North Wales Fire and Rescue Service
Monitoring Report
for the
Welsh Language Commissioner
for the period
1st April 2012 – 1st April 2013

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1. Introduction

We are pleased to submit our second Annual Monitoring Report to the Welsh Language Commissioner.

Over the past year significant and far-reaching changes have been introduced to the statutory framework of the Welsh language, and we welcome the increased emphasis on raising standards and ensuring consistency with regards to using and promoting the Welsh language across Wales.

During 2012-13 we as a Service have been more that willing to take part in national discussions in relation to the proposed Welsh Language Standards and North Wales Fire and Rescue Service, in collaboration with the other two fire and rescue service in Wales, was amongst a number of organisations who contributed to the national consultation.

We were also pleased to attend a number of conferences arranged by the Welsh Language Commissioner. The Deputy Chief Fire Officer, who is responsible for the Welsh language portfolio, was present at the conference in Caernarfon on 7 June 2012, and the Corporate Communications Manager and the Translator and Welsh language Liaison Officer were present at the conference in Conwy on 25 June 2012. We were also fortunate to be given the opportunity to discuss the statutory changes at one of the Welsh Language Commissioner's regional offices during a meeting held for Welsh language Officers in Ruthin on 5 July 2012.

We as a Service were grateful to the Commissioner for accepting an invitation by the Chief Fire Officers' Association (CFOA) Cymru Strategic Welsh Language Steering Group to attend one of the quarterly meetings (12 July 2012) to discuss further the expectations on public service organisations in Wales in the future.

Despite all the uncertainties and the positive changes in relation to the Welsh language, we have not wavered in our efforts during the past twelve months. We have concentrated on maintaining standards and improving on our performance and we have continued to invest in the Welsh language.

Once again, this has been a period in which North Wales Fire and Rescue Service has achieved considerable progress in relation to the Welsh Language.

We have a clear vision on how we as a Service would like to proceed during 2013-14 and beyond and we look forward to strengthening the position of the Welsh language within North Wales Fire and Rescue Service in years to come.

In the meantime, our priorities are to comply with the requirements of our current Welsh Language Scheme (2010-2013) and to concentrate on maintaining standards and improving our performance.

2. Managing and Administering the Scheme

The Deputy Chief Fire Officer, Dawn Docx, is responsible for the Welsh Language portfolio within the Fire and Rescue Service. She is also the Chair 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).

- 10 July 2012
- 1 October 2012
- 1 January 2013

From May 2013 the new temporary Assistant Chief Fire Officer, Richard Fairhead, will take over responsibility for the Welsh language portfolio and for chairing the Welsh Language Forum.

The CFOA Cymru Strategic Welsh Language Steering Group is chaired by Gareth Griffiths, Senior Fire Safety Officer. This group also meets on a quarterly basis and includes the following members:

North Wales

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

South Wales

Cath Baldwin, Welsh Language Officer

Mid and West Wales

Jacqui Maunder, Corporate Communications and Democratic Services Manager
Julie Owens, Democratic Services Officer

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

- 18 May 2012
- 20 September 2012
- 6 November 2012
- 14 March 2013 (postponed until 24 May 2013 due to illness)

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
- Welsh Government Focus Group for Sharing Welsh Translation Resources

3. Our progress during 2012-13

This Monitoring Report relates to the period 1 April 2012 to 1 April 2013.

Our commitment to the Welsh language continues through our Welsh Language Scheme and we have made significant progress during the 2012-13 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. The following software has been installed on Terminal Servers for use by North Wales Fire and Rescue Service staff: Cysgliad, Microsoft Word (Welsh version), To Bach Technology. 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.

- 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.

- Social networking has become firmly established as part of the Service's official Communications Strategy with approximately 3,400 fans of the Service's Facebook page and over 4,800 following 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.

- In May 2012 the North Wales Fire and Rescue Service website was re-launched. The website has been updated and the website content is fully bilingual.

- Our Welsh language learning CDs are now available to download on our website. We will be uploading our new Level 3 CD in due course.

Training and Development

- We have produced a Welsh language learning Level 3 CD which is an extension of the Level 1 and Level 2 learning programmes that were launched in 2008. The production of the CD was a natural progression as a number of staff had shown an interest in developing their language skills further after completing the Level 2 training. The CD has been adapted from the Level 3 course that was produced by North Wales Police and we are grateful to them for allowing us to adapt the course content. The CD has been adapted for the Fire and Rescue Service and features four members of our own staff, as well as a bilingual introduction from the Chief Fire Officer. The Level 3 CD will be launched later on this year and will include a campaign to encourage staff to complete the course.

- During January and February 2013, 14 members of staff attended a Level 3 course that was arranged internally. The training involved an 8 day course over 2 months. The course provider was Coleg Llandrillo and the training event was held at Rhyl Community Fire Station. Although priority was given to those who needed to reach Level 3 in order to fulfil the duties of their post, places were also allocated to those who were eager to develop their Welsh language skills. The course was completed successfully by all who attended, with marks ranging from 83% to 100%. We had a positive response to the course and according to the tutor the crew members were very enthusiastic. It is worth noting that some members of staff attended the course during their own time, without pay, because they were eager to learn, and as a Service we appreciate their commitment and their enthusiasm. Our aim during the next reporting period is to offer more courses and Golywi Iaith sessions and look at providing financial assistance to those who are eager to attend an external course if suitable courses are not available internally.

- As you will be aware from our last report, we have been busy producing an e-learning module of our Welsh Awareness Training with the aim of helping us to deliver this mandatory training to members of the Retained Duty System (RDS - part-time firefighters). In the past, due to their restricted availability, providing this training to members of the RDS has been challenging. Since our last report we have completed a pilot scheme with the e-learning module amongst sections of our workforce and there have also been considerable advances in the Learn Pro software during recent months. We are currently modifying the content to take account of the comments received and the new software developments. We have also taken the opportunity to update the content to reflect the latest statistics as part of the recently published 2011 census. Our priority is to create an interesting interactive module that will be a useful training tool to those who cannot be present during the face to face sessions and it is important to ensure the module meets our specific needs before it is launched. Once complete, the module will be allocated on the Learn Pro system to all members of staff who have not received the training. It can be updated and allocated to all members of staff if necessary eg should we wish to inform our workforce of our statutory obligations when the new Standards are introduced.

- The Corporate Communications Manager is a member of a body called Hunaniaith, which aims to promote the Welsh language in Gwynedd. Hunaniaith includes representatives from public, private and voluntary sector organisations and agencies. In our last report we mentioned how we had contributed to the establishment of a Welsh Language Academy for Senior Managers. The aim of the

pilot project was to improve the Welsh language skills of Senior Managers. Following the successful pilot project last year we were given the opportunity to be a part of the Academy again this year. During this reporting period, 4 senior members of staff have taken part in the Academy. The latest statistics show that commitment towards the Welsh Language amongst our Senior Mangers is high and this is testimony of the exceptional work of the Academy.

- The three Welsh fire and rescue services recently undertook a new tendering process for training courses on an all-Wales basis. As part of the tendering process the suppliers had to meet specific criteria before being allowed to move on to the next part of the process, and specific tenders included a question regarding the provision of training. We believe that this is a step in the right direction as we gradually introduce changes in order to become a truly bilingual organisation. We realise that we need still to improve our internal provision and this has been noted as one of our priorities for the coming year.

- As a Service we aim to include more language choice during internal courses. All the training modules on the LearnPro system are currently being translated. This will be a long term process since changes are constantly being made to the modules and there are so many different modules available. The following courses are currently available bilingually:

  - o Business Administration
  - o Information Technology
  - o Welsh Language Awareness
  - o Media Training
  - o Gloywi Iaith

Welsh in the Workplace

- In June we received recognition for our tireless work to promote the Welsh language by being nominated for an IWA Award under the category 'Welsh in the Workplace'. We were amongst three finalists who were nominated for the award and we attended the awards ceremony in Cardiff on 15 June 2012.

- The Service presents two awards to staff each year. The 'Learner of the Year Award' was presented to the Head of ICT by the Deputy Chief Fire Officer at the Urdd National Eisteddfod, Snowdonia 2012 (Further information is available in Appendix 1). The award for 'Outstanding Contribution to the Welsh Language' is presented at the Service's annual awards event in September. The winner in 2012 was Katy Welch, the RDS Administrator at Rhyl who is also a member of the Welsh Language Champions scheme. This year, the award

for 'Learner of the Year' will also be presented at our annual awards and we are introducing a new award to a watch, department or team that has gone above and beyond their duty to promote and facilitate the Welsh Language.

- The Translator and Welsh Language Liaison Officer continues to provide simultaneous translation during internal meetings as well as during Fire and Rescue Authority meetings, with investment in skills and equipment during the year to facilitate this. Additionally we are looking at the possibility of receiving support from North Wales Police when required. The Community Safety Forum continues to be held bilingually. Members of staff have reacted positively to the introduction of simultaneous translation facilities at these meetings and the number of people who are choosing to contribute to these meetings in Welsh is steadily increasing with each meeting that takes place. We remain committed to conducting more bilingual meetings internally and the simultaneous translation facilities are available to all on demand. Increasing the use of the simultaneous translation facility is one of our priorities for the year to come.

- 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. We have recruited more Welsh Language Champions during the year and have formalised their allowance and activities. By now we have 27 Champions - see Appendix 3 for a copy of the recently introduced reporting form. The Champions continue to receive advice on how to promote Welsh in the workplace in a fortnightly includes worksheets (see Appendix 2 for an example of these emails).

- As part of their training during 2012-13, Welsh Language Champions were briefed on the skills assessment process and received a presentation by a Welsh for Adults tutor from the Ruthin area as well as an introduction to the new criteria with regards to the quarterly allowance. The Champions were also given a Norwegian lesson by a member of staff to illustrate the difficulties she had come across when learning Welsh as a new language. The presentation also gave the Champions an opportunity to step into the shoes of a learner and experience how it feels to learn a new language as an adult.

- In January 2013 all members of staff received a bilingual desk calendar. These calendars include Welsh phrases, simple vocabulary and seasonal messages. The aim of the calendars 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.

- For a number of years staff have used badges to identify themselves as Welsh speakers or learners. This year we have extended this scheme and by now Welsh speaking firefighters can identify themselves as Welsh speakers by placing 'Cymraeg' stickers on their helmets. The three fire and rescue services in Wales use the stickers and we hope that they will give people the confidence to speak Welsh with our firefighters and that people will realise that we too offer bilingual services.

- In our previous reports the three fire and rescue services in Wales detailed how they took part in the 'Mae Gen Ti Ddewis' campaign that was run by the Welsh Language Board. As a result of the campaign, the number of residents in North Wales receiving home fire safety checks through the medium of Welsh has increased during recent years – an increase from 6% to 16% and then to 20% between 2010 – 2012. In the last year we have seen a slight reduction in these numbers this year – from 20% to 16.88% - which can be attributed to our completion of less checks overall - a reduction from 28,472 to 21,783 – and a significant reduction in the number of checks completed in Gwynedd and Ynys Môn where Welsh speaking communities thrive best. However, the percentages continue to fluctuate between 14% - 20% during different times of the year and remain consistent with the results of the last census at around 19% (further information is available in Section 5). The availability of this service bilingually continues to be important to us and the campaign is being re-launched this summer, with the aim of promoting this bilingual service both internally to our staff who provide the checks as well as externally to our communities.

- Last year, it became evident that some members of staff demonstrated a lack of confidence in their Welsh language skills and as a result, we looked into exactly what additional training, support and assessments were required to improve the situation. In some instances, staff were marking their self assessed skills lower than necessary and we recently provided reassurance and undertook formal assessments which proved their skills were better than they had noted. (Please note that the statistics provided in section 5 are for the period April 2012 to March 2013 and therefore the recent assessments have not been included). As part of this work, we now know that there are only 2 individuals in front line posts in the Control Room that do not meet the linguistic

requirements for their posts and both are currently working towards reaching the required level and we are confident that this will be achieved.

Our Priorities during the next Reporting Period:

- Create more opportunities for individuals to use Welsh in the workplace from day to day
- Introduce a new award to encourage stations/teams to improve their Welsh language skills as a group
- Continue to be proactive with regards to promoting home fire safety checks through the medium of Welsh
- Continue to be proactive with regards to offering services through the medium of Welsh and launch a campaign to promote our bilingual services
- Continue to work with other establishments to share best practice, both with fire and rescue services across Wales and our partners in North Wales
- Update the induction pack that is sent out to new members of staff
- Continue to develop our Welsh Language Scheme.

4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
Promoting the Scheme internally			
Find ways of raising the profile of the Scheme by: awareness training; and access to advice and guidance.	Corporate Comms. Manager	An online language awareness module has been piloted and is being finalised. This will include an assessment. All new staff receive an induction training briefing document which includes information about the Welsh language. 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 Update and Y Fflam. Continuation of the project to promote Welsh internally using Champions .	Welsh Language Scheme referred to in the Language Awareness Sessions. In future, assessment will be evidence of training. Intranet, Chief's Update and Y Fflam. Update provided.

Promoting the Scheme externally			
Continue to seek ways of improving the effectiveness of our website in promoting our image as a bilingual organisation.	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. The website has been redesigned and relaunched – it remains fully bilingual.	See website/s http://www.nwales-fireservice.org.uk/page.asp?page=114 www.facebook.com/northwalesfireservice www.twitter.com/northwalesfire

Guidance was prepared for external agencies and contractors to bring their attention to the requirements of the Scheme. This to include strong encouragement for third parties who work on fire and rescue premises to erect temporary bilingual signage.	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: *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.*

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
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	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 Update and Y Fflam.	Welsh Language Scheme and SAPPO policies.
		The Service's Y Fflam staff magazine features a monthly Y Golofn Gymraeg which also reinforces the Welsh Language objectives.	Y Fflam
		Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer	Examples provided

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.	Y Fforwm Iaith Gymraeg		Welsh Language Scheme and SAPPO policies.

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 launched 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 from January 2010.	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 ar 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 intend to develop assessment and training to improve overall skills levels.	Workforce data base

This strategy to include: • 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 asses 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 were 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.

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. Established 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 the new 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 will be reported. Members also received information regarding the latest revised Welsh Language Scheme 2010-13 before and after consultation and approval from the Welsh Language Commissioner.	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 2012 to 31 March 2013, the figures for the newly adopted indicators are as follows;

	Statistics for 2012-13	Statistics for 2011-12
PI1	**Number and % of presentations to schools in Welsh.**	**Number and % of presentations to schools in Welsh.**
Comment	Out of a total of 562 presentations 183 (33%) where provided through the medium of Welsh	A total of 206 presentations to schools were provided through the medium of Welsh (inclusive of KS1/KS2 & KS3) – which was 42% of total presentations.
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	Out of a total of 28,489 children who received fire safety advice 8,099 (29%) received fire safety advice through the medium of Welsh. Compared to the 2011-2012 the figures for the above are slightly down for this financial year. A possible explanation for this decrease was that a member of the schools team was away from their duties due to sickness for a period of 3 months. Overall the number of school presentations has increased due to involvement in various campaigns i.e. Smokebugs (anti-smoking) and Pupils Referral Units (Arson).	A total 9,733 children received fire safety advice through the medium of Welsh - 32% of the total number of children who received fire safety advice.

PI3	The number and % of home fire safety checks carried out through the medium of Welsh.	The number and % of home fire safety checks carried out through the medium of Welsh.
Comment	Out of a total 21,783 home fire safety checks carried out during 2012/13, 3,676 of those checks (16.88%) were carried out in Welsh. A minimum was experienced (14.01% of total checks carried out in Welsh) during December 2012 compared to the maximum experienced (20.02%) in March 2013. 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 2012 - 31 March 2013.	Out of a total 28,472 home fire safety checks carried out during 2011/12, 5,506 of those checks (19.32%) were carried out in Welsh. A minimum was experienced (15.72% of total checks carried out in Welsh) during August 2011 compared to the maximum experienced (22.56) in February 2012. 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 2011 - 31 March 2012.

Left table:

County	Total	Welsh	Percentage
Conwy	4183	288	6.44
Denbighshire	3059	154	4.79
Flintshire	3283	20	0.61
N Gwynedd	1563	1724	52.45
S Gwynedd	973	613	38.65
Wrexham	3073	21	0.65
Ynys Môn	1972	857	30.29
	18107	3676	16.88

Right table:

County	Total	Welsh	Percentage
Conwy	5587	340	6.09
Denbighshire	4441	214	4.82
Flintshire	4112	34	0.83
N Gwynedd	4412	2414	54.71
S Gwynedd	2235	1166	52.17
Wrexham	3697	10	0.27
Ynys Môn	4012	1325	33.03
		5506	19.32

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	0	10 – 1.01%

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	16 (1.78%)	17 – 1.72%
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	17 have attained level 3 (1.89%) 11 have attained level 4 (1.22%) 20 have attained level 5 (2.22%)	0 have attained Level 3 2 have attained Level 4 - 0.20% 16 have attained Level 5 - 1.62%
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	Level 3 – 4 included in above stats	Level 2 – 8 of the above (0.81%) Level 4 – 1 (0.01%)
PI8	The number and % of staff that have received language awareness training.	The number and % of staff that have received language awareness training.
Comment	Four Welsh language awareness sessions were held for non operational staff with 7 staff undertaking the training.	Very few awareness sessions for new staff joining the Service have been completed during 2011-12 - there have not been many new staff and the member of staff delivering the sessions has been away on a period of absence. We are however in the process of completing the development of an on-line awareness module and we are currently working towards ensuring all staff either receive the presentation in person or complete the on line module.
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	The performance set against any target that is adopted as part of the performance management framework – targets for 2011/12 are; Number and % of new staff who have attained Level 2 Number and % of staff who have been promoted and have gained Level 2 success.	The performance set against any target that is adopted as part of the performance management framework – targets for 2010/11 are; Number and % of new staff who have attained Level 2 Number and % of staff who have been promoted and have gained Level 2 success.
Comment	New staff must gain Level 2 success or the Level identified as being required by the post. The number of new staff who have gained Level 2 success in 2012/13 is 4 (0.44% of total staff) Level 3 is 1, Level 4 is 4, and Level 5 is 3. The number and percentage of staff who have been promoted and have gained language level success in 2012/13 is; 14 have gained Level 2 success (1.55%) 2 have gained Level 4 success (0.22%) 11 have gained Level 5 success (1.22%)	New staff must gain Level 2 success or the Level identified as being required by the post. The number of new staff who have gained Level 2 success in 2011/12 is 2 (0.2% of total staff) The number and percentage of staff who have been promoted and have gained language level success in 2011/12 is; 2 have gained Level 2 success (0.2%) 5 have gained Level 5 success (0.51%)
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	County offices were amalgamated this year – some offices therefore recorded figures on the basis of two counties as indicated below. Denbighshire 3.07% of letters and 11.51% calls Conwy 51.27% of letters and 18.42% of calls (increase in letters due to extra high number of bilingual letters issued) Wrexham and Flintshire 0% of letters and 0% of calls Gwynedd and Anglesey 60.68% of letters and 55.39% of calls (All letters in relation to home fire safety checks are issued bilingually in every county)	Denbighshire 0% of letters and 5.6% of calls Wrexham 0% of letters and 0% of calls Conwy 0% of letters and 27.36% of calls North Gwynedd 37.02% of letters and 48.29% of calls South Gwynedd 58.67% of letters and 47.50% of calls Ynys Môn 75.92% of letters and 23.56% of calls Flintshire 0% of letters and 0% of calls (All letters in relation to home fire safety checks are issued bilingually in every county)

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	There was one complaint of this nature in relation to signage at Barmouth Fire Station – the Welsh signage was corrected from 'Gorsaf Dân Barmouth' to 'Gorsaf Dân Abermaw' and all other premises were checked.	There were no complaints of this nature in this period
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	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. 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. The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.	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.
PI20		The number and % of emergency calls that were dealt with in Welsh.
Comment	During 2011/12, the Control Room received 15,739 emergency calls. Of this total, 137 calls were handled in Welsh (0.87%)	During 2011/12, the Control Room received 17,170 emergency calls. Of this total, 237 calls were handled in Welsh (1.38%)

Analysis of Welsh Speaking Skills

1. MAIN FINDINGS:

1.1 POSITIVE OUTCOMES

- Despite a recent 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 with a minimum of Level 2 Welsh speaking skills continues to rise.

- There are particular pockets of notably good standards being achieved, including in the development of language skills at senior management level and the allocation of Welsh speakers across counties and specific departments/functions.

- The majority of staff have completed either a self-assessment or a formal assessment of their language skills. These are recorded within the Service's HR system and in the Training department.

1.2 CONTINUING CHALLENGES

- The language skills of 38 members of staff remain to be recorded, either as self-assessments or as formal assessments. This would support better understanding of the overall profile of the Service, and provide for improved accuracy in the analysis of skills.

- 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.

- There is improvement in the Welsh speaking skills of staff filling main reception and control operator roles - there are still members of staff who have yet to attain Level 4 skills but there is evidence that they are in the process of improving their skills.

- The majority of staff meet the language criteria set for their posts, but 314 still fall short of the requisite level. We 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.

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.

2.2 The calculations are based on filled posts only, with each post, whether whole or part time, being calculated as if it were a whole post. Where the same individual fills two different posts, that individual has been counted twice. Externally funded posts (9 in total) have been excluded from the calculations.

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	12	20	5	23	29	0	1	91
Level 5	1	0	0	0	0	0	1	0	0	1
	1034	**116**	**296**	**216**	**81**	**104**	**183**	**1**	**37**	**1034**

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**

3   **<u>Overview</u>**

3.1   The number of filled posts fell again in the year up to April 2013, with sixty fewer at the analysis point in 2013 than in the previous year. Those sixty fewer filled posts comprised a reduction of sixty-five Level 2 posts and an increase of five Level 4 posts.

3.2   Between 2012 and 2013, twenty-two new post-holders were added, either as new employees (17) or as existing employees taking on additional roles (5). Thirteen came in to fill Level 2 posts, and nine came in to fill Level 4 posts.

3.3   The requisite Welsh speaking skills levels of individual posts were not altered – e.g. those designated as Level 3 posts in 2012 remained as Level 3 posts in 2013. However, the 6.3% change in filled posts between the two years (from 959 to 899) had the effect of reducing the number of posts designated as Level 2 posts by 7.4% (from 875 to 810) but increasing slightly the number of posts designated as Level 4 posts by 6.7% (from 75 to 80).

3.4   In the period between 2011 and 2013, there was a marked shift in the overall skills profile, with a significant reduction in the percentage of postholders who had less than Level 2 language proficiency.
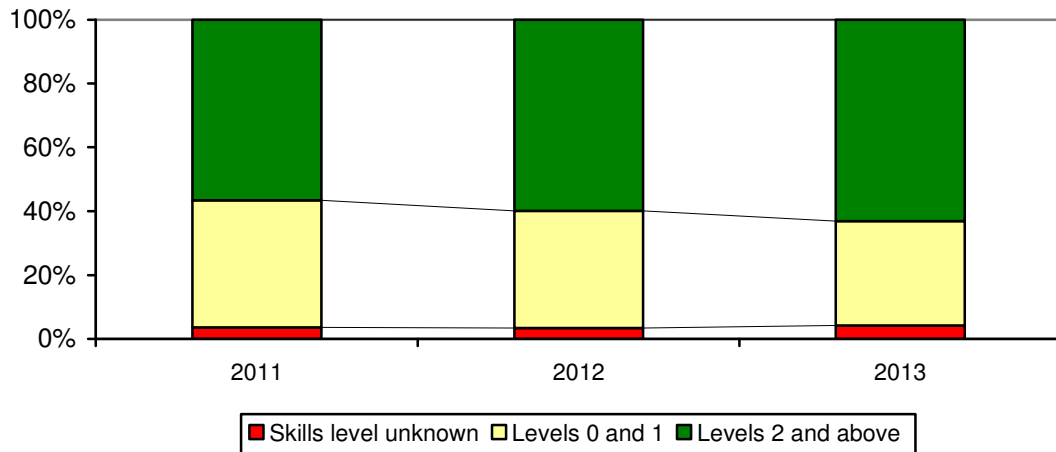
3.5   This indicates that although financial constraints mean that the Service is having to operate with fewer members of staff, the impact on Welsh language skills is being managed well.
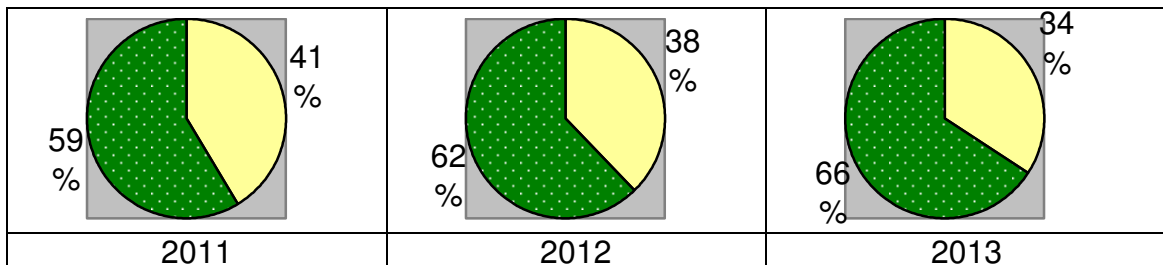
3.6   The darker coloured sections above illustrate the growing proportion of the workforce with at least Level 2 Welsh language skills (the small proportion whose skills level is not known have been excluded).

4. PERFORMANCE INDICATORS

4.1 There has been a steady increase in the percentage of Welsh essential (Level 4 or above) and Welsh desirable (Level 3 or below) posts that have been filled by staff with the requisite Welsh speaking skills.

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

The number and percentage of jobs where Welsh is <u>essential</u> (Level 4 or above) that are filled by staff that have bilingual skills to the desired Level.	2011	2012	2013
Total number of jobs designated as Level 4 and above.	92	76	**81**
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	53	47	**57**
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	57.6%	61.8%	**70.4%**

An increase in percentage points of 8.6 was recorded in the number of Welsh essential posts filled by staff that have bilingual skills to the desired Level.

The number and percentage of jobs where Welsh is <u>desirable</u> (Level 3 or below) that are filled by staff that have bilingual skills to the desired Level.	2011	2012	2013
Total number of jobs designated as Level 2 or Level 3.	942	883	**818**
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	504	507	**490**
The percentage that are filled by staff with Welsh speaking skills at Level 2 or above.	53.5%	57.4%	**59.9%**

An increase in percentage points of 2.5 was recorded in the number of Welsh desirable posts filled by staff that have bilingual skills to the desired Level.

Performance Indicators (continued)

4.3   The Service continues to increase the proportion of its staff whose Welsh speaking skills meet the requisite level for their post.

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.

4.5   Of the 314 members of staff who did not meet the requisite level for their post in 2013, thirteen were in "main reception roles" (including five in Control).

The number and percentage of staff that have bilingual skills to the designated standard.	2011	2012	2013
The total number of staff (incl. those whose skills had not been assessed)	1,034	959	899
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	557	554	547
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	53.9%	57.8%	60.8%

An increase in percentage points of 3.0 was recorded in the number of staff that have bilingual skills to the designated standard.

The number and percentage of staff who do _not_ have bilingual skills to the designated standard.	2011	2012	2013
The number of staff whose skills did not meet the requisite Level for their post	440	372	314
The percentage of staff whose skills did not meet the requisite Level for their post	42.6%	38.8%	34.9%
The number of staff who had not had an assessment or completed a self-assessment	37	33	38
The percentage of staff who had not had an assessment or completed a self-assessment	3.6%	3.4%	4.2%

The number and percentage of staff whose skills did not meet the requisite level for their post also fell by 58, or 3.9 percentage points.

The number of staff whose skills are unknown remains low, but further information on these will be pursued during the coming year.

Performance Indicators (continued)

4.6 With over 63% of the designated main reception roles now filled by Welsh speaking staff with skills at Level 4 or above, this marks significant progress towards a target 100% compliance.

4.7 Of the eight members of staff who have not yet reached the Level 4 designated for their posts, four of them succeeded in raising their levels during the year to a Level 3. In total, of those eight, six have achieved Level 3.

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

The number and percentage of main reception roles designated as Welsh essential that were filled by bilingual staff rose by 6, or 18.6 percentage points.

4.8 Following a slight dip in 2012, the skills levels in Control have now reverted to what they were in 2011. Of the five members of Control staff who have not yet reached the Level 4 designated for their posts, three have achieved Level 3.

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

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

Changes between 2012 and 2013:

4.9 The table below shows the difference in skills levels of postholders between 2012 and 2013, and the impact of an overall reduction in filled posts.

4.10 All counties experienced a reduction in filled posts – sixty in total.

4.11 Of those sixty, 57 involved postholders who had been at Level 0 (22 fewer) or at Level 1 (35 fewer) in the previous year.

Staff based in	Total jobs in 2013	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	assessment completed	Total staff
Total	899	-22	-35	-10	+5	0	-3	0	+5	**-60**

Changes between 2011 and 2013:

4.12 Between 2011 and 2013, the number of postholders who had no Welsh speaking skills or only Level 1 fell from 412 to 294 (down 29%). In the same period, those with higher level skills (Level 4 and above) increased slightly from 288 to 291 (up 1%). Both are seen as positive indicators of progress.

4.13 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 by 18, but in the context of an overall reduction in staffing, this is a positive outcome in that the percentage with this level of Welsh speaking skills has increased year on year, from 56.6% in 2011 to 63.1% in 2013.

	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%)

Performance Indicators (continued)

The concentration of Welsh speaking skills across the Service area.

4.14 In all but one county (Gwynedd), the percentage of staff at Level 3 or above based in each county has increased year on year.

4.15 The pattern of concentration of Welsh speaking staff stayed the same, too, from year to year, with the highest concentration being in Gwynedd, followed by Anglesey, Denbighshire, Conwy, Wrexham and Flintshire

	2011	**2012**	**2013**
Anglesey	52.4%	65.2%	69.4%
Conwy	22.4%	33.1%	37.1%
Denbighshire	33.9%	38.1%	43.4%
Flintshire	7.7%	9.2%	12.9%
Gwynedd	64.5%	71.1%	69.9%
Wrexham	7.3%	12.1%	16.5%
Total	**35.7%**	**42.2%**	**45.3%**
Gwynedd North	72.2%	80.2%	78.8%
Gwynedd South	54.5%	58.7%	58.0%

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

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Performance Indicators (continued)

The distribution of Welsh speaking skills across the Service area.

4.16 The pattern of distribution of the Service's Welsh speaking staff has stayed the same every year – with the largest percentage of all Welsh speaking staff being allocated to Gwynedd, followed by Denbighshire, Anglesey, Conwy, Wrexham and Flintshire.

	2011	2012	2013
Anglesey	17.6%	18.0%	16.7%
Conwy	11.1%	14.1%	15.2%
Denbighshire	25.8%	24.4%	26.0%
Flintshire	2.2%	2.2%	2.9%
Gwynedd	40.9%	38.3%	35.4%
Wrexham	2.2%	3.0%	3.7%
Total			**100.0%**
Gwynedd North	26.0%	24.9%	22.9%
Gwynedd South	14.9%	13.3%	12.5%

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.

4.17 The table below shows that staff at senior management level achieve the highest percentage compliance against their post's linguistic requirements (column ii.).

4.18 Senior managers also achieve the highest level of compliance against the Service's aspirational target of a minimum of Level 2 skills across the organisation (column iv.), plus the highest concentration of staff with Welsh speaking skills at Level 3 or above (column v.).

4.19 This can be viewed as a positive indicator of senior level 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	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%

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

The concentration of Welsh speaking skills by department/function.

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[1]	81.3%	6.3%	93.8%	78.1%	0.0%
Fire and rescue crew[2]	58.8%	36.5%	58.8%	40.3%	4.7%
Fleet and facilities management[3]	60.0%	13.3%	60.0%	53.3%	26.7%
Headquarters and corporate[4]	57.9%	31.6%	64.9%	49.1%	3.5%
Operations, response and resilience[5]	61.5%	30.8%	69.2%	57.7%	0.0%
Other[6]	38.9%	55.6%	38.9%	38.9%	5.6%
Prevention[7]	77.9%	8.8%	91.2%	76.5%	0.0%
Training and development[8]	64.0%	32.0%	68.0%	28.0%	0.0%
All	60.8%	32.7%	63.1%	45.3%	4.2%

Analysis of Welsh skills in departments/functions.

4.20 The highest level of compliance with Welsh language requirements for posts is achieved in Control and amongst Fire Safety/Community Safety staff (column i.). Control similarly achieves the highest concentration of staff whose Welsh skills levels are at Level 3 or above.

Retained Duty System (RDS) staff

4.21 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.

4.22 Of the staff whose Welsh speaking skills have not yet been recorded (either as a self-assessment or as a formal assessment) – 38 in total – the majority (31) were RDS staff. Those 31 constitute only 4.7% of all crew members (Wholetime and RDS), but the number represents a significant proportion of all the staff whose skills remain 'unknown'.

4.23 Similarly, of the 240 members of staff who have either no Welsh language skills or only Level 1 Welsh language skills, 66% (159 people) were RDS staff.

NOTES

[1] 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

[2] Control – call handling staff, supervisors and managers.

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

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

[5] 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,

[6] 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.

[7] Other – maintenance assistants, general purpose drivers, cooks(/cleaners), special projects, FBU.

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

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

Appendix 1 – External Communications

Press Releases

For immediate release – Monday 1st October 2012

North Wales Fire and Rescue Service Awards Ceremony

The Lord Lieutenant of Gwynedd, His Honour Huw Morgan Daniel, presented Long Service and Good Conduct Medals to operational staff from the Service during a Presentation Ceremony held at Rhyl Community Fire Station on Thursday 27th September.

The Long Service and Good Conduct Medal is awarded to firefighters by Her Majesty's Representative in recognition of 20 years service.

Simon Smith, Chief Fire Officer said:, "Receiving a medal is an important occasion for every firefighter and this ceremony collectively represents over 100 years of commitment and dedication to the Fire and Rescue Service in North Wales. All recipients can take pride and satisfaction in receiving their Long Service and Good Conduct Medals or Loyal Service Awards."

The Chair of the North Wales Fire and Rescue Authority, Councillor Aled Morris Jones presented the Loyal Service award to a member of the support staff who has completed twenty years service.

Community awards were also presented at the ceremony in order to recognise members of staff and the community who have worked hard to improve community safety in North Wales.

Fire Service Long Service Good Conduct Medals

PETER JOHN DAVIS

Peter started his career with Clwyd Fire Service in 1992 as a Fire Control Operator based in Rhyl, becoming Leading Fire Control Operator in 1998.

He has performed vital roles on a number of high profile projects in the last few years including Recording Management System, Joint Communications Centre project and the Airwave implementation.

Peter is currently Control Systems Station Manager based at the Joint Communications Centre in St Asaph.

DEWI GLYN JONES

Dewi joined Gwynedd Fire Service in 1990 as a firefighter at Llandudno Fire Station. After a short break from the service, rejoined in 1997 and became Crew Manager in 2005.

Dewi is currently at Llandudno Fire Station.

BRYN LLOYD ROBERTS

Bryn joined Gwynedd Fire Service as a firefighter at Llanberis Fire Station in 1991, becoming leading firefighter in 2003.

Currently Bryn is Crew Manager at Llanberis Fire Station.

ANTHONY NEVILLE WESTON

Neville started his career with Clwyd Fire Service as a firefighter in 1992 at Denbigh Fire Station, becoming leading firefighter in 1995.

Neville is currently stationed at Abergele Fire Station.

MEURIG GLYN WILLIAMS

Meurig began his career with Gwynedd Fire Service in January 1992 as a firefighter at Benllech Fire Station.

Meurig continues to serve the community at Benllech Fire Station.

LOYAL SERVICE AWARD

JAMES FRANCIS HUGHES

Jim started his career with Gwynedd Fire Service in February 1990 as a firefighter at Amlwch Fire Station, becoming a leading firefighter in 2001.

He had a long and dedicated career as a firefighter and now he is employed as a Compliance Officer enforcing fire safety legislation working from Ynys Môn County Office in Llangefni.

COMMUNITY AWARDS

Outstanding Contribution by an Individual

This award recognises an individual who is a member of staff who regularly works above and beyond their normal duty.

Adam Brightman is part of the Operations Team and works as an Operations Support Manager based in Rhyl.

Adam leads on a number of projects on behalf of the Operations Department and this has included being heavily involved in organising the Long Service and Good Conduct Medal ceremony.

Adam has been heavily involved in the roll out of 21 new fire appliances over the last few months, and was required to coordinate the delivery programme, as well as cascading information about the roll out to the crews on station. This project required him to work long hours, often late into the evening and at weekends.

Recently, to ensure appliance availability at a station, Adam volunteered to assist in readying a spare appliance to be available for calls as soon as possible. This involved him disrupting his weekend at very short notice when he was due to be off.

Outstanding Contribution to a Charity or Charities

This award goes to a person who has worked tirelessly throughout the year to raise money, and has given up large amounts of their own time so as to benefit others.

Keith Hulse is a Firefighter here in Rhyl Fire Station and has worked hard over the years to raise money for a number of local and national charities.

Over the last 30 years Keith has been the main influence in organising the annual bonfire and fireworks display in Rhyl. This event attracts crowds of up to 7,000 people from all over Rhyl and the surrounding areas. Not only does this event assist in preventing the public from having their own back garden displays but it also furthers the organisation's aim for the public to attend organised events.

Outstanding Contribution to the Welsh Language

This award is for the individual who has given the most over the year to promote the Welsh language within the Service.

Katy Welch is a Retained Duty System Administrative Assistant for Denbighshire and is very passionate about the Welsh Language.

Katy has been a Welsh Language Champion from the start of the initiative and strives to promote Welsh in the workplace. She has always been very committed to her role as champion and always takes on board the advice provided for promoting Welsh to learners and is both willing and flexible in her approach.

She often undertakes additional tutorial activities over and above requirements.

Employer of the Year Award

The Employer of the Year Award is in recognition of a local employer who regularly releases staff to carry out fire fighting duties in the community. These employers are essential in assisting to keep fire appliances available across North Wales.

This year there are three winners in this category.

Colin Cross is a Crew Manager in Beaumaris Fire Station. He is self-employed running his own printing business. His son is also a firefighter and works for him. When Beaumaris receive a call for service during the day both Colin and his son lock up and leave their work to attend. This means that the company shuts down and Colin must then catch up with orders at another time.

Ernie Bradbury runs a garage in Barmouth. Over the years he and many of his family and employees have served as firefighters for North Wales Fire and Rescue Service. Many of his employees have now retired from the Service, but Ernie still has one employee who responds to calls as and when required at Barmouth Fire Station.

Abersoch Land and Sea has been an outstanding employer to a number of firefighters based at Abersoch Fire Station. Abersoch Land and Sea allow these individuals to respond to emergencies whenever working schedules permit, often during periods of the day when historically it has been very challenging to obtain RDS cover.

Without the co-operation of these employers the station's availability could be affected as it only takes one member of the crew not to respond to make that station unavailable to attend calls within the community.

The Community Safety Partner Award

The Community Safety Partner Award is to recognise the work of partner agencies or public bodies who work effectively in partnership with North Wales Fire and Rescue Service in their quest to deliver vital community safety messages.

This year the award is shared between two organisations.

The Service has been working with Dermot O'Leary from the Welsh Ambulance Service and Meurig Jones from North Wales Police over the last few years in a campaign to promote road safety as part of the 'Deadly Mates campaign'

This campaign visits schools and colleges across North Wales where representatives from police, ambulance and fire and rescue service gave a description of road safety from each agency's perspective to the youngsters. In the last three years the presentation has been delivered to over 15,000 students.

Dermot is a Paramedic, based in Rhyl and has held various roles during his career, many of them linked to road safety. He is always more than willing to attend the road safety events.

Meurig works in the Traffic Department for North Wales Police. In recent years his role has been involved with heavy goods vehicle enforcement. During this time he has managed to maintain his links and commitment to the Deadly Mates project in the belief that it can make a difference.

Meurig not only identifies the police role and interaction at a road traffic collision, but also explains the consequences to those at the scene.

The Safest Community Award

The Safest Community Award is presented to an individual, who has provided an unparalleled commitment to the Fire and Rescue Service in North Wales for the length of service as a member of the retained duty system.

This year the award goes to two people.

The first is Richard William Jones from Amlwch.

Richard joined the Service in December 1978 and has served his entire career at Amlwch Fire Station. He is currently Watch Manager in charge of Amlwch.

The second is Trevor Wynne Roberts from Harlech

Trevor joined the Service in March 1979 and has served his entire career at Harlech Fire Station. He is currently a Crew Manager.

Staff Suggestion Scheme

The staff suggestion scheme provides an opportunity for staff to suggest new ideas or initiatives that will improve the way in which the service can be delivered more efficiently or effectively. This year we are taking the opportunity to recognise two of these suggestions.

Karen Nicholson works in the Training Department and her suggestion was to review the venues used for staff seminars by utilising Service premise to realise financial savings for the organisation.

Jodie Hamilton is a firefighter in Wrexham Fire Station and his suggestion was to implement braille on staff's identification cards. This initiative allows the Service to interact with visual impaired members of society.

Both employees are receiving a £50 cheque for their suggestions.

Outstanding Contribution by a Department

This award recognises a department that has carried out notable work during the last twelve months.

The Arson Reduction Team has been established since 2005.

Since then the team has developed a fantastic and productive working relationship with many external agencies, including North Wales Police, local authorities, schools, youth agencies and charities to name a few. These relationships are key to the success of the Arson Reduction Team's work and to the strategic priorities of North Wales Fire and Rescue Service.

During their time in the team Amanda Venables, Melanie Lawton and Lynne Jones have qualified as Crime Prevention Officers, and Fire Safe Facilitators.

Amanda and Lynne completed over 200 crime prevention site visits last year from high risk referrals.

The team has successfully piloted and rolled out a programme of Environmental Action Days. This scheme is now replicated by external agencies.

Fire and Rescue Service rewards its 2012 Welsh Learner of the Year

North Wales Fire and Rescue Service named staff member Sarah Roberts as their Welsh Learner of the Year during a presentation ceremony on the Eisteddfod yr Urdd maes at Glynllifon this week.

Sarah, who heads up North Wales Fire and Rescue Service's Information & Communications Technology team, won the 'Welsh Learner of the Year' award after being nominated by her peers.

Sarah has been living in Wales since she was three years old, but only started learning Welsh about eight years ago. Using North Wales Fire and Rescue Service's Welsh language oral CD learning programme for staff, Sarah passed the Level 1 and 2 tests and moved on to successfully complete her Level 3 and 4 courses and oral exams.

Sarah, who lives with her husband Wyn in Tal-y-Bont in the Conwy Valley, said: "I have heard the Welsh language spoken by others most of my life because both my mother and my husband are Welsh speakers. My father's first language is English and although he tried to learn the language when he moved to Wales from Yorkshire, English was always spoken at home. I was involved with the Urdd when I was in junior school in Conwy, but I didn't study Welsh in secondary school because it would have meant dropping a science subject. I wanted to be an engineer and join the Royal Navy. We didn't have computers and smartphones in school in those days!"
"When I was working for North Wales Police, I realised that I too wanted to be able to communicate with people in Welsh. I was inspired to learn the language and after joining North Wales Fire and Rescue Service six years ago I continued with my learning, using CDs and classes to reach Level 4."

Sarah feels that having heard the Welsh language spoken around her it has helped with pronunciation issues but she hopes to continue improving her language skills: "I've had to put a lot of time into practicing and revising but I know that exposure to the Welsh language has helped me with my learning."

"I'm always trying to learn more from my Welsh speaking colleagues and practice with them at every opportunity. I had picked up a few odd words over the years but I now have the confidence to string a few sentences together. I chat and send basic emails in Welsh to colleagues in the Fire & Rescue Service as well as people working for other organisations."

"My mother developed Alzheimers when she was in her late 50s. Being able to speak Welsh with her makes it easier to communicate because it is her first language. It's also a novelty to be able to speak Welsh with other members of the family, although I sometimes get the dialects mixed up because the Welsh

side of my family are from Ynys Môn and my husband's family are from Gwynedd!"

Dawn Docx, Deputy Chief Fire Officer presented Sarah with her award. She said: "We live in a bilingual community and as a Service we believe that it is extremely important to be able to recognise the importance of our Welsh culture and heritage and that as many of our staff as possible can converse with residents in their chosen language.

"We have established a group of Welsh Language Champions within the Service to help our staff learn Welsh and to provide additional mentoring and support at our locations across North Wales and Sarah benefitted from this initiative.

"We thoroughly agreed with the nominator of this award that Sarah showed real commitment and determination to learning the language – hopefully it will encourage others to do the same and use their Welsh language skills in the workplace. Many congratulations and well done to her."

Appendix 2 – Internal Communications

Y Golofn Gymraeg (The Welsh Colum)

Y GOLOFN GYMRAEG
BY NICI SION, WELSH LANGUAGE TUTOR AND TRANSLATOR

RECORDING THE NEW LEVEL 3 CD

We have been busy recording our new level 3 CD at Sain Studios near Caernarfon, and I would like to thank Alun Guest Rowlands, Ceri Hughes and Rhian Williams and the Chief Fire Officer for taking part. We managed to record the entire script in just one day, which was quite an achievement given that most of us had not been in a recording studio before.

The CD is an adaptation of North Wales Police's Welsh language course and it will be available soon.

So, if you have already completed the Level 2 course, why not give the new Level 3 course a go?

SEMINARS

During January and February a number of seminars were held for our Welsh Language Champions. These were held internally and provided an opportunity for us to fine tune the scheme. Our Champions benefited from being able to discuss different ideas on how to go about promoting the Welsh language in the workplace as well as an introduction to the assessment process.

We also had an interesting presentation from Hanne Tolg Parminter who is learning Welsh at the moment. Hanne completed the Level 3 course successfully after an internal Welsh language course in the Autumn. Hanne gave us an insight into the challenges of learning a new language as an adult with a lesson in Norweigian. Hanne talked about the challenges that learners face and why a lot of learners decide to give up learning.

Following this, Melfyn Hughes, one of our Educationalists who is also a Welsh For Adults tutor in his spare time, shared some hints and tips on how to carry out a successful lesson.

By arranging these seminars I hope that our Champions have been inspired to maintain the momentum with regards to promoting the Welsh language in the workplace.

There are Welsh Language Champions all across the region. Here's a list of who's who – a copy is also available on the Service intranet.

Ynys Môn
Gareth Williams (Blue Watch, Holyhead)
Jane Honey
John A Williams

Gwynedd
Terry Williams
Carl W Tucker
David Roberts (Dolgellau)
Alun Guest Rowlands
Ceri A Hughes
Edryd Williams (Pwllheli)

Conwy
Jason Jones (Cerrig.)
James Roberts (Cerrig.)
David Lawson (Conwy)
David Roberts (Llanrwst)
Emyr Parry (Llandudno)

Denbighshire
Carys Davies
Deri Cottle
Melfyn Hughes

Bethan Williams (Educationalist, Rhyl)
Katy Welch
Siân Vaughan
Rhiannon Smith
Amanda Venables (ART)
James Roberts
Gareth Wyn Thomas (Y Red Watch, Rhyl)
Eleri Pilson
Osian Hywel

Flintshire
Arron Jones (Red Watch, Deeside)
Ian Torr (Green Watch, Deeside)

Wrexham
Aeron Pritchard (White Watch, Wrexham)
Melville Jones (Blue Watch, Wrexham)
Jason Jones

And lastly, congratulations to all of you who have passed your Welsh assessments recently. Well done!

Alun and Ceri at the recording studio

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Fortnightly Advice to Welsh Language Champions :

AT SYLW: HYRWYDDWYR YR IAITH GYMRAEG   /   FAO: WELSH LANGUAGE CHAMPIONS

Annwyl bawb

Mae'r daflen waith yma yn canolbwyntio ar gael y dysgwyr i ddweud stori drwy edrych ar y lluniau ar y daflen. Mae'n ffordd o'u hannog i chwilota am y gair cywir o blith eu geirfa. Mae hefyd tasg gyfieithu ar y daflen sydd yn sôn am fynd ar wyliau.

Gobeithio y bydd yn ddefnyddiol i chi. Fel arfer, mae copi o'r daflen waith wedi cael ei llwytho ar y fewnrwyd (Eraill/Yr Iaith Gymraeg/Hyrwyddwyr yr Iaith Gymraeg/Cyngor pob pythefnos). Mae'r rhain hefyd ar gael i ddysgwyr ar y fewnrwyd dan Eraill/Yr Iaith Gymraeg /Gwybodaeth i Ddysgwyr.

Cofiwch anfon eich adroddiadau misol ataf. Y mae hefyd groeso i chwi gysylltu â mi i drafod unrhyw beth ym maes y Gymraeg ar 01745 535284 neu nici.sion@gwastan-gogcymru.org.uk.

Dear all

This week's work sheet concentrates on storytelling by looking on the images on the sheet. This is a great way for learners to search their vocabulary for the right word. There is also a translation task that talks about going on holiday on the worksheet

I hope you'll find this useful. As usual all these ideas have been uploaded onto the intranet (Other/The Welsh Language/Welsh Language Champions). They are also accessible to learners on the intranet under Other/The Welsh Language/The Welsh Language/Information for learners.

Keep sending me your monthly return forms. Should you need any advice regarding the Welsh language, please get in touch on 01745 535 284 or nici.sion@nwales-fireservic.org.uk

Hwyl i chi am y tro!

Nici

Nici Siôn
Cyfieithydd a Swyddog Cyswllt Iaith Gymraeg /
Translator and Welsh Language Liaison Officer

Pencadlys Gwasanaeth Tân ac Achub Gogledd Cymru/North Wales Fire and Rescue Service HQ
nici.sion@nwales-fireservice.org.uk
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Ffôn / Telephone: 01745 535284
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DWEUD STORI
TELLING A STORY

Edrychwch ar y lluniau a dudwch y stori.
Look at the pictures and tell the story.

1.	2.	3.	4.
5.	6.	7.	8.
9.	10.	11.	12.

1. Mi aeth Moi ar wyliau i .....

2. Mi aeth o i weld y mynyddoedd a'r .....

3. Mi chwaraeodd o dennis ar y traeth a .....

4. Mi nofiodd o yn y môr ac mi orweddodd o yn yr haul.

5. Mi fwytodd o lawer o .....

6. Mi dynnodd o luniau o .....

7. Mi anfonodd o gerdyn post adre i'r teulu.

8. Mi fwytodd o hufen-iâ bob dydd.

9. Mi siopodd o ac mi brynodd o .....

10. Mi aeth o i barti neu ddisgo bob nos.

11. Mi brynodd o anrheg i'r teulu.

12. Mi aeth o adre ar ôl cael gwyliau bendigedig.

Cyfieithwch:
Translate:

1. *Moi went on holiday to .....*

2. *He went to see the mountains and .....*

3. *He played tennis on the beach and .....*

4. *He swam in the sea and he lay in the sun.*

5. *He ate a lot of .....*

6. *He took pictures of .....*

7. *He sent a postcard home to the family.*

8. *He ate ice-cream every day.*

9. *He shopped and bought .....*

10. *He went to a party or disco every night.*

11. *He bought a present for the family.*

12. *He went home after having a fantastic holiday.*

Rwan, dudwch stori am chwaer Moi.
Now, tell a story about Moi's sister.

Mercher 'Marfer:

Mercher 'Marfer fory - ymgyrch i godi proffil gallu defnyddio'r Gymraeg yn y gweithle.

Mae'n ddydd Mercher cyntaf mis Ebrill. Dyma ychydig o syniadau i'ch helpu i wneud ymdrech i ddefnyddio mwy o Gymraeg yn y gweithle - yn ogystal ag adre'.

Cysgliad

Mae meddalwedd Cysgliad yn arf hanfodol i unrhyw un sydd yn dymuno ysgrifennu yn Gymraeg. Mae Cysill yn wirydd sillafu a gramadeg yn ogystal â thesawrws tra bod Cysgeir yn eiriadur Cymraeg-Saesneg / Saesneg-Cymraeg.

Efallai eich bod yn defnyddio Cysgliad yn barod ond wedi syrffedu ar orfod copïo a phastio dogfennau o Word i Cysill er mwyn eu gwirio? Wyddoch chi fod modd ychwanegu Cysill a Cysgeir i'ch bar offer (toolbar)?

Sut i roi Cysill a Cysgeir ar eich bar offer:

1) Caewch Word
2) Agorwch Cysill/Cysgeir sydd wedi eu lleoli ar eich bwrdd gwaith (desktop)
3) Ewch i Ffeil – Gosod – ac yna dewiswch Gosod Bar Offer Word
4) Diffoddwch eich cyfrifiadur. Bydd y feddalwedd yn ymddangos y tro nesaf i chi droi'r cyfrifiadur ymlaen ac agor Word
5) I wirio dogfen neu chwilio am air cliciwch ar yr iconau Cysill/Cysgliad a bydd y feddalwedd yn ymddangos

Gwefan Y Bont

Mae'r Uned Cymraeg i Oedolion wedi creu gwefan ddefnyddiol iawn i Ddysgwyr a Thiwtoriaid. Ewch i http://www.ybont.org/ i gael golwg arni.

Her y mis i Siaradwyr Cymraeg

Fel rheol byddaf yn gofyn i chi ymarfer frawddeg neu ymadrodd gyda dysgwyr bob mis, ond o hyn ymlaen byddaf yn gosod heriau i'ch annog i ddefnyddio'ch Cymraeg o ddydd i ddydd.

Her mis Ebrill:

Wrth dalu am betrol/disel yn y garej dywedwch rif y pwmp yn Gymraeg e.e. Pwmp Dau os gwelwch yn dda.

Tybed faint ohonom all atal ein hunain rhag troi i'r Saesneg?

It's Welsh Wednesday today – a campaign to raise the profile of being able to use Welsh in the workplace.

It's the first Wednesday of April and here's a little encouragement for you to make an extra effort to use more Welsh at work – as well as at home.

Cysgliad

The Cysgliad software is a useful tool for those of you who wish to write in Welsh. The Cysgliad software includes both the Cysill and Cysgeir. Cysill checks spelling and grammar and also includes a thesaurus whilst Cysgeir is an English-Welsh/ Welsh-English dictionary.

You may already use Cysglid and may be familiar with the tedious work of copying and pasting documents into Cysill to be checked. But do you know that both Cysill and Cysgeir can be placed on your Word toolbar for ease of use?

Installing Cysill and Cysgeir onto your toolbar:

1) Close Word
2) Open Cysill/Cysgeir – located on your desktop
3) Go to File – Install– Intall Word Toolbar
4) Shut down your computer. The software will appear the next time you open Word.
5) To check a document or look up a word click on the Cysill/Cysgliad icon on your toolbar and the software will open automatically

Y Bont

The Welsh for Adults Centre has created a very useful website for Learners and Tutors. Go to i http://www.ybont.org/

Welsh Challenge

For those of you who are learning Welsh why not practice by taking part in the Welsh challenge that I have set for fluent speakers above.

When buying petrol/diesel say the number of the pump in Welsh.

The Welsh word for Pump is Pwmp e.e. Pwmp Un plîs

Un, Dau, Tri, Pedwar, Pump, Chwech, Saith, Wyth, Naw, Deg
1   2   3   4   5   6   7   8   9   10

Phrase of the month

And lastly, a conversation starter

Why not ask colleagues if they had a nice Easter: "Gawsoch chi Basg Hapus?"

Hwyl fawr a daliwch ati i ddysgu

Nici

This is a bilingual message. Please scroll down for English version.

Mercher 'Marfer eto yfory - ymgyrch i godi proffil gallu defnyddio'r Gymraeg yn y gweithle.

Mae'n ddydd Mercher cyntaf mis Medi ac unwaith eto dyma ychydig o syniadau i'ch helpu i wneud ymdrech i ddefnyddio mwy o Gymraeg yn y gweithle - yn ogystal ag adre'.

Ymgyrch newydd gan S4C i annog rhieni i siarad Cymraeg

Gyda'r plant yn ôl yn yr ysgol yr wythnos hon mae'n bwysig gwneud ymdrech i sicrhau bod y Gymraeg yn cael ei defnyddio'n rheolaidd ar yr aelwyd. Gyda chymaint o blant yn derbyn addysg gyfrwng Gymraeg yn ein rhanbarth ni mae'n hanfodol nad ydynt yn cael eu rhwystro gan iaith yn yr ysgol.

Ydych chi'n ei chael hi'n anodd siarad Cymraeg gyda'ch plentyn? Neu a ydych chi'n ei chael hi'n anodd dilyn rhaglenni Cymraeg gyda'ch plentyn? Os felly, bydd Ti, Fi a Cyw, adnodd newydd a lansiwyd gan sianel feithrin S4C ar 1 Medi, yn ôl adnodd delfrydol i chi a'ch teulu.

Yn ôl ystadegau a gasglwyd gan S4C, mae bron i hanner y rhieni sy'n gwylio Cyw gyda'u plant yn rhieni di-Gymraeg. Mae'r sianel felly wedi meddwl am ffordd arloesol o fynd ati i ymgysylltu â'r rhieni hyn. Ers 1 Medi mae rhieni wedi cael cyfle i wylio rhaglenni Cyw a chael cyfieithiadau, awgrymiadau ac eglurhad byw ar ffrwd twitter yn syth i'w cyfrifiaduron, gliniaduron, ffonau deallus neu dabledi.

Am ragor o wybodaeth cliciwch yma.

Ymadrodd y Mis

Pam na rowch chi gynnig ar y frawddeg hon gyda dysgwyr dros yr wythnosau nesaf - ''Gobeithio y cawn ni haf bach Mihangel"

It's Welsh Wednesday again tomorrow – a campaign to raise the profile of being able to use Welsh in the workplace.

It's the first Wednesday of September and here's a little encouragement again for you to make an extra effort to use more Welsh at work – as well as at home.

New initiative by S4C that encourages parents to speak Welsh

With children returning to school this week it's important to make a real effort to ensure that Welsh becomes an intrinsic part of home life. So many of the children in our region receive a Welsh medium education and therefore it's vital that language does not become an obstacle for them in school.

Do find it hard speaking Welsh with your child? Or do you find it hard to follow Welsh language programmes with your child? If so, Ti, Fi a Cyw, a new resource provided by S4C's nursery channel which was launched 1 September, will be a valuable resource for you and your family.

According to statistics provided by S4C, nearly half of the parents who watch Cyw with their children are non-Welsh speakers. The channel has therefore come up with an innovative way to engage with parents. From 1 September parents will be able to watch Cyw programmes whilst receiving live twitter feeds with explanations, suggestions and translations to their computer, laptop, smart phone or tablet.

Click here for more information.

Phrase of the month

Why not give this phrase a go over the next few weeks: "Gobeithio y cawn ni haf bach Mihangel"?" (Let's hope we'll have an Indian Summer)

Hwyl fawr a daliwch ati i ddysgu
Nici

**Gwasanaeth Tân ac Achub
Fire and Rescue Service**

"Breathe fire into Welsh"

Welsh Language Champions reporting form

This form should be completed and returned quarterly to nici.sion@nwales-fireservice.org.uk. Please indicate which activities you have performed and how often. Leave a row blank if you have not undertaken that activity.

Please note that at least 5 out of the 10 activities listed must be completed each quarter to qualify for the Welsh Language Champions allowance of up to £250 a year – you may feel that some activities are not applicable to you but those marked with * should be applicable to all champions.

The allowance will be paid on a quarterly basis from April 2013 - forms should be completed by the end of every March, June, Sep and Dec for payment the following month.

Guidelines on the role of the Champion as well as ideas for promoting and learning Welsh are all available on the intranet (go to Other/The Welsh Language/Welsh Language Champions)

Name: Fire Service No: Date:	Once or twice	Once a month	Every week for a period	Other
Activity				
*Assisting another member of staff to prepare for Level 1-5 accreditation in Welsh – please specify how often, result of test, and name individual assisted. (Details of which staff require assistance can be obtained from Nici Siôn or Janina Smith)				
*Raising awareness of Welsh in the workplace –eg ensured all signs bilingual, ensured notice board bilingual, helped staff with Welsh emails etc. Please specify action taken and how often.				
*Speak Welsh regularly with colleagues, helping with pronunciation, to practise words and with translation. Please specify action taken and how often.				
Helped with recruitment of individual – eg at open days or at interviews. Please specify how helped and how often.				

*Shared information re Welsh language with other staff in the Service eg copy of Mercher 'Marfer information, copy of ideas for learning Welsh. Please specify action taken and how often.				
*Keep in touch regularly with Welsh learners, helping them to continually progress and improve to the next level. Please specify action taken and how often.				
*Participated in an event related to promoting the Welsh language eg annual Champions seminar or other external initiative. Please specify and note how often.				
*Keep abreast of Welsh skills of those staff working in my area, provided advice and guidance. Please specify action taken and how often.				
Tested member of staff for level 1-5 accreditation using Service CD learning programme. Please specify how often, result of test and name individual tested.				
Other activity not listed above – please provide details and how often.				