



**North Wales Fire and Rescue Authority's  
Monitoring Report to the  
Welsh Language Commissioner  
for the period  
1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017**

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## **1. Introduction**

We are pleased to submit our Annual Monitoring Report to the Welsh Language Commissioner for the reporting period 2016-17.

During this reporting period we as a Service have continued to conform to our old Welsh Language Strategy and more recently the new Welsh Language Standards. In September 2016 we received our official compliance notice issued by the Welsh Language Commissioner and have since been concentrating on implementing any necessary changes to ensure we comply with the new standards.

We have continued to work collaboratively with the other fire and rescue services in Wales, as well as with our colleagues from the other emergency services.

We continue in our commitment to strengthen the use of the Welsh language within the Service and in providing a bilingual service to residents in North Wales.

## **2. Managing and Administering the Scheme**

During this reporting period Assistant Chief Fire Officer Richard Fairhead has continued to be responsible for the Welsh Language portfolio within North Wales Fire and Rescue Service. He is also the Chairman of the Fforwm Iaith Gymraeg.

Membership of the Fforwm Iaith Gymraeg includes senior representatives from departments across the entire Service, as well as from North Wales Police and the Welsh Ambulance Service. The Fforwm oversees decisions in relation to the Welsh Language Scheme and the Linguistic Skills Strategy and meets quarterly, with additional meetings also held this year in order to prepare for the introduction of the Welsh language standards (minutes are available upon request).

The National Issues Committee's Grŵp Iaith Gymraeg comprises representatives across all three fire and rescue services in Wales as well as a representative from North Wales Police. This group also meets on a quarterly basis and has also convened additional meetings this year in order to make preparations for the new standards (minutes are available upon request).

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 with the agreement of the North Wales Fire and Rescue Authority's Executive Group. The Annual Monitoring Report also requires the approval of the Authority before it is submitted to the Welsh Language Commissioner.

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

### **3. Our Progress during 2016-17**

This Monitoring Report relates to the period 1 April 2016 to 31 March 2017.

During this reporting period our commitment to the Welsh language continued through our Welsh Language Scheme.

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. Our activities 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 and a regular reminder to staff in our Weekly Brief staff bulletin of the Welsh language resources available.
- As part of our work to promote the new Welsh Language Standards we launched our "Get Ready!" campaign in January. This included a weekly article for staff highlighting the Welsh language resources available on our Welsh Language intranet page, as well as posters circulated around Service locations, desk top reminders and a tailored briefing for managers.
- The speech enabling facility 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 the main pages listened to in Welsh continued to be those in relation to recruitment.
- Social media is firmly established as part of the Service's official Communications Strategy and we now have nearly 15,000 fans on the Service's Facebook page and just over 14,000 follow the Service on Twitter. Updates on both platforms are provided bilingually and people are choosing to communicate and engage with us in Welsh on a regular basis. We have taken advantage of social media to promote the availability of Home Safety Checks through the medium of Welsh through national campaigns such as Yr Awr Gymraeg and Pethau Bychain. As such we have seen an increase in the number of Home Safety Checks being conducted through the medium of Welsh this year. Videos on our Facebook page are also very popular and during a recent campaign to highlight the issue of arson the Welsh and English videos were equally as popular – with 17,660 people choosing to view the Welsh video compared to 18,188 choosing to view the English. This is also the case with Welsh posts and messages and as such we continue to take advantage of this medium which has proven to be popular with Welsh speakers.
- A successful partnership agreement with North Wales Police was introduced last year to formally recognise the excellent joint working that exists between the two organisations. During this reporting period we have invited North Wales Police to be part of our Fforwm Iaith Gymraeg and Grŵp Iaith Gymraeg. The Corporate Communications Manager and the Assistant Chief Fire Officer Richard Fairhead also attend the Welsh Language Group meetings held by North Wales Police. By attending these meetings we are able to share best practice and ideas which enables us to improve bilingual services across North Wales. A representative from the Welsh Ambulance Trust is also invited to attend our Fforwm Iaith Gymraeg.

## **Training and Development**

- We have continued this year 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. In house training was offered this year to members of staff who were unable to reach the desired standard by following the CD learning programme alone.
- 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. 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.
- The e-learning module of our Welsh Awareness Training launched has been adapted to incorporate the new Welsh Language Standards and face to face awareness sessions are also available. All new members of staff take part in a session as part of their initial training.
- This year we also held a St David's Day competition in collaboration with South and Mid and West Wales Fire and Rescue Services where members of staff were given the opportunity to win Amazon vouchers for completing a Welsh language awareness quiz.

## **Welsh in the Workplace**

- North Wales Fire and Rescue Service continues as a member the Hunaniaith group, which aims to promote the Welsh language in Gwynedd and Môn.
- The Service continues to award learners annually. In this reporting period the 'Learner of the Year' award was presented to Paul Scott, Community Safety Manager for Wrexham and Flintshire. Paul made learning Welsh his personal ambition. He is an excellent ambassador of the Welsh language within the Service and has learnt Welsh to such a high standard that he is now able to give Welsh presentations and interviews - and he recently took part in a bilingual video to promote the new station in Wrexham. The 'Outstanding Contribution' award was presented to Osian Hywel who works in the Service Training Department and is a passionate Welsh Language Champion working to continually introduce more Welsh into training courses.
- Simultaneous translation continues to be provided during Fire and Rescue Authority meetings and other public meetings as well as some internal meetings.
- This year we have continued to offer 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. This has included offering interviews through the medium of Welsh during the recent processes of recruiting to the whole-time and retained duty systems.
- Having Welsh speaking members of the Human Resources Department continues to prove effective in offering advice to staff through the medium of Welsh in relation to a variety of subjects connected to their conditions of service.
- Our Welsh Language Champions continue to assist in promoting Welsh in the workplace and had the opportunity to attend a champions seminar held by Hunaniaith in March this year. Despite the financial constraints that we have faced over the past year we have remained committed to this scheme as it is proving effective.

- In January 2016 all members of staff received resources as part of the “Get Ready!” campaign to promote the Welsh Language Standards. These resources highlighted the responsibilities that the Standards place on each individual so that everybody is aware of the steps they need to take to ensure compliance. The resources included a desk stand with instructions on answering the phone bilingually, posters highlighting the changes and the importance of the new legislation, notes for managers, signs to remind people of their responsibilities, a summary of the Standards, and badges, stickers and lanyards. We have also created an implementation plan showing how we intend to comply with the new standards and guidance to highlight our commitment to the Welsh Language Standards internally.

### **Promoting Welsh in the community**

- 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. Encouragingly, we have seen an increase (+1.82%) in the number of Home Safety Checks conducted through the medium of Welsh during this reporting year – with Twitter proving an effective means of promoting this bilingual service with numerous retweets through the Yr Awr Gymraeg campaign.

### **Our Priorities during the next Reporting Period:**

- Continue to respond to the requirements associated with the Welsh Language Standards
- Re visit our own long term strategy to continue to look at new ways of promoting the Welsh language
- Continue to be proactive with regards to promoting Home Safety Checks through the medium of Welsh and the ‘Maes Gen Ti Ddewis’ campaign to help maintain the uptake of this bilingual service.
- Continue to work with other organisations, including the other fire and rescue services in Wales and our partners in North Wales, in particular with North Wales Police, to share best practice.

#### 4. Compliance with the Welsh Language Scheme

Task	Responsibility	Progress to date	Evidence
<p><b>Promoting the Scheme internally</b></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 is now in operation.</p> <p>All new staff receive an induction training briefing document which includes information about the Welsh language. This continues to be reviewed.</p> <p>Continuation of a bilingual intranet with sections on the Welsh language, guidelines for learners and information regarding champions, with additional information fed to staff through the Weekly Brief and Y Fflam.</p> <p>Continuation of the project to promote Welsh internally using Champions.</p> <p>A communications strategy was implemented to highlight the requirements of the new standards.</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><b>Promoting the Scheme externally</b></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 and the new Welsh language standards. Social networking sites adopted by North Wales Fire and Rescue Service on Facebook and Twitter are also bilingual.	See website/s <a href="http://www.nwales-fireservice.org.uk/page.asp?page=114">http://www.nwales-fireservice.org.uk/page.asp?page=114</a> <a href="http://www.facebook.com/northwalesfireservice">www.facebook.com/northwalesfireservice</a> <a href="http://www.twitter.com/northwalesfire">www.twitter.com/northwalesfire</a>
<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

<b>Task</b>	<b>Responsibility</b>	<b>Progress to date</b>	<b>Evidence</b>
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
<b>Providing the internal infrastructure</b>			
Clarify the responsibility in relation to providing advice and guidance for matters in relation to the Welsh language.	Translator	<p>Information on the Scheme and the new standards is contained on the intranet 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 regular update on Welsh language resources has been added to the Weekly Brief.</p> <p>Staff receive a monthly email raising the profile of the Welsh language – Welsh Wednesday / Mercher 'Marfer</p> <p>A communications strategy has been implemented to raise awareness of the new standards.</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

<b>Task</b>	<b>Responsibility</b>	<b>Progress to date</b>	<b>Evidence</b>
<b>Making it happen</b>			
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.  Awareness e-module together with emphasis on further promotion of resources for staff.	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

<b>Task</b>	<b>Responsibility</b>	<b>Progress to date</b>	<b>Evidence</b>
This strategy to include: <ul style="list-style-type: none"> <li>• Explain how desirable bilingual skills would be used to fulfil individual roles effectively</li> <li>• Seek ways to increase the proportion of the workforce who can speak Welsh (including by suitable targets)</li> <li>• Ensure that staff have sufficient knowledge of Welsh to provide at least some of our services through the medium of Welsh</li> <li>• Implement a suitable system which is consistent and objective to assess linguistic ability</li> </ul>	Development Manager and HR Managers	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 pre Appraisal questionnaire and recorded on Workforce.	Welsh Language Scheme and SAPPO policies.

#### 4. Compliance with the Welsh Language Scheme

<b>Task</b>	<b>Responsibility</b>	<b>Progress to date</b>	<b>Evidence</b>
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 .
<b>Continuous self-awareness</b>			
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	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 2016 to 31 March 2017, the figures for these indicators are as follows;

	<b>Statistics for 2015-16</b>	<b>Statistics for 2016-17</b>
<b>PI1</b>	<b>Number and % of presentations to schools in Welsh.</b>	<b>Number and % of presentations to schools in Welsh.</b>
Comment	Out of a total of <b>761</b> presentations <b>444 (58%)</b> were provided through the medium of Welsh.	Out of a total of <b>312</b> presentations <b>103 (33%)</b> were provided through the medium of Welsh.
<b>PI2</b>	<b>The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.</b>	<b>The number and % of children who as a result of a presentation received fire safety advice through the medium of Welsh.</b>
Comment	Out of a total of <b>22,965</b> children who received fire safety advice <b>10,526 (46%)</b> received fire safety advice through the medium of Welsh.  The number of schools and pupils who received fire safety advice this year has increased, largely due to the engagement done in secondary schools (with a larger number of pupil groups seen), and due to engagement outside of schools in education fairs etc. The percentages of Welsh presentations and children receiving fire safety advice is also up 9% and 3% respectively due to the increasing work done in the Gwynedd and Anglesey which are predominantly Welsh, and due to the Crucial Crew Secondary School visits being held during the 2015 summer term, which again, are predominantly Welsh.	Out of a total of <b>24,057</b> children who received fire safety advice <b>7,404 (31%)</b> received fire safety advice through the medium of Welsh.

	Statistics for 2015-16	Statistics for 2016-17																																																																																																				
<b>PI3</b>	<b>The number and % of home safety checks carried out through the medium of Welsh 2015-16</b>	<b>The number and % of home safety checks carried out through the medium of Welsh 2016-17</b>																																																																																																				
Comment	<p>Out of a total 22,500 home safety checks carried out during 2015/16, 3,292 of those checks (14.63%) were carried out in Welsh.</p> <p>In addition – the data below shows a comparison of the number of home safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2015 - 31 March 2016</p> <table border="1"> <thead> <tr> <th colspan="5">HSCs completed in Welsh - 2015-2016</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>4,323</td> <td>251</td> <td>4,072</td> <td>5.81%</td> </tr> <tr> <td>Denbighshire</td> <td>3,398</td> <td>228</td> <td>3,170</td> <td>6.71%</td> </tr> <tr> <td>Flintshire</td> <td>4,125</td> <td>13</td> <td>4,112</td> <td>0.32%</td> </tr> <tr> <td>North Gwynedd</td> <td>2,985</td> <td>1,442</td> <td>1,543</td> <td>48.31%</td> </tr> <tr> <td>South Gwynedd</td> <td>1,440</td> <td>570</td> <td>870</td> <td>39.58%</td> </tr> <tr> <td>Wrexham</td> <td>3,493</td> <td>15</td> <td>3,478</td> <td>0.43%</td> </tr> <tr> <td>Ynys Mon</td> <td>2,736</td> <td>773</td> <td>1,963</td> <td>28.25%</td> </tr> <tr> <td><b>Total</b></td> <td><b><u>22,500</u></b></td> <td><b><u>3,292</u></b></td> <td><b><u>19,208</u></b></td> <td><b><u>14.63%</u></b></td> </tr> </tbody> </table>	HSCs completed in Welsh - 2015-2016					County	Total	Welsh	English	% Welsh	Conwy	4,323	251	4,072	5.81%	Denbighshire	3,398	228	3,170	6.71%	Flintshire	4,125	13	4,112	0.32%	North Gwynedd	2,985	1,442	1,543	48.31%	South Gwynedd	1,440	570	870	39.58%	Wrexham	3,493	15	3,478	0.43%	Ynys Mon	2,736	773	1,963	28.25%	<b>Total</b>	<b><u>22,500</u></b>	<b><u>3,292</u></b>	<b><u>19,208</u></b>	<b><u>14.63%</u></b>	<p>Out of a total 20,235 home safety checks carried out during 2016/17, 3,329 of those checks (16.45%) were carried out in Welsh.</p> <p>In addition – the data below shows a comparison of the number of home safety checks completed in Welsh in the different counties in North Wales during the period 1 April 2016 - 31 March 2017</p> <table border="1"> <thead> <tr> <th colspan="5">HSCs completed in Welsh - 2016-2017</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>4,083</td> <td>215</td> <td>3,868</td> <td>5.27%</td> </tr> <tr> <td>Denbighshire</td> <td>2,839</td> <td>152</td> <td>2,687</td> <td>5.35%</td> </tr> <tr> <td>Flintshire</td> <td>3,091</td> <td>13</td> <td>3,078</td> <td>0.42%</td> </tr> <tr> <td>North Gwynedd</td> <td>2,967</td> <td>1,436</td> <td>1,531</td> <td>48.40%</td> </tr> <tr> <td>South Gwynedd</td> <td>1,699</td> <td>731</td> <td>968</td> <td>44.03%</td> </tr> <tr> <td>Wrexham</td> <td>3,011</td> <td>6</td> <td>3,005</td> <td>0.2%</td> </tr> <tr> <td>Ynys Mon</td> <td>2,545</td> <td>776</td> <td>1,769</td> <td>30.49%</td> </tr> <tr> <td><b>Total</b></td> <td><b><u>20,235</u></b></td> <td><b><u>3,329</u></b></td> <td><b><u>16,906</u></b></td> <td><b><u>16.45%</u></b></td> </tr> </tbody> </table>	HSCs completed in Welsh - 2016-2017					County	Total	Welsh	English	% Welsh	Conwy	4,083	215	3,868	5.27%	Denbighshire	2,839	152	2,687	5.35%	Flintshire	3,091	13	3,078	0.42%	North Gwynedd	2,967	1,436	1,531	48.40%	South Gwynedd	1,699	731	968	44.03%	Wrexham	3,011	6	3,005	0.2%	Ynys Mon	2,545	776	1,769	30.49%	<b>Total</b>	<b><u>20,235</u></b>	<b><u>3,329</u></b>	<b><u>16,906</u></b>	<b><u>16.45%</u></b>
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<b>PI4</b>	<b>Number and % of staff who have attained success in the Level 1 Welsh Language tests.</b>	<b>Number and % of staff who have attained success in the Level 1 Welsh Language tests.</b>																																																																																																				
Comment	3 (0.35%) (The level 1 assessment is rarely used now as most staff are required to achieve level 2 or higher)	2 (0.24%) The level 1 assessment is only used as a starting point for those who have not learnt Welsh in any education setting before. Most staff attempt the level 2 or higher if they have studied Welsh previously.																																																																																																				
<b>PI5</b>	<b>The number and % of staff who have attained success in the Level 2 Welsh language tests.</b>	<b>The number and % of staff who have attained success in the Level 2 Welsh language tests.</b>																																																																																																				
Comment	42 (5.04%) (8 of whom attended a formal Welsh course)	33 (3.96%) of which 5 (0.60%) attended a formal Welsh course. However a further 21 (2.52%) were assessed but failed to achieve the pass mark																																																																																																				

	Statistics for 2015-16	Statistics for 2016-17
<b>PI6</b>	<b>The number and % of staff who have attained success in Level 3 in Welsh.</b>	<b>The number and % of staff who have attained success in Level 3 in Welsh.</b>
Comment	12 (1.44%) (7 of whom attended a formal Welsh course.  Furthermore: 6 staff were assessed at Level 4 and 15 were assessed at Level 5	9 (1.08%) achieved Level 3, of which 6 (0.72%) attended a formal Welsh course. 8 (0.96%) achieved Level 4, 1 (0.12%) of which attended a formal Welsh course. 24 (2.9%) demonstrated fluency at Level 5. Therefore a total of 41 (4.92%) achieved level 3 or above
<b>PI7</b>	<b>The number and % of staff that have received training to an agreed qualification in Welsh.</b>	<b>The number and % of staff that have received training to an agreed qualification in Welsh.</b>
Comment	16 (1.92%)  9 of whom attended Welsh Level 2 7 of whom attended Welsh Level 3	12 (1.44%) attended courses in order to pass the required level at the end of the course. 7 (0.84%) attended a level 3 revision course. 1 (0.12%) attended a Hyfforddi'n Ddwieithog course with Iaith Cyf.
<b>PI8</b>	<b>The number and % of staff that have received language awareness training.</b>	<b>The number and % of staff that have received language awareness training.</b>
Comment	60 (7.19%) staff have undertaken Welsh language awareness training via an e learning module – 43 through the medium of English and 17 through the medium of Welsh.	In total 108 (12.9%) members of staff have undertaken Welsh language awareness training (face to face and on-line module) – 82 through the medium of English or bilingually and 26 through the medium of Welsh only.
<b>PI9</b>	<b>The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).</b>	<b>The number and % of jobs where Welsh is essential that are filled by staff that have bilingual skills (to the designated standard).</b>
Comment	<b>Please see Analysis of Welsh Speaking Skills below</b>	<b>Please see Analysis of Welsh Speaking Skills below</b>
<b>PI10</b>	<b>The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).</b>	<b>The number and % of jobs where Welsh is desirable that are filled by staff that have bilingual skills (to the designated standard).</b>
	<b>Please see Analysis of Welsh Speaking Skills below</b>	<b>Please see Analysis of Welsh Speaking Skills below</b>

	Statistics for 2015-16	Statistics for 2016-17
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>90 members of staff joined the Service during 2016–17 of which 20 (22.2%) achieved Level 2, 6 (6.7%) demonstrated Level 4 skills and 21 (23.3%) demonstrated Level 5.</p> <p>19 (2.28%) failed the Level 2 assessment and will be required to undertake further study in order to pass within the time frame allowed for new starters (6 months). 23 (26%) were not assessed due to the large volume of applicants that required testing during one recruitment phase. Champions and assessors have been assigned to support and enable assessment within the time frame allowed for new starters.</p> <p>31 members of staff were promoted during 2016–17 of which 10 (32.2%) achieved Level 2, 5 (16.1%) achieved Level 3, 4 (13%) demonstrated Level 4 skills and 10 (32.2%) demonstrated Level 5 . Only 2 (6.45%) have yet to gain the required level for the post. Champions and assessors have been assigned to support and enable assessment within the time frame allowed to those promoted (six or twelve months).</p>
PI12	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1<sup>st</sup> week of May &amp; 1<sup>st</sup> week of November each year.</p>	<p>The number and % of calls dealt with in Welsh at County Offices within a specified period – 1<sup>st</sup> week of May &amp; 1<sup>st</sup> week of November each year.</p>
Comment	<p>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.</p>	<p>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.</p>



	Statistics for 2015-16	Statistics for 2016-17
<b>PI13</b>	<b>The number and % of letters received and issued in Welsh at County Offices within a specified period – 1<sup>st</sup> week of May &amp; 1<sup>st</sup> week of November each year.</b>	<b>The number and % of letters received and issued in Welsh at County Offices within a specified period – 1<sup>st</sup> week of May &amp; 1<sup>st</sup> week of November each year.</b>
Comment	These have proven challenging to monitor accurately to date and a new monitoring process will be adopted as part of the introduction of the Welsh language standards during 2016-17	These have proven challenging to monitor accurately to date and the new Welsh language standards are now adhered to.
<b>PI14</b>	<b>The number and % of staff that have bilingual skills (to the designated standard).</b>	<b>The number and % of staff that have bilingual skills (to the designated standard).</b>
Comment	<b>Please see Analysis of Welsh Speaking Skills below</b>	<b>Please see Analysis of Welsh Speaking Skills below</b>
<b>PI15</b>	<b>The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.</b>	<b>The number and % of main reception roles that were designated Welsh essential and were filled by bilingual staff.</b>
Comment	<b>Please see Analysis of Welsh Speaking Skills below</b>	<b>Please see Analysis of Welsh Speaking Skills below</b>
<b>PI16</b>	<b>The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.</b>	<b>The number and % of staff within the service that can speak Welsh - by department, by job grade, by the workplace.</b>
Comment	<b>Please see Analysis of Welsh Speaking Skills below</b>	<b>Please see Analysis of Welsh Speaking Skills below</b>
<b>PI17</b>	<b>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.</b>	<b>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.</b>
Comment	There were no complaints of this nature in this period.	There was one complaint of this nature during this period. This was made in relation to fire safety awareness-raising being undertaken in the Caernarfon area immediately following a dwelling fire fatality, when a member of the public questioned why the member of fire and rescue service staff who knocked on his door could not speak Welsh. The complaint was dealt with in accordance with our complaints policy and a specific action plan was adopted by the Service to address this issue.
<b>PI18</b>	<b>The number and % of complaints from staff or their representatives about language issues.</b>	<b>The number and % of complaints from staff or their representatives about language issues.</b>
Comment	There were no complaints of this nature in this period	There were no complaints of this nature in this period

	Statistics for 2015-16	Statistics for 2016-17
<b>PI19</b>	<b>The number and % of agencies and contractors that receive guidance to comply with our Welsh Language Scheme.</b>	<b>Number of agencies and contractors who have received guidance to comply with the Welsh Language Scheme.</b>
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 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.</p> <p>The ICT Department also ensure all contractors used by its department are familiar with the requirements of the Welsh Language Scheme.</p>
<b>PI20</b>	<b>The number and % of emergency calls that were dealt with in Welsh 2015-16</b>	<b>The number and % of emergency calls that were dealt with in Welsh 2016-17</b>
Comment	<p>During 2015-16, the Control Room received 12,929 emergency calls. Of this total, 192 calls were handled in Welsh (1.49%)</p>	<p>During 2016-17, the Control Room received 13,324 emergency calls. Of this total, 146 calls were handled in Welsh (1.1%)</p>

## **Analysis of Welsh Speaking Skills**

### **1. MAIN FINDINGS:**

#### **1.1 POSITIVE OUTCOMES**

- Despite continued decreasing budgets and financial challenges the Service remains committed to the Welsh language and to investing in improving skills and standards. The positive outcomes and improvements reported for 2016-17 continue to reflect this and highlight the importance of a bilingual workforce being able to provide a bilingual service to the public of North Wales.
- The language skills of the majority of staff continue to be successfully recorded, either as self-assessments or as formal assessments, which leads to a good understanding of the overall skill profile of the Service. There is an increase (23 in total) in those staff whose skills have not been recorded in this reporting year - this is mainly due to an increase in recruitment and the pressures of ensuring that staff are available to provide assessments during selection days. Work is now ongoing to ensure the skills of the remaining staff are recorded.
- This reporting year has seen a slight increase in the size of the workforce, and the Service's Welsh language strategy continues to effectively raise the level of skills in speaking Welsh – the proportion of staff whose Welsh speaking skills meet the designated standard has increased significantly during the year (from 67.4% in 2015, to 72.06% in 2016, and to 75.6% in 2017).
- The percentage of posts which are Welsh essential (where Welsh is required to Level 4 or above) and are filled by staff with the requisite skills has encouragingly seen an increase this reporting year from 84.2% to 90%.
- The percentage of staff remaining at minimal Level 0 or 1 skills continues to decrease (23 fewer).
- Particular pockets of notably good standards continue to be achieved, including in the development of language skills at station manager, crew manager and senior management level, and the allocation of Welsh speakers across counties and specific departments/functions.
- It is pleasing to note that the skills levels of those working as members of Service Control have continued to rise this year.
- Following a continued concerted awareness raising campaign on social media and at events, there has been a significant improvement in the number of Home Safety Checks conducted through the medium of Welsh (an increase of 1.82%) which had previously been in decline or had stayed relatively constant in the previous four years.

#### **1.2 CONTINUING CHALLENGES**

- We will work to improve the consistent recording of skills on our reporting system and that all members of staff are assessed.
- There remain members of staff whom we will continue to target and encourage to improve their skills.

## 2. SUMMARY TABLE

<b>2015</b>										
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
	<b>868</b>	<b>100</b>	<b>157</b>	<b>197</b>	<b>75</b>	<b>83</b>	<b>236</b>	<b>1</b>	<b>19</b>	<b>868</b>

<b>2016</b>										
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	740	77	130	203	68	64	186	1	11	740
Level 3	18	0	0	3	9	2	4	0	0	18
Level 4	75	2	2	7	0	18	45	0	1	75
Level 5	1	0	0	0	0	0	1	0	0	1
	<b>834</b>	<b>79</b>	<b>132</b>	<b>213</b>	<b>77</b>	<b>84</b>	<b>236</b>	<b>1</b>	<b>12</b>	<b>834</b>

<b>2017</b>										
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	749	89	106	205	63	63	198	1	23	749
Level 3	16	0	0	3	10	1	2	0	0	16
Level 4	77	0	2	5	1	20	48	0	0	77
Level 5	1	0	0	0	0	0	1	0	0	1
	<b>843</b>	<b>89</b>	<b>108</b>	<b>215</b>	<b>74</b>	<b>84</b>	<b>249</b>	<b>1</b>	<b>23</b>	<b>843</b>

### 3. OVERVIEW

3.1 This reporting year has seen a slight increase in the size of the workforce by 9 members of staff.

3.2 The language skills of the majority of staff continue to be successfully recorded, either as self-assessments or as formal assessments, which leads to a good understanding of the overall skills profile of the Service. There is however an increase (23 in total) in staff whose skills have not been recorded. Work is now ongoing to ensure the skills of staff are recorded.

3.3 The table below shows how the number of fluent speakers remains relatively constant and the number of staff with lower level skills continues to decrease.

	2011	2012	2013	2014	2015	2016	2017
<b>Level 0 &amp; 1</b>	40%	37%	33%	34%	30%	25%	23.4%
<b>Level 2</b>	19%	18%	18%	20%	23%	26%	26%
<b>Level 3 (Some Welsh)</b>	8%	12%	13%	9%	9%	9%	9%
<b>Level 4 and above (Fluent Welsh speaker)</b>	28%	31%	32%	37%	37%	38%	40%
<b>Total some/fluent</b>	36%	43%	45%	46%	46%	47%	48.4%

### 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 encouragingly seen an increase this reporting year from 84.2% to 90%.

<b>KPI 1</b>			
<b>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.</b>	2015	2016	2017
Total number of jobs designated as Level 4 and above.	79	76	77
The number that are filled by staff with Welsh speaking skills at Level 4 or above.	67	64	69
The percentage that are filled by staff with Welsh speaking skills at Level 4 or above.	84.8%	84.2%	90%

<b>KPI 2</b>			
<b>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.</b>	2015	2016	2017
Total number of jobs designated as Level 2 or Level 3.	789	758	765
The number that are filled by staff with Welsh speaking skills at Level 2 or above.	515	537	542
Percentage filled by staff with Welsh speaking skills at Level 2 or above.	65.3%	70.1%	70.9%

4.2 There has been an increase in compliance with Welsh language requirements for all posts in 2017.

4.3 As the Service considers Level 2 as the minimum level to achieve 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.

<b>KPI 4</b>			
<b>The number and percentage of staff that have bilingual skills to the designated standard.</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
The total number of staff (incl. those whose skills had not been assessed)	868	834	843
The number of staff whose skills adequately matched the linguistic skills criteria set for their job.	582	601	637
The percentage of staff whose skills adequately matched the linguistic skills criteria set for their job.	67.05%	72.06%	75.6%

	<b>2015</b>	<b>2016</b>	<b>2017</b>
The number and percentage of staff who do <u>not</u> have bilingual skills to the designated standard.			
The number of staff whose skills did not meet the requisite Level for their post	265	221	206
The percentage of staff whose skills did not meet the requisite Level for their post	30.52%	26.50%	24.4%
The number of staff who had not had an assessment or completed a self-assessment	19	12	23
The percentage of staff who had not had an assessment or completed a self-assessment	2.2%	1.4%	2.7%

4.4 This year 95% of the designated main reception roles were filled by Welsh speaking staff with skills at Level 4 or above, which is an improvement on last year (+5.52%).

<b>KPI5</b>			
<b>The number and percentage of main reception roles designated as Welsh essential that were filled by bilingual staff.</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
The total number of ‘main reception roles’	24	19	19
The total number of ‘main reception roles’ filled by staff with Welsh speaking skills at Level 4 or above.	22	17	18
The percentage of ‘main reception roles’ filled by staff with Welsh speaking skills at Level 4 or above.	91.7%	89.48%	95%

4.5 The skills levels of Control staff have risen again this year from 94.74% to 95%.

<b>The number and percentage of control operator roles designated as Welsh essential that were filled by bilingual staff.</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
The total number of relevant call-handling control staff	16	19	20
The total number of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	15	18	19
Percentage of relevant call-handling control staff with Welsh speaking skills at Level 4 or above.	93.8%	94.74%	95%

**The number of staff by skills level, per county.**

**2015**

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	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
<b>Total</b>	<b>868</b>	<b>101</b>	<b>156</b>	<b>198</b>	<b>74</b>	<b>83</b>	<b>236</b>	<b>1</b>	<b>19</b>	<b>868</b>
Gwynedd Total	220	0	21	49	21	22	106	0	1	220

**2016**

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	55	0	3	3	12	15	22	0	0	55
Conwy	159	9	34	52	11	11	40	1	1	159
Denbighshire	254	27	33	64	33	27	65	0	5	254
Flintshire	84	21	22	26	2	5	5	0	3	84
Gwynedd North	123	0	6	24	14	15	63	0	1	123
Gwynedd South	75	0	9	18	5	7	36	0	0	75
Wrexham	84	22	25	26	0	4	5	0	2	84
<b>Total</b>	<b>834</b>	<b>79</b>	<b>132</b>	<b>213</b>	<b>77</b>	<b>84</b>	<b>236</b>	<b>1</b>	<b>12</b>	<b>834</b>
Gwynedd Total	198	0	15	42	19	22	99	0	1	198

## 2017

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	57	2	4	5	11	12	24	0	1	57
Conwy	151	11	47	47	12	12	42	1	3	151
Denbighshire	266	30	27	68	31	31	69	0	10	266
Flintshire	90	23	18	28	2	5	6	0	8	90
Gwynedd North	119	1	5	21	13	13	66	0	0	119
Gwynedd South	77	0	9	18	5	7	37	0	1	77
Wrexham	84	23	23	29	0	4	5	0	0	84
<b>Total</b>	<b>843</b>	<b>89</b>	<b>108</b>	<b>215</b>	<b>74</b>	<b>84</b>	<b>249</b>	<b>1</b>	<b>23</b>	<b>843</b>
Gwynedd Total	196	1	14	39	18	20	103	0	1	196

### Changes between 2016 and 2017:

4.6 The table below shows the difference in skills levels of postholders between 2016 and 2017, and the impact of 9 additional filled posts across the Service.

4.7 There were 11 more staff who remained unassessed, 10 more at Level 0, 24 fewer at Level 1, 2 more at Level 2, three fewer at Level 3 and 13 more at Level 5.

Total filled posts in 2017	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 2016

4.8 Between 2015 and 2017, the number of postholders with higher level skills (Level 4 and above) increased from 320 to 334 (+2.8%) which remains a consistent positive indicator of progress.

4.9 In the same period, the number of postholders who had achieved at least the minimum Welsh speaking skills Level 2 or above) also increased - from 592 (69.2%) in 2015, to 623 in 2017 (73.9%) – again a positive indicator of progress. This is despite the fact that a greater number of staff have no recorded skills.

	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)
2015	257 (29.6%)	592 (68.2%)	320 (37.2%)
2016	211 (25.3%)	611 (73.3%)	321 (38.5%)
2017	197 (23.4%)	623 (73.9%)	334 (40%)



**The concentration of Welsh speaking skills across the Service area.**

4.10 The pattern of concentration of Welsh speaking staff has continued to see Anglesey with a much higher concentration, followed by Gwynedd, Denbighshire, Conwy and Wrexham overtaking Flintshire.

	2015	2016	2017
Anglesey	89.8%	89.1%	82.5%
Conwy	36.3%	39.6%	44.4%
Denbighshire	45.9%	49.2%	49.2%
Flintshire	12.6%	14.3%	14.4%
Gwynedd	66.55%	69.4%	71.9%
Wrexham	10.3%	10.35%	10.7%
<b>Total</b>	<b>45.5%</b>	<b>47.7%</b>	<b>48%</b>
Gwynedd North	72.9%	74.8%	77.3%
Gwynedd South	60.2%	64%	63.6%

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.**

4.11 The percentage of Welsh speaking staff (Level 4 and above) within the Service has shown an improvement across the region during this reporting period, with Anglesey slightly lower in comparison to last year and Wrexham no change.

	2015	2016	2017
Anglesey	66.1%	67.3%	63.2%
Conwy	31.1%	32.1%	36.4%
Denbighshire	33.7%	36.2%	37.5%
Flintshire	10.5%	11.9%	12.2%
Gwynedd	58.2%	61.1%	62.7%
Wrexham	10.3%	10.7%	10.7%
Gwynedd North	60.9%	63.4%	66.4%
Gwynedd South	54%	57.3%	57.1%

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

**The concentration of Welsh speaking skills by seniority levels**

4.12 The table for the last three years below shows that staff across all levels, not just at senior management level, are now achieving a consistently high percentage of compliance against their post's linguistic requirements (column ii.).

<b>2015</b>	<b>Total number</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.	vi.
Senior management <sup>1</sup>	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
<b>All</b>	<b>868</b>	<b>86.29</b>	<b>29.6</b>	<b>68.2</b>	<b>45.51</b>	<b>2.19</b>
<b>2016</b>	<b>Total number</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.	vi.
Senior management <sup>2</sup>	26	88.46	15.38	84.62	76.92	0
Station managers	25	100	4	96	72	0
Watch managers	75	94.67	21.33	78.67	32	0
Crew managers	101	90.1	28.71	71.29	39.6	0
Firefighters	465	86.88	28.17	69.68	46.02	2.15
Grades 6 - 8	45	88.89	17.78	80	66.67	2.22
Grades 3 - 5	83	91.57	19.28	79.52	55.42	1.2
Grades 1- 2	14	92.86	42.86	57.14	42.86	0
<b>All</b>	<b>834</b>	<b>89.09</b>	<b>25.3</b>	<b>73.26</b>	<b>47.72</b>	<b>1.44</b>
<b>2017</b>	<b>Total number</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.	vi.
Senior management <sup>3</sup>	27	88.88	14.81	85.19	74.07	0
Station managers	25	100	4	96	88	0
Watch managers	76	96.05	15.79	75.26	39.47	0
Crew managers	97	90.72	24.74	63.16	42.27	0
Firefighters	475	80.21	28.63	67.37	64.84	4
Grades 6 - 8	44	90.90	20.45	79.55	63.64	0
Grades 3 - 5	84	91.66	40.96	57.14	57.14	1.90
Grades 1- 2	13	92.30	46.15	53.85	53.85	0
<b>All</b>	<b>843</b>	<b>85.41</b>	<b>14.71</b>	<b>68.21</b>	<b>60.02</b>	<b>2.73</b>

**The concentration of Welsh speaking skills by department/function.**

4.13 There has been a relatively consistent achievement in compliance with Welsh language requirements for all posts in 2017 compared with 2016 (column i.).

<b>2015</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.
Control <sup>4</sup>	96.55	3.45	96.55	82.76	0
Fire and rescue crew <sup>5</sup>	63.33	34.41	63.33	40.87	2.26
Fleet and facilities management <sup>6</sup>	70	20	70	60	10
Headquarters and corporate <sup>7</sup>	64.71	30.88	67.65	52.94	1.47
Operations, response and resilience <sup>8</sup>	81.81	11.36	84.09	40.91	4.55
Prevention <sup>9</sup>	73.44	9.38	90.63	68.75	0
Training and development <sup>10</sup>	70.83	29.17	70.83	33.33	0
<b>All</b>	<b>66.47</b>	<b>55.11</b>	<b>68.2</b>	<b>45.51</b>	<b>2.19</b>

<b>2016</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.
Control <sup>11</sup>	100	3.33	96.67	86.67	0
Fire and rescue crew <sup>12</sup>	87.52	30.05	68.72	42.36	1.23
Fleet and facilities management <sup>13</sup>	100	19.05	80.95	66.67	0
Headquarters and corporate <sup>14</sup>	84.62	25.64	73.08	51.28	1.28
Operations, response and resilience <sup>15</sup>	95.45	9.09	90.91	43.18	0
Prevention <sup>16</sup>	95	6.67	91.67	78.33	1.67
Training and development <sup>17</sup>	90.63	21.88	68.75	34.38	9.38
<b>All</b>	<b>89.09</b>	<b>25.3</b>	<b>73.26</b>	<b>47.72</b>	<b>1.44</b>

<b>2017</b>	<b>% with skills matching the job requirement</b>	<b>% with skills at Levels 0 or 1 only</b>	<b>% with skills at Level 2 or above</b>	<b>% with skills at Level 3 or above</b>	<b>% with skills level unknown</b>
	i.	ii.	iii.	iv.	v.
Control <sup>18</sup>	100	0	100	87.88	0
Fire and rescue crew <sup>19</sup>	84.45	30.74	66.61	40.98	2.65
Fleet and facilities management <sup>20</sup>	100	21.05	78.95	63.16	0
Headquarters and corporate <sup>21</sup>	82.93	23.17	75.61	54.88	1.22
Operations, response and resilience <sup>22</sup>	83.64	7.27	80	47.3	12.73
Prevention <sup>23</sup>	82.81	15.63	82.81	75	1.56
Training and development <sup>24</sup>	100	20.83	79.17	37.5	0
<b>All</b>	<b>85.29</b>	<b>25.08</b>	<b>72.2</b>	<b>47.45</b>	<b>2.72</b>

## Analysis of Welsh skills in departments/functions

### Retained Duty System (RDS) staff

- 4.14 One of the challenges for increasing the level of Welsh language skills in North Wales Fire and Rescue Service remains 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. There have also been recent recruitment drives for RDS staff and the skills of some of these staff are in the process of being recorded, whilst all will have achieved at least Level 2.

### **NOTES**

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<sup>1</sup> 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

<sup>2</sup> 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

<sup>3</sup> 'Senior management' category comprises Principal Officers, Area Managers, Group Managers and Support Staff Grades 9 – 12.

<sup>4</sup> Control – call handling staff, supervisors and managers.

<sup>5</sup> Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

<sup>6</sup> Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

<sup>7</sup> HQ and Corporate – senior management, finance, accounts and payroll; HR and recruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

<sup>8</sup> Operations, response and resilience – administrative staff (including RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

<sup>9</sup> Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

<sup>10</sup> Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.

<sup>11</sup> Control – call handling staff, supervisors and managers.

<sup>12</sup> Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

<sup>13</sup> Fleet and Facilities management – managers, technicians and administrative staff, plus Rhyl community fire station staff.

<sup>14</sup> HQ and Corporate – senior management, finance, accounts and payroll; HR and recruitment; corporate planning; corporate communications; equalities; health and safety; support services; central administration, reception and secretarial; ICT; CAD operators; RMS administrator; disciplinary investigations; member liaison; translation; and stores and supplies,

<sup>15</sup> Operations, response and resilience – administrative staff (including RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

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<sup>16</sup> Prevention – Community (Fire) Safety and Home Safety Support Workers; Business/Legislative Fire Safety; arson reduction; educationalists; prevention administration; partnership management; and Phoenix.

<sup>17</sup> Training and Development – TD management, trainers, instructors, performance standards, ADCs and operational assurance, NVQ support, accreditation and TD administration.

<sup>18</sup> Control – call handling staff, supervisors and managers.

<sup>19</sup> Crew – both Wholetime and Retained Duty System personnel based on stations as firefighters, crew managers and watch managers.

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<sup>22</sup> Operations, response and resilience – administrative staff (including RDS admin); availability management; hydrant/extinguisher engineers; resilience and local resilience; response management; supervision of operations; and technical support.

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