champion. Osian has succeeded in introducing more Welsh during operational courses, which, traditionally, were held through the medium of English. He has also, through his role as Operational Trainer, encouraged many of our new recruits to learn Welsh.

- The Translator and Welsh Language Liaison Officer continues to provide simultaneous translation during internal meetings as well as during Fire and Rescue Authority meetings. The Community Safety Forum continues to be held bilingually. We remain committed to conducting bilingual meetings internally and the simultaneous translation facilities are available to all on demand.
- This year we have concentrated on offering more language choice during interviews and we have worked with the Human Resources Department to offer language choice to everyone who applies for a position within the Service. Anyone applying for a Welsh essential post, and who requests an English interview, has to answer at least a third of the questions in Welsh during the interview to prove that they are competent to fulfil the requirements of the role in both English and Welsh. For the first time this year we offered interviews through the medium of Welsh during the process of recruiting to the RDS duty system. This meant ensuring that a panel of Welsh speaking managers was available to interview candidates during the recruitment days. 35% of the candidates interviewed were fluent Welsh speakers.
- In preparation for the new Welsh Language Standards, and after foreseeing a rise in the demand for Welsh language provision internally, the Service appointed four new Welsh speaking members to the Human Resources Department during this reporting period. This has enabled us to offer advice to staff on various subjects with regards to their conditions of service through the medium of Welsh.
- North Wales Fire and Rescue Service continues with the work that was established following a grant from the Welsh Language Board back in 2009 and 2010 in order to promote Welsh in the workplace. By now we have 25 Champions who are required to complete quarterly reporting forms in order to receive an allowance of £62.50 per quarter. Despite the financial constraints that we have faced over the past year we have remained committed to this scheme because of our eagerness to invest in the Welsh language. The Champions continue to receive advice and guidance on promoting Welsh in the Workplace from the Welsh Language Liaison Officer. In October 2014 the Champions attended a formal course by Coleg Cambria on teaching Welsh to adults.

- In January 2015 all members of staff received a bilingual desk calendar following the success of the calendar produced last year. The calendar included Welsh phrases, simple vocabulary and seasonal messages. The aim of the calendar is to provide a visual tool to help staff practice their Welsh and to remind them of simple vocabulary e.g. the days of the week, colours, months, verbs etc.

Promoting Welsh in the community

- In January 2015 the staffing arrangements of North Wales Fire and Rescue Service were reviewed. By now we have at least three Welsh speakers across the four rota systems. This means that Welsh speakers are in hand to deal with emergencies through the medium of Welsh when required.
- We continue to promote our 'Mae Gen Ti Ddewis' campaign on Facebook and Twitter and also during the events and shows that we visit over the summer months. Disappointingly, despite our efforts, we have seen a decline in the number of Home Fire Safety Checks conducted through the medium of Welsh during this reporting year. The Welsh language Forum will continue to monitor the situation and we have identified increasing the number of home fire safety checks through the medium of Welsh as one of our priorities for the year ahead.
- Once again in November 2014 the Service worked in partnership with TWF, Mudiad Meithrin, and Menter Iaith Sir Ddinbych to arrange a Fun Day for the Family at Rhyl Community Fire Station. The day was aimed at children and parents with the intention of promoting the importance of the Welsh language within the public sector and the importance of a bilingual education. As was the case during the event in 2013, the support from local residents was exceptional. Due to the success of the event we decided to arrange a similar event at Holyhead Fire Station in February 2015. Once again we worked in partnership with TWF, Mudiad Meithrin and Menter Môn. Over 250 adults and children attended.

Our Priorities during the next Reporting Period:

- Respond to the Welsh Language Standards, and ensure that we endeavour to be fully compliant with the core requirements.
- Continue to be proactive with regards to promoting home fire safety checks through the medium of Welsh and the 'Maes Gen Ti Ddewis' campaign and ensure that the Welsh Language Form continues to monitor the situation
- Continue to work with other organisations, including the other fire and rescue services in Wales and our partners in North Wales, to share best practice.
- Promote the Welsh Language Standards and the implications on staff and encourage more use of the Welsh language internally.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
<p>Promoting the Scheme internally</p> <p>Find ways of raising the profile of the Scheme by: awareness training; and access to advice and guidance.</p>	<p>Corporate Comms. Manager</p>	<p>An online language awareness module has been launched with 90 staff completing the module in the first month after the launch. Information on this module is now being shared with other organisations.</p> <p>All new staff receive an induction training briefing document which includes information about the Welsh language. This was revised during 2013/14 and continues to be reviewed.</p> <p>Continuation of bilingual intranet with sections on the Welsh language, guidelines for learners and information regarding champions, with additional information fed to staff through Chief's Weekly Brief and Y Fflam.</p> <p>Continuation of the project to promote Welsh internally using Champions .</p>	<p>Welsh Language Scheme referred to in the Language Awareness Sessions. Assessment will be evidence of training.</p> <p>Intranet, Chief's Update and Y Fflam.</p> <p>Update provided.</p>

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
<p>Promoting the Scheme externally</p> <p>Continue to seek ways of improving the effectiveness of our website in promoting our image as a bilingual organisation.</p>	Corporate Comms. Officer	The website is fully bilingual and includes information on the Welsh Language Scheme. Information regarding the revised Welsh Language Scheme 2010-13 is included on our website. Social networking sites adopted by North Wales Fire and Rescue Service on Facebook and Twitter are also bilingual.	See website/s http://www.nwales-fireservice.org.uk/page.asp?page=114 www.facebook.com/northwalesfireservice www.twitter.com/northwalesfire
<p>Guidance was prepared for external agencies and contractors to bring their attention to the requirements of the Scheme.</p> <p>This to include strong encouragement for third parties who work on fire and rescue premises to erect temporary bilingual signage.</p>	Support Services Managers	The Service's Facilities Department is shared with the Police, and this is operated between both organisations.	The paragraph below is added to any documents/paperwork sent to contractors: <i>The Fire and Rescue Service has approved its Welsh Language Scheme which notes that all temporary or permanent signage on its premises must be in Welsh and English. Contractors are advised to comply with this policy and to contact the FRS Corporate Communications Manager on 01745 535285 for advice and proofreading services for any signs before they are finally produced.</i>
Update information given to contractors and others to reiterate the importance of our bilingual public image.	Estates Manager	A bilingual leaflet has been produced to give to contractors.	See above

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Develop a system whereby written guidance regarding our Welsh Language Scheme is given as a matter of course to external agencies and contractors.	Support Services Coordinator		See above
Providing the internal infrastructure			
Clarify the responsibility in relation to providing advice and guidance for matters in relation to the Welsh language.	Translator	<p>Information on the Scheme is contained on the intranet and in two SAPPO policies and opportunities are taken to highlight Welsh language matters in the Chief's Weekly Brief and Y Fflam.</p> <p>The Service's Y Fflam staff magazine features a monthly Y Golofn Gymraeg which also reinforces the Welsh Language objectives.</p> <p>A new regular update on Welsh language resources has recently been added to the Weekly Brief in response to a survey amongst staff on resources.</p> <p>Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer</p>	<p>Welsh Language Scheme and SAPPO policies.</p> <p>Y Fflam</p>
Determine which groups would oversee the various tasks relating to the Linguistic Skills Strategy most effectively in future, including maintaining a sufficient proportion of staff that have bilingual skills.	Welsh Language Forum	The Scheme is monitored via the Welsh Language Forum.	Welsh Language Scheme and SAPPO policies.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Making it happen			
Increase the use of appropriate advice and guidance in developing policies and work plans. This to include identifying ways of promoting and facilitating the use of the Welsh Language.	Translator	Sharing of information, ideas and advice with other organisations. Promoting Welsh in the workplace project to support new ideas.	Update provided.
Strengthened the guidance issued to staff regarding the promotion of our bilingual public image, in order to reinforce what the service expects of them.	Translator	Through delivery of Welsh Language Awareness Sessions and adoption of need to achieve Level 2 in linguistic courtesy on appointment/promotion since January 2010. New awareness module recently launched together with emphasis on further promotion of resources for staff following recent survey.	Welsh Language Scheme and SAPPO policies.
Introduce linguistic skills targets into the annual target-setting process. Develop a Linguistic Skills Strategy, linked in with the IPDS strategy in order to ensure that the necessary linguistic skills are available within the workforce to deliver services in the preferred language of the public.	Corporate Planning Manager	We have a process for collecting self assessed Welsh language skills and have developed assessment and training to improve overall skills levels.	Workforce data base

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
This strategy to include: <ul style="list-style-type: none"> • Explain how desirable bilingual skills would be used to fulfil individual roles effectively • Seek ways to increase the proportion of the workforce who can speak Welsh (including by suitable targets) • Ensure that staff have sufficient knowledge of Welsh to provide at least some of our services through the medium of Welsh • Implement a suitable system which is consistent and objective to assess linguistic ability 	Development Manager and HR Managers	This is part of the Welsh Language Scheme 2010-13.	Work with HR Department to close the gap and to monitor using Workforce.
Look at the possibility of introducing new requirements for at least some posts whereby non-Welsh speaking candidates for posts where Welsh skills are designated as 'desirable' would be required to commit to attaining a prescribed competency level in Welsh within an agreed period agreed.	HR Manager	Part of the Welsh Language Scheme 2010-13.	Welsh Language Scheme and SAPPO policies.
Achieve ways of ensuring that job descriptions are developed which reflect the bilingual skills requirements of specific posts (rather than generic roles)	HR Manager(s)	Part of the Welsh Language Scheme and the guidance on recruitment established with HR.	Work with HR Dept.
Ensure that learning Welsh is included in the Service's development programme	Development Manager	Part of the Welsh Language Scheme - every new member of staff or those seeking promotion must achieve Level 2 in linguistic courtesy. A question on Welsh Language ability is included in the Individual Development Review and recorded on Workforce.	Welsh Language Scheme and SAPPO policies.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Introduce regular assessments of Welsh language skills of staff in priority posts	Translator	Part of the Welsh Language Scheme and monitored through Workforce.	Welsh Language Scheme and SAPPO policies .
Continuous self-awareness			
Introduce systems to identify serious shortages in bilingual capability within employee groups, and clarify the procedure for resolving any shortages through training or re-distribution of staff	Deputy Chief Fire Officer	Part of the Welsh Language Scheme and monitored through Workforce.	Work with HR Department to identify capability needs.
Increase the use of appropriate qualitative assessments in order to establish how effective we are performing regarding public relations	Corporate Comms. Manager	Bilingual intranet. Bilingual website. Bilingual broadcast media interviews. Bilingual publications. Use a system of noting press calls dealt with in Welsh.	Corporate Communications material
Integrate the work of monitoring the profile of the service into the annual processes associated with the Wales Programme for Improvement	Corporate Planning Manager	This has been agreed using established Performance Indicators.	See Appendix 4.
Ensure that regular reports are submitted to the Authority, including statistical and descriptive information on the linguistic profile of the service and its performance. This is in addition to the regular updates to the Welsh Language Board	Deputy Chief Fire Officer	The annual monitoring report is reported to the Authority and the Welsh language performance indicators are also reported.	See update.

5. Fire and Rescue Service Welsh Language Performance Indicators

The Service's Welsh Language Scheme is committed to achieving 12 Local Performance Indicators (revised in January 2010).

For the period 1 April 2014 to 31 March 2015, the figures for the newly adopted indicators are as follows;

	Statistics for 2014-15	Statistics for 2013-14
PI1	Number and % of presentations to schools in Welsh.	Number and % of presentations to schools in Welsh.
Comment	Out of a total of 587 presentations 285 (49%) were provided through the medium of Welsh.	Out of a total of 600 presentations 366 (61%) were provided through the medium of Welsh.
PI2	The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.	The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.
Comment	<p>Out of a total of 15,777 children who received fire safety advice 6,712 (43%) received fire safety advice through the medium of Welsh.</p> <p>The percentage of presentations in Welsh are down 12% on last year, but the percentage of pupils who received a Welsh presentation is up 4%. This is because all the secondary school presentations were completed this year whereas Conwy and Gwynedd (predominantly Welsh speaking schools) are yet to receive a secondary school visit which will significantly increase in percentage of Welsh presentations etc.</p> <p>More primary school visits were complete in time for the annual monitoring report statistics collated last year whereas this was not achieved this year as two Educationalists left the Service and there was a gap in school visits until they were replaced.</p>	<p>Out of a total of 32,272 children who received fire safety advice, 12,731 (39%) received fire safety advice through the medium of Welsh.</p> <p>Compared to 2012-2013, the figures above are higher for 2014-14 and this increase is due to school visits carried out throughout the predominately Welsh medium schools in the counties of Ynys Môn and Gwynedd. Many of the smaller Gwynedd and Ynys Môn schools did not receive a visit during 2012-13 and as a result, a concerted effort was made to visit all of these schools during 2013-14.</p>

PI3	The number and % of home fire safety checks carried out through the medium of Welsh. 2014-15	The number and % of home fire safety checks carried out through the medium of Welsh. 2013-14																																																																																						
Comment	<p>Out of a total 27,106 home fire safety checks carried out during 2014/15, 3,806 of those checks (14.04%) were carried out in Welsh.</p> <p>Minimum numbers were experienced in September (11.8%), March 2015 (12.2%) and July 2014 (13%) compared to peak numbers in April 2014 (15.4%), March 2014 (15%) and January 2015 (15%).</p> <p>In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2014 - 31 March 2015.</p> <table border="1" data-bbox="235 710 1182 1050"> <thead> <tr> <th colspan="5">HFSC's completed in Welsh - 2014-2015</th> </tr> <tr> <th>County</th> <th>Total</th> <th>Welsh</th> <th>English</th> <th>% welsh</th> </tr> </thead> <tbody> <tr> <td>Conwy</td> <td>5,101</td> <td>291</td> <td>4810</td> <td>5.70%</td> </tr> <tr> <td>Denbighshire</td> <td>3,761</td> <td>186</td> <td>3575</td> <td>4.95%</td> </tr> <tr> <td>Flintshire</td> <td>5,960</td> <td>12</td> <td>5948</td> <td>0.20%</td> </tr> <tr> <td>North Gwynedd</td> <td>3,252</td> <td>1,639</td> <td>1613</td> <td>50.40%</td> </tr> <tr> <td>South Gwynedd</td> <td>1,742</td> <td>742</td> <td>1000</td> <td>42.59%</td> </tr> <tr> <td>Wrexham</td> <td>4,067</td> <td>10</td> <td>4057</td> <td>0.25%</td> </tr> <tr> <td>Ynys Mon</td> <td>3,223</td> <td>926</td> <td>2297</td> <td>28.73%</td> </tr> <tr> <td>Total</td> <td>27,106</td> <td>3,806</td> <td>23,300</td> <td>14.04%</td> </tr> </tbody> </table>	HFSC's completed in Welsh - 2014-2015					County	Total	Welsh	English	% welsh	Conwy	5,101	291	4810	5.70%	Denbighshire	3,761	186	3575	4.95%	Flintshire	5,960	12	5948	0.20%	North Gwynedd	3,252	1,639	1613	50.40%	South Gwynedd	1,742	742	1000	42.59%	Wrexham	4,067	10	4057	0.25%	Ynys Mon	3,223	926	2297	28.73%	Total	27,106	3,806	23,300	14.04%	<p>Out of a total 26,478 home fire safety checks carried out during 2013/14, 4,507 of those checks (17.02%) were carried out in Welsh. A minimum was experienced (14.57-14.97% of total checks carried out in Welsh) during December 2013 and January 2014 compared to the maximum experienced (over 18% and almost 19%) in April, August and September 2013.</p> <p>In addition – the data below shows a comparison of the number of home fire safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2013 - 31 March 2014.</p> <table border="1" data-bbox="1211 742 1912 1082"> <thead> <tr> <th>County</th> <th>Total</th> <th>Welsh</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Conwy</td> <td>5221</td> <td>305</td> <td>5.84%</td> </tr> <tr> <td>Denbighshire</td> <td>3895</td> <td>162</td> <td>4.16%</td> </tr> <tr> <td>Flintshire</td> <td>4243</td> <td>23</td> <td>0.54%</td> </tr> <tr> <td>N Gwynedd</td> <td>3778</td> <td>2083</td> <td>55.13%</td> </tr> <tr> <td>S Gwynedd</td> <td>2047</td> <td>839</td> <td>40.99%</td> </tr> <tr> <td>Wrexham</td> <td>3783</td> <td>11</td> <td>0.29%</td> </tr> <tr> <td>Ynys Môn</td> <td>3511</td> <td>1084</td> <td>30.87%</td> </tr> <tr> <td></td> <td></td> <td>4507</td> <td>17.02%</td> </tr> </tbody> </table>	County	Total	Welsh	Percentage	Conwy	5221	305	5.84%	Denbighshire	3895	162	4.16%	Flintshire	4243	23	0.54%	N Gwynedd	3778	2083	55.13%	S Gwynedd	2047	839	40.99%	Wrexham	3783	11	0.29%	Ynys Môn	3511	1084	30.87%			4507	17.02%
HFSC's completed in Welsh - 2014-2015																																																																																								
County	Total	Welsh	English	% welsh																																																																																				
Conwy	5,101	291	4810	5.70%																																																																																				
Denbighshire	3,761	186	3575	4.95%																																																																																				
Flintshire	5,960	12	5948	0.20%																																																																																				
North Gwynedd	3,252	1,639	1613	50.40%																																																																																				
South Gwynedd	1,742	742	1000	42.59%																																																																																				
Wrexham	4,067	10	4057	0.25%																																																																																				
Ynys Mon	3,223	926	2297	28.73%																																																																																				
Total	27,106	3,806	23,300	14.04%																																																																																				
County	Total	Welsh	Percentage																																																																																					
Conwy	5221	305	5.84%																																																																																					
Denbighshire	3895	162	4.16%																																																																																					
Flintshire	4243	23	0.54%																																																																																					
N Gwynedd	3778	2083	55.13%																																																																																					
S Gwynedd	2047	839	40.99%																																																																																					
Wrexham	3783	11	0.29%																																																																																					
Ynys Môn	3511	1084	30.87%																																																																																					
		4507	17.02%																																																																																					

PI4	Number and % of staff who have attained success in the Level 1 Welsh Language tests.	Number and % of staff who have attained success in the Level 1 Welsh Language tests.
Comment	4 (0.58%)	6 (0.68%)
PI5	The number and % of staff who have attained success in the Level 2 Welsh language tests.	The number and % of staff who have attained success in the Level 2 Welsh language tests.
Comment	45 (5.21%)	25 (2.84%)
PI6	The number and % of staff who have attained success in Level 3 in Welsh.	The number and % of staff who have attained success in Level 3 in Welsh.
Comment	10 (1.16%)	3 have attained level 3 (0.34%) 28 have attained level 4 (3.18%) 84 have attained level 5 (9.56%)
PI7	The number and % of staff that have received training to an agreed qualification in Welsh.	The number and % of staff that have received training to an agreed qualification in Welsh.
Comment	13 (1.51%)	5 have attained level 2 (0.57%) 3 have attained level 3 (0.34%) 12 have attained level 4 (1.37%) All included in the above stats
PI8	The number and % of staff that have received language awareness training.	The number and % of staff that have received language awareness training.
Comment	130 staff (15.06%) have undertaken Welsh language awareness training.	Five Welsh language awareness sessions were held for both operational and non operational staff with 34 staff undertaking the training
PI9	The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).	The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below

PI10	The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).	The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).
	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI11	<p>The performance set against any target that is adopted as part of the performance management framework – targets for 2013/14 are;</p> <p>Number and % of new staff who have attained Level 2</p> <p>Number and % of staff who have been promoted and have gained Level 2 success.</p>	<p>The performance set against any target that is adopted as part of the performance management framework – targets for 2012/13 are;</p> <p>Number and % of new staff who have attained Level 2</p> <p>Number and % of staff who have been promoted and have gained Level 2 success.</p>
Comment	<p>New staff must gain Level 2 success or the Level identified as being required by the post.</p> <p>58 (73.42%) new staff have achieved Level 2 & above 7 (70%) promoted staff have achieved Level 2 & above</p>	<p>New staff must gain Level 2 success or the Level identified as being required by the post.</p> <p>Out of a total 38 new starters in 2013/14 the number of new staff who have gained;</p> <p>Level 1 success is 1 (0.11% of total staff) Level 2 success is 7 (0.23%) Level 4 success is 9 (1.02%) Level 5 success is 10 (1.14%) With 11 working towards Level 2 within their probation period.</p> <p>The number and percentage of the 26 staff who have been promoted in 2013/14 and have gained language level success in 2013/14 is;</p> <p>11 at level 2 2 at level 3 6 at level 5) With 5 working towards the required level.</p> <p>All new starters and those promoted who have yet to achieve Level 2 have been offered a place on a Level 2 Welsh course in 2014/15</p>

PI12	The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.	The number and % of calls dealt with in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.
Comment	The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.	The calls identified are those dealt with in Welsh only as it is standard policy to answer all calls bilingually. Please see below for numbers for each county.
PI13	The number and % of letters received and issued in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.	The number and % of letters received and issued in Welsh at County Offices within a specified period – 1st week of May & 1st week of November each year.
Comment	<p>County offices are amalgamated – all offices therefore recorded figures on the basis of two counties as indicated below.</p> <p>Conwy and Denbighshire 15.5% of letters and 6.75% calls</p> <p>Wrexham and Flintshire 21% of letters and 0% of calls</p> <p>Gwynedd and Anglesey 68% of letters and 61% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county. All calls are answered bilingually)</p>	<p>County offices were amalgamated last year – all offices therefore recorded figures on the basis of two counties as indicated below.</p> <p>Conwy and Denbighshire 11.87% of letters and 6.6% calls</p> <p>Wrexham and Flintshire 0% of letters and 0% of calls</p> <p>Gwynedd and Anglesey 51.94% of letters and 55.47% of calls</p> <p>(All letters in relation to home fire safety checks are issued bilingually in every county. All calls are answered bilingually)</p>
PI14	The number and % of staff that have bilingual skills (to the designated standard).	The number and % of staff that have bilingual skills (to the designated standard).
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below

PI15	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.	The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI16	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.	The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.
Comment	Please see Analysis of Welsh Speaking Skills below	Please see Analysis of Welsh Speaking Skills below
PI17	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.	The number and % of complaints from sources not including staff or their representatives about the implementation of the Welsh Language Scheme and the % of complaints that were dealt with, in accordance with the standards set by the Authority.
Comment	<p>There was 1 complaint of this nature (equivalent to 3.7% of total formal complaints). This was dealt with in accordance with Authority standards.</p> <p>The complaint involved a sign outside Holyhead Fire Station without Welsh translation of Holyhead to Caergybi. This was immediately reported to the Facilities Department and a new sign was ordered and erected. All Response Managers were asked to double check and confirm signage at each fire station was correct and no further anomalies were identified.</p>	<p>There was one complaint of this nature (equivalent to 4% of total formal complaints) in relation to an incident at Bangor University's John Morris Jones Halls of Residence where it was reported that fire crews did not speak Welsh initially on arrival at the incident (crew questioned students in English to establish there was no fire).</p> <p>An investigating manager visited the halls and explained that the initial information gathering at an incident may be in English but that members of the public are able to ask for a Welsh speaker at any time. Crews were reminded of the need to be mindful of providing a language choice and be familiar with local need e.g. Welsh halls of residence.</p>
PI18	The number and % of complaints from staff or their representatives about language issues.	The number and % of complaints from staff or their representatives about language issues.
Comment	There were no complaints of this nature in this period	There were no complaints of this nature in this period

PI19	The number and % of agencies and contractors that receive guidance to comply with our Welsh Language Scheme.	Number of agencies and contractors who have received guidance to comply with the Welsh Language Scheme.
Comment	<p>All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list.</p> <p>The Facilities Department continually strives to keep Contractors and staff informed of North Wales Fire and Rescue Service's Welsh Language Policy.</p> <p>The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.</p>	<p>All Contractors on the Approved Contractor list have been informed of the NWFRS Welsh Language Scheme. New contractors are informed as and when they are added to the list.</p> <p>The Facilities Department continually strives to keep Contractors and staff informed of North Wales Fire and Rescue Service's Welsh Language Policy. For 2013 as part of Contractor Control Procedures, the Facilities Department is holding a series of seminars for all Contractors to brief them on important policies and guidelines to ensure they understand the need to comply. Key staff are also invited to these seminars to ensure their understanding. Facilities also work closely with North Wales Police and adopt their policies, such as a new pre-qualification questionnaire which is being developed to ensure all Contractors are compliant.</p> <p>The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.</p>
PI20	The number and % of emergency calls that were dealt with in Welsh.	The number and % of emergency calls that were dealt with in Welsh.
Comment	<p>During 2014/15, the Control Room received 12,727 emergency calls. Of this total, 207 calls were handled in Welsh (1.63%)</p>	<p>During 2013/14, the Control Room received 14,433 emergency calls. Of this total, 207 calls were handled in Welsh (1.43%)</p>

Analysis of Welsh Speaking Skills

1. MAIN FINDINGS:

1.1 POSITIVE OUTCOMES

- Despite the decreasing budgets and the financial challenges the Service continues to face, we remain committed to the Welsh language and to investing in improving skills and standards. The positive outcomes and improvements reported for 2014/15 are testament to this as we continue to highlight the importance of a bilingual workforce being able to provide a bilingual service to the public of North Wales.
- In addition, despite a further reduction in the size of the workforce, the Service's Welsh language strategy is continuing to effectively raise the level of skills in speaking Welsh – the percentage of staff that have the necessary Welsh language speaking criteria for the post has increased, with a corresponding decrease in those that do not have the required skills.
- The language skills of the majority of staff (19 unrecorded) have been successfully recorded, either as self-assessments or as formal assessments. We are aware of those of whose skills who have not been recorded as they have only recently been recruited and are in the process of being assessed (recent RDS recruitment campaign). This has led to a better understanding of the overall profile of the Service and improved accuracy in the analysis of skills.
- The percentage of staff remaining at minimal Level 0 or 1 skills has decreased.
- The percentage of staff achieving at least the minimum level of skills (Level 2 or above) increased, although the percentage of staff who have in general progressed to a higher level of skills (Level 4 and 5 collectively) has decreased slightly.
- There has been an increase in the number of staff who have achieved the required Level 3 skills for their post this year – and this is also true for Level 4.
- There are particular pockets of notably good standards being achieved, including in the development of language skills at station manager and senior management level, and the allocation of Welsh speakers across counties and specific departments/functions.
- There is significant improvement in the Welsh speaking skills of staff filling main reception and control operator roles achieving the required level.

1.2 CONTINUING CHALLENGES

- Although the number and percentage of staff that have not yet attained Level 2 Welsh speaking skills continues to fall, there remains staff at either Level 0 or Level 1 who we will continue to target and encourage to improve their skills.
- The majority of staff meet the language criteria set for their posts, with continuing improvement this year and work will continue to target those individuals who are not required to attain a specific level of Welsh language skills as part of their contractual obligations i.e. those employed before January 2010.
- We will continue to ensure we work to record the language skills of all members of our workforce.

2 NOTES ON THE CALCULATIONS:

- 2.1 The working definition of the Welsh speaking skills level has been taken to be:
The highest level of proficiency recorded for each person whether as a self-assessed score recorded in IDRs or as a formally conducted assessment.

SUMMARY TABLES

2011										
Designation of job.	Number of jobs designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	933	115	282	193	73	81	152	1	36	933
Level 3	9	0	2	3	3	0	1	0	0	9
Level 4	91	1	112	20	5	23	29	0	1	91
Level 5	1	0	0	0	0	0	1	0	0	1
	1,034	116	296	216	81	104	183	1	37	1,034
2012										
Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	875	122	220	159	96	95	150	1	32	875
Level 3	8	0	1	1	5	0	1	0	0	8
Level 4	75	2	6	10	10	14	32	0	1	75
Level 5	1	0	0	0	0	0	1	0	0	1
	959	124	227	170	111	109	184	1	33	959
2013										
Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	810	101	187	152	99	90	142	1	38	810
Level 3	8	0	1	1	5	0	1	0	0	8
Level 4	80	1	4	7	12	19	37	0	0	80
Level 5	1	0	0	0	0	0	1	0	0	1
	899	102	192	160	116	109	181	1	38	899
2014										
Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	785	117	178	163	65	63	196	1	2	785
Level 3	11	0	1	3	5	1	1	0	0	11
Level 4	82	2	2	8	6	14	50	0	0	82
Level 5	1	0	0	0	0	0	1	0	0	1
	879	119	181	174	76	78	248	1	2	879

2015										
Designation of job.	Number of filled posts designated at this Level.	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total postholder records
Level 2	776	98	154	189	67	60	187	1	18	776
Level 3	13	0	0	2	8	1	2	0	0	13
Level 4	78	2	3	6	0	20	46	0	1	78
Level 5	1	0	0	0	0	0	1	0	0	1
	868	100	157	197	75	83	236	1	19	868

3. Overview

- 3.1 The number of filled posts fell again this year up to April 2015, with 11 fewer than in the previous year. This comprised a reduction of 9 filled posts designated at Level 2, an increase in 2 filled posts designated at Level 3, and a reduction of 4 filled posts designated at Level 4.
- 3.2 During 2015 there was a decrease in the number of staff whose skills have been successfully recorded but this can be explained by a recent influx of staff (e.g. retained firefighter recruitment campaign) whose skills have not yet been recorded as they are in the process of being tested or preparing for testing. There was a decrease in the number of staff with level 0 or 1 recorded skills (from 300 to 257) and a decrease in the number with level 4 and level 5 skills (from 326 to 319) and an increase in those with level 2 skills (174 to 197).
- 3.3 Although financial constraints mean the Service continues to operate with fewer numbers of staff, the impact on the Welsh language skills is being managed well with a growing proportion of the workforce continuing to improve their skills and attaining level 4 (increase from 78 to 83).

4. PERFORMANCE INDICATORS

4.1 The percentage of posts which are Welsh essential (Welsh is required to Level 4 or above) and are filled by staff with the requisite skills has remained reasonably constant (84.8% this year compared to 85.5%) last year. There has been an increase in the percentage of posts which are Welsh desirable (Welsh is required to Level 2 or 3) that have been filled by staff with the requisite Welsh speaking skills (an increase of 13.99%).

4.2 This is particularly encouraging in view of the overall reduction in staffing each year.

KPI 1	2011	2012	2013	2014	2015
The number and percentage of jobs where Welsh is required to Level 4 or above that are filled by staff that have bilingual skills to the desired standard.					
Total number of jobs designated as Level 4 and above.	92	76	81	83	79
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	53	47	57	71	67
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	57.6%	61.8%	70.4%	85.5%	84.8%
KPI 2	2011	2012	2013	2014	2015
The number and percentage of jobs where Welsh is required to Level 2 or 3 that are filled by staff that have bilingual skills to the desired standard.					
Total number of jobs designated as Level 2 or Level 3.	942	883	818	793	768
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	504	507	490	501	592
The percentage that are filled by staff with Welsh speaking skills at Level 2 or above.	53.5%	57.4%	59.9%	63.2%	77.08%

4.3 The Service continues to increase the proportion of its staff whose Welsh speaking skills meet the requisite level for their post (an increase of 1.92% in the number of staff that have bilingual skills to the designated standard). The number of staff whose skills did not meet the requisite level for the post fell by 44 or 4.7%. 19 staff have skills that are unknown – an increase on last year – but this is due to a recent influx of new staff following a retained firefighter recruitment campaign who are in the process of being tested.

4.4 As the Service considers Level 2 as the minimum level to aim for across all posts, the calculation is made on the basis that anyone below that level, or whose skills level has not been recorded (“unknown”) would automatically fail against this indicator.

KPI 4					
The number and percentage of staff that have bilingual skills to the designated standard.	2011	2012	2013	2014	2015
The total number of staff (incl. those whose skills had not been assessed)	1,034	959	899	877	868
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	557	554	547	569	577
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	53.9%	57.8%	60.8%	64.9%	66.47%
The number and percentage of staff who do <i>not</i> have bilingual skills to the designated standard.	2011	2012	2013	2014	2015
The number of staff whose skills did not meet the requisite Level for their post	440	372	314	308	291
The percentage of staff whose skills did not meet the requisite Level for their post	42.6%	38.8%	34.9%	35.1%	33.53%
The number of staff who had not had an assessment or completed a self-assessment	37	33	38	1	19
The percentage of staff who had not had an assessment or completed a self-assessment	3.6%	3.4%	4.2%	0.1%	2.2%

4.5 This year 91.7% of the designated main reception roles are now filled by Welsh speaking staff with skills at Level 4 or above, which marks a further significant progress towards a target of 100% compliance and 45% more than in 2011. The number of main reception roles designated as Welsh essential that were filled by bilingual staff rose again this year by 4.

4.6 The 6 members of staff who have not yet reached the Level 4 designated for their posts continue to work to improve their skills

KPI5					
The number and percentage of main reception roles designated as Welsh essential that were filled by bilingual staff.	2011	2012	2013	2014	2015
The total number of 'main reception roles'	26	20	22	24	24
The total number of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	12	9	14	18	22
The percentage of 'main reception roles' filled by staff with Welsh speaking skills at Level 4 or above.	46.2 %	45%	63.6%	75%	91.7%

4.8 The skills levels of Control staff have risen significantly again this year. There is now only one member of Control staff who has yet to reach the Level 4 designated for their post and we continue to work to help this individual improve their skills.

The number and percentage of control operator roles designated as Welsh essential that were filled by bilingual staff.	2011	2012	2013	2014	2015
The total number of relevant call-handling control staff	19	18	19	19	16
The total number of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	14	12	14	16	15
The percentage of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	73.7%	66.7%	73.7%	84.2%	93.8%

Performance Indicators (continued)

The number of staff by skills level, per county.

2011

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	124	4	22	30	15	21	29	0	3	124
Conwy	183	13	60	59	11	8	22	1	9	183
Denbighshire	280	33	86	60	24	32	39	0	6	280
Flintshire	104	25	45	18	5	1	2	0	8	104
Gwynedd North	133	1	15	20	10	23	63	0	1	133
Gwynedd South	101	6	20	13	11	17	27	0	7	101
Wrexham	109	34	48	16	5	2	1	0	3	109
Total	1034	116	296	216	81	104	183	1	37	1034
Gwynedd Total	234	7	35	33	21	40	90	0	8	234

2012

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	112	4	10	23	23	17	33	0	2	112
Conwy	172	16	48	42	16	16	24	1	9	172
Denbighshire	260	33	71	50	31	30	38	0	7	260
Flintshire	98	26	37	20	7	0	2	0	6	98
Gwynedd North	126	5	10	9	15	26	60	0	1	126
Gwynedd South	92	7	14	10	12	15	27	0	7	92
Wrexham	99	33	37	16	7	5	0	0	1	99
Total	959	124	227	170	111	109	184	1	33	959
Gwynedd Total	218	12	24	19	27	41	87	0	8	218

2013

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	98	2	8	18	22	18	28	0	2	98
Conwy	167	14	41	41	22	18	22	0	9	167
Denbighshire	244	30	59	42	34	34	37	1	7	244
Flintshire	93	20	31	22	7	2	3	0	8	93
Gwynedd North	118	4	8	11	12	23	58	0	2	118
Gwynedd South	88	5	12	13	10	11	30	0	7	88
Wrexham	91	27	33	13	9	3	3	0	3	91
Total	899	102	192	160	116	109	181	1	38	899
Gwynedd Total	206	9	20	24	22	34	88	0	9	206

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	64	0	6	2	15	17	24	0	0	64
Conwy	154	13	42	43	9	12	34	1	0	154
Denbighshire	250	40	50	48	27	26	58	0	1	250
Flintshire	95	39	19	26	1	5	5	0	0	95
Gwynedd North	141	0	12	27	8	16	78	0	0	141
Gwynedd South	87	0	12	22	4	7	42	0	0	87
Wrexham	86	25	38	10	1	8	4	0	0	86
Total	877	117	179	178	65	91	245	1	1	877
Gwynedd Total	228	0	24	49	12	23	120	0	0	228

Staff based in	Total jobs	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total staff
Anglesey	59	0	4	2	14	15	24	0	0	59
Conwy	161	11	40	46	8	14	36	1	5	164
Denbighshire	246	36	35	56	29	23	60	0	7	246
Flintshire	95	28	23	27	2	5	5	0	5	95
Gwynedd North	133	0	8	27	16	14	67	0	1	133
Gwynedd South	87	0	13	22	5	8	39	0	0	87
Wrexham	87	26	33	18	0	4	5	0	1	87
Total	868	101	156	198	74	83	236	1	19	868
Gwynedd Total	220	0	21	49	21	22	106	0	1	220

Performance Indicators (continued)

Changes between 2014 and 2015:

- 4.9 The table below shows the difference in skills levels of postholders between 2014 and 2015, and the impact of 11 fewer filled posts across most counties.
- 4.10 There were 17 more staff who had not been assessed, with a substantial increase in staff moving up to Level 4 skills (5 more) and Level 2 skills (23 more).

Total filled posts in 2015	Postholder at Level 0	Postholder at Level 1	Postholder at Level 2	Postholder at Level 3	Postholder at Level 4	Postholder at Level 5	Postholder at Level 6	No assessment or self-assessment completed	Total compared with 2014
868	-9	-24	+23	-1	+5	-12	0	+37	-11

Changes between 2011 and 2015:

- 4.11 Between 2011 and 2015, the number of postholders with higher level skills (Level 4 and above) increased significantly from 288 to 320 which is a very positive indicator of progress.
- 4.12 In the same period, the number of postholders who had achieved at least the minimum Welsh speaking skills that the Service is aiming to introduce (Level 2 or above) fell, but in the context of an overall reduction in staffing, fewer staff who had not been assessed at all, and a substantial number of staff progressing to a higher level of skills this is a positive outcome.

	Number with no Welsh speaking skills or with only minimal language skills (Level 0 or Level 1)	Number achieving at least the minimum Welsh speaking skills expected (Level 2 or above)	Number achieving a high Level of Welsh speaking skills (Level 4 and above)
2011	412 (39.8%)	585 (56.6%)	288 (27.9%)
2012	351 (36.6%)	575 (60.0%)	294 (30.7%)
2013	294 (32.7%)	567 (63.1%)	291 (32.4%)
2014	300 (34.1%)	250 (28.4%)	337 (38.4%)
2015	257 (29.6%)	272 (31.3%)	320 (36.9%)

Performance Indicators (continued)

The concentration of Welsh speaking skills across the Service area.

- 4.13** Compared to 2011, all counties have experienced an increase in the percentage of staff at Level 3 or above, although compared to last year, Anglesey has seen a significant increase, Conwy, Flintshire, Gwynedd and Wrexham have seen a slight decrease.
- 4.14** The pattern of concentration of Welsh speaking staff changed with Anglesey taking over from Gwynedd with the highest concentration, followed by Gwynedd, Denbighshire, Conwy, Wrexham and Flintshire.

	2011	2012	2013	2014	2015
Anglesey	52.4%	65.2%	69.4%	87.5%	89.8%
Conwy	22.4%	33.1%	37.1%	36.4%	36.3%
Denbighshire	33.9%	38.1%	43.4%	44.4%	45.9%
Flintshire	7.7%	9.2%	12.9%	11.6%	12.6%
Gwynedd	64.5%	71.1%	69.9%	66.6%	66.55%
Wrexham	7.3%	12.1%	16.5%	15.1%	10.3%
Total	35.7%	42.2%	45.3%	45.8%	45.5%
Gwynedd North	72.2%	80.2%	78.8%	72.3%	72.9%
Gwynedd South	54.5%	58.7%	58.0%	60.9%	60.2%

The percentage of all the staff based in each county whose skills are at Level 3 or above.

The distribution of Welsh speaking skills across the Service area.

- 4.15** The percentage of Welsh speaking staff within the Service has mostly shown an increase year on year in each county but the pattern has altered in 2015, with a further increase in the percentage of Welsh speaking staff in Conwy, followed by Denbighshire. Interestingly Gwynedd, together with Wrexham, has seen a decrease and an encouragingly Flintshire remains constant after an increase last year..

	2011	2012	2013	2014	2015
Anglesey	17.6%	18.0%	16.7%	64.1%	66.1%
Conwy	11.1%	14.1%	15.2%	30.5%	31.3%
Denbighshire	25.8%	24.4%	26.0%	33.6%	33.7%
Flintshire	2.2%	2.2%	2.9%	10.5%	10.5%
Gwynedd	40.9%	38.3%	35.4%	61.5%	57.7%
Wrexham	2.2%	3.0%	3.7%	14%	10.3%
Total			100.0%		
Gwynedd North	26.0%	24.9%	22.9%	66.7%	60.9%
Gwynedd South	14.9%	13.3%	12.5%	56.3%	54.5%

The percentage of the Service's Welsh-speaking staff as deployed to each county area.

Performance Indicators (continued)

The concentration of Welsh speaking skills by seniority levels.

4.16 The table below shows that staff across all levels, not just at senior management level, are now achieving a high percentage (max 100% and min 75%) of compliance against their post's linguistic requirements (column ii.).

4.17 Station manager now achieve the highest level of compliance against the Service's aspirational target of a minimum of Level 2 skills across the organisation (column iv.), and this has increased from to 84% to 95% since last year. Senior manager compliance is shown as a reduction but this is accounted for by a new manager who recently joined the Service and is currently working towards the achievement of Level 3 skills. Senior manager retain the highest concentration of staff with Welsh speaking skills at Level 3 or above (column v.).

4.18 The above can both be viewed as a positive indicator of improvement across all levels and commitment to the Welsh language.

2013	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management ¹	27	74%	19%	78%	67%	4%
Station managers	29	72%	24%	76%	52%	0%
Watch managers	102	71%	26%	71%	42%	3%
Crew managers	128	60%	37%	60%	38%	3%
Firefighters	481	59%	36%	59%	43%	5%
Grades 6 - 8	32	59%	28%	59%	53%	13%
Grades 3 - 5	86	58%	24%	74%	60%	1%
Grades 1- 2	14	43%	50%	43%	36%	7%
All	899	61%	33%	63%	45%	4%

2014	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management ²	23	92	12	88	68	0
Station managers	23	92	16	84	48	0
Watch managers	83	90.22	35.87	64.13	38.04	0
Crew managers	104	86.67	35.83	64.17	38.33	0
Firefighters	403	84.49	36.69	63.31	45.07	0
Grades 6 – 8	29	82.86	34.29	65.71	51.43	0
Grades 3 – 5	82	91.11	22.22	76.67	60	1.11
Grades 1- 2	12	92.31	46.15	53.85	38.46	0
All	759	86.55	33.75	66.13	45.84	0.11

2015	Total number	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.	vi.
Senior management ³	27	89	11	85	67	3.7
Station managers	22	100	4	95	50	0
Watch managers	83	93	31	69	35	0
Crew managers	110	87	32	69	41	0
Firefighters	488	84	32	65	44	2.87
Grades 6 - 8	38	87	24	76	63	0
Grades 3 - 5	84	91	23	76	57	1.19
Grades 1- 2	16	75	38	44	37	18.75
All	868	86.29	29.6	68.2	45.51	2.19

Analysis of Welsh skills according to seniority levels, incorporating all duty systems and roles.

Performance Indicators (continued)

The concentration of Welsh speaking skills by department/function.

4.19 There has been an increase in compliance with Welsh language requirements for most posts in 2015 (average has remained constant at 86%) (column i.). Control, training and prevention staff achieve the highest concentration of staff whose Welsh skills levels are at Level 3 or above. The percentage of staff with at least level 2 skills has also increased from 66.13% to 68.2% in 2015. The percentage with level 0 or 1 skills has decreased from 66.13% to 55.11%.

2013	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control ⁴	81.3%	6.3%	93.8%	78.1%	0.0%
Fire and rescue crew ⁵	58.8%	36.5%	58.8%	40.3%	4.7%
Fleet and facilities management ⁶	60.0%	13.3%	60.0%	53.3%	26.7%
Headquarters and corporate ⁷	57.9%	31.6%	64.9%	49.1%	3.5%
Operations, response and resilience ⁸	61.5%	30.8%	69.2%	57.7%	0.0%
Other ⁹	38.9%	55.6%	38.9%	38.9%	5.6%
Prevention ¹⁰	77.9%	8.8%	91.2%	76.5%	0.0%
Training and development ¹¹	64.0%	32.0%	68.0%	28.0%	0.0%
All	60.8%	32.7%	63.1%	45.3%	4.2%

2014	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control ¹²	93.75	3.13	96.88	81.25	0
Fire and rescue crew ¹³	61.79	38.38	61.62	41.03	0
Fleet and facilities management ¹⁴	77.78	22.22	77.78	66.67	0
Headquarters and corporate ¹⁵	62.12	37.88	60.61	43.94	1.52
Operations, response and resilience ¹⁶	75	25	75	50	0
Other ¹⁷	-	-	-	-	-
Prevention ¹⁸	70.15	7.76	92.54	74.63	0
Training and development ¹⁹	68	32	68	32	0
All	64.90	66.13	66.13	45.84	0.11

2015	% with skills matching the job requirement	% with skills at Levels 0 or 1 only	% with skills at Level 2 or above	% with skills at Level 3 or above	% with skills level unknown
	i.	ii.	iii.	iv.	v.
Control ²⁰	96.55	3.45	96.55	82.76	0
Fire and rescue crew ²¹	63.33	34.41	63.33	40.87	2.26
Fleet and facilities management ²²	70	20	70	60	10
Headquarters and corporate ²³	64.71	30.88	67.65	52.94	1.47
Operations, response and resilience ²⁴	81.81	11.36	84.09	40.91	4.55
Prevention ²⁵	73.44	9.38	90.63	68.75	0
Training and development ²⁶	70.83	29.17	70.83	33.33	0
All	66.47	55.11	68.2	45.51	2.19

Analysis of Welsh skills in departments/functions.

Retained Duty System (RDS) staff

- 4.20** One of the challenges for increasing the level of Welsh language skills in North Wales Fire and Rescue Service is that the majority of the Service's employees work the Retained Duty System, and are therefore limited in terms of contact time with the Service for skills-building and undergoing formal assessment of their Welsh language skills.
- 4.21** There are 13 known retained staff whose Welsh speaking skills have not yet been recorded (either as a self-assessment or as a formal assessment) as they have recently been recruited following a concerted recruitment campaign. Their skills are in the process of being recorded but Level 2 remains the minimum requirement for these posts.

NOTES

- ¹ 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.
- ² 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.
- ³ 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.
- ⁴ Control – call handling staff, supervisors and managers.
- ⁵ Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.
- ⁶ Fleet & Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.
- ⁷ HQ & Corporate – senior management, finance, accounts & payroll; HR & recruitment; corporate planning; corporate communications; equalities; health & safety; support services; central administration, reception & secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,
- ⁸ Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.
- ⁹ Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.
- ¹⁰ Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.
- ¹¹ Training and Development – T&D management, trainers, instructors, performance standards, ADCs & operational assurance, NVQ support, accreditation and T&D administration.
- ¹² Control – call handling staff, supervisors and managers.
- ¹³ Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.
- ¹⁴ Fleet & Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.
- ¹⁵ HQ & Corporate – senior management, finance, accounts & payroll; HR & recruitment; corporate planning; corporate communications; equalities; health & safety; support services; central administration, reception & secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,
- ¹⁶ Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.
- ¹⁷ Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.
- ¹⁸ Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.
- ¹⁹ Training and Development – T&D management, trainers, instructors, performance standards, ADCs & operational assurance, NVQ support, accreditation and T&D administration.

²⁰ Control – call handling staff, supervisors and managers.

²¹ Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

²² Fleet & Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

²³ HQ & Corporate – senior management, finance, accounts & payroll; HR & recruitment; corporate planning; corporate communications; equalities; health & safety; support services; central administration, reception & secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

²⁴ Operations, response and resilience – administrative staff (incl RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

²⁵ Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

²⁶ Training and Development – T&D management, trainers, instructors, performance standards, ADCs & operational assurance, NVQ support, accreditation and T&D administration.

Survey into the Welsh Language Resources provided by North Wales Fire and Rescue Service - Results

29 people took part in the survey, 2 completed survey in Welsh. Of those 29, 16 were fluent Welsh speakers and 13 were learners or had no Welsh language skills

How often do you use the Cysgliad (Cysill/Cysgeir) software?

Every Day	6.90%	2
–	6.90%	2
Once a Week	13.79%	4
–	13.79%	4
Sometimes e.g. once a month	58.62%	17
–		
Less often than once a month		
–		
Never		

Have you used the Service's CD programme to learn Welsh in the workplace?

Yes, Level 1	17.65%	6
–	26.47%	9
Yes, Level2	17.65%	6
–	38.24%	13
Yes, Level3		
–		
No		

Have you used the CD programme to help others to learn Welsh in the workplace?

–	21.62%	8
Yes, Level 1	21.62%	8
–	10.81%	4
Yes, Level 2	45.95%	17
–		
Yes, Level 3		
–		
No		

How did you obtain a copy of the CD?

Downloaded a copy from website	3.57%	1
--------------------------------	-------	---

-		71.43%
received a hard copy of the CD		20
-		25.0%
Have not used the CD programme		7

Have you used any of the other Welsh language resources that are available on the intranet?

-	31.03%
Yes	9
-	68.97%
No	20

Comments –

CD Scripts
 Transcripts to accompany the CDs, otherwise the CDs in isolation are difficult to understand.
 Bangor University Website
 Scripts for level 1.
 S4C
 not really looked to see what's there
 Didn't know there were any resources available on the intranet Actions/Response – These are highlighted the Fflam and Mercher marfer and through the Champions on a regular basis. Further work to promote these

Have you received help from our Welsh Language Champions Scheme with regards to learning Welsh?

Yes	25.93%
	7
-	37.04%
No, I speak Welsh fluently	10
-	3.70%
No, I have no interest in learning Welsh	1
-	22.22%
No, but I am interested	6
-	11.11%
No, I already receive help from a colleague who is not a member of the Welsh Champion Scheme	3

Have you taken advantage of a Welsh course in the workplace (Level 1, 2, 3,4,5,Language refresher)?

Yes	48.15%
	13
-	51.85%
No	14

Which of the following describes your Welsh language skills?

Fluent Welsh speaker (Level 4-5)	57.14%
-	16
Learner (Level 1-3)	35.71%
-	10
No Welsh language skills	7.14%
	2

Can you think of any other resources that would be advantageous with regards to learning Welsh or improving your Welsh language skills?

Encourage more bilingual meetings

Access to PODCASTs on learning welsh IE verb forms

Encourage fluent welsh speaking, non-champions, to encourage learners too, with general conversational welsh

Another trip to Nant Gwrtheyrn? :-)

I feel people require the skill of written Welsh from the start of their learning and that way I believe it is a more rounded learning experience.

send a teacher in once week for 1 to 1 or group face to face courses/workshops to gain the confidence in speaking welsh to others.

None

More accessibility to Welsh Language Champions

that are only in it for the money, and don't actually do anything.

Work related video clips on Intranet / DVD that you can watch at your leisure E.g. - a tour of a fire station with a narrative in welsh, similar for a County office and other departments.

No

A proper structured welsh language course during work hours delivered by a tutor - an issued CD is not enough instruction to learners.

Cleon i marfer sgiliau cyfathrebu yn y Gymraeg - e.e.gweithdai (nid o angenrheidrwydd efo cwmni allanol) er mwyn ymarfer cadeirio cyfarfodydd, cynnal dadl yn effeithiol, cyfweld neu asesu staff, ayyb

(Please note, participants comments have not been amended)