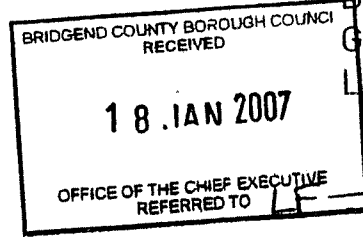


16 January 2007



BWRDD YR IAITH  
GYMRAEG WELSH  
LANGUAGE BOARD

L Smith to deal.

Jo Farrar  
Chief Executive

Dear Ms Farrar

### Welsh Language Service provision – improvement plans

As the Welsh Language Scheme revision process comes to an end and new schemes are now being implemented across local government organisations, I would like to congratulate local government on the positive way that they have approached this issue. Welsh Language Schemes now take account of policy trends and good practice and an improved focus is also given to the monitoring process.

Monitoring arrangements have been revised and the requirement to prepare lengthy reports has been replaced by a joint working process focusing on improvement and outcomes. This is in line with the Government's wider commitments in respect of inspection and regulation.

I would now like to confirm the monitoring arrangements agreed between us by way of your Welsh Language Scheme and to request a concise initial monitoring report by June 2007. In relation to monitoring your Welsh language service provision, arrangements made fully reflect the Government's vision as outlined in its National Action Plan for the Welsh Language, *laith Pawb*:-

*'Schemes need to be monitored to ensure that they are effective and the principles are put in to practice. They will also need to be reviewed to take account of changed circumstances. Accordingly we have decided to strengthen the Welsh Language Boards capacity to monitor and review existing Welsh Language Schemes. This will enable bodies to build on success and identify areas for expansion in the range of Welsh Language Services. It should also mean that weaknesses are spotted and acted upon before they become a problem.'*

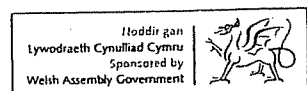
I would like to assure you that the Board wishes to work in close partnership with you to promote and facilitate improvements in Welsh language services. We have already invited key partners to participate in our Improvement Working Group to agree the general direction of Welsh language policy development and service improvements. Partners including Solace, the Local Government Strategy and Performance division within the Welsh Assembly Government, representatives from the Fire and Police services and the National Parks have already agreed to become members.

Specific tasks, which are an integral part of the improvement process, are noted in an appendix to this letter. One element in particular relates to data verification visits which are to be conducted by our officers in the form of risk assessments (please refer to section 3 of the enclosed appendix). We have already undertaken one similar

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Cadeirydd\_Chair Meri Huws  
Prif Weithredwr\_Chief Executive  
Meirion Prys Jones  
Cynorthwylwr\_Chief Officer



assessment with local authorities during last year when we met with student support services. The exercise proved useful in identifying examples of good practice as well as gaps in service provision. Individual reports were prepared for each Local Authority and a comprehensive report was provided to the Government identifying ways forward. The work did not interfere greatly with the day to day running of organisations which took part in the exercise. Prior to conducting this year's exercise we have provided your organisation with written advice with regard to the process in order to ensure transparency and clarity and also so as to allow you to dovetail this work into the wider improvement process within your organisation.

We have already discussed the risk assessment process with your lead officers on Welsh language issues and have received positive feedback and constructive suggestions which we have taken into account. We would very much like to press ahead with the work and would appreciate if you would kindly arrange dates for two meetings with the officers and members named in the advice note provided on risk assessments (please refer to section 3 of the enclosed appendix).

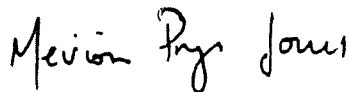
We would like to complete this exercise by the middle of May and therefore ask you to make necessary arrangements and in particular to allocate dates in the diaries of appropriate officers to meet with officers from the Board.

You will be able to use this assessment to contribute to the requirements of the Wales Programme for Improvement circular 28/2005 but the main aim is to assist in the work of developing and improving Welsh language services.

Having read the enclosed appendix you will doubtless have points to raise with us. Your contact officers within the Board will be more than happy to discuss these with you.

I would like to thank you in advance for your support and co-operation.

Yours faithfully,



**Meirion Prys Jones**  
*Chief Executive*

CC Linda Smith

08 February 2007

### **Welsh Language Service provision – improvement plans**

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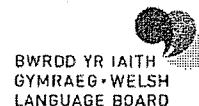
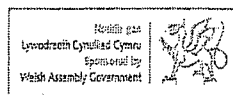
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## Welsh Language Schemes – Annual Monitoring Reports and improvement plans 2007

*The content of this document should be considered along side commitments made by your organisation in its Welsh Language Scheme.*

### 1. Welsh Language Scheme Compliance

Information regarding compliance with the Scheme time table.

### 2. Welsh language front line services

On a service specific level we have this year provided self assessment guidelines to assist children and young people partnerships/youth services to look at their provision. We would like to receive progress information based on using the guidance provided.

Welsh

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=1&nID=2496>

English

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=2&nID=2496>

Corporately we would like information relating to verbal services you are able to provide via your main reception/one stop shop or similar facility as outlined in your Welsh Language Scheme.

Welsh Language Indicator 2:-

Welsh

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=1&nID=2521>

English

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=2&nID=2521>

In relation to standards of service we will need information relating to complaints

Welsh Language Indicator 6:-

Welsh

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=1&nID=2524>

English

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=2&nID=2524>

### 3. Scheme Management and administration

You will need to report on actions to be taken following our annual risk assessment.

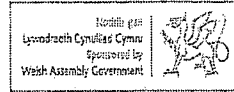
Here is a general guidance providing instruction on our intended method of conducting the annual risk assessment:-

Welsh

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=1&nID=2527>

English

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=2&nID=2527>



## **6. Analysis of performance by priority and target**

Annually we would like you to provide us with a summary of your findings to include identification of weaknesses and also drawing attention to progress and good practice.

## **7. Publishing information on performance**

To publish an annual monitoring report in line with commitments made in your Welsh Language Scheme.

### **Welsh Language Indicators**

If Welsh Language Indicators are contained within your Welsh Language Scheme you need to report on these as part of your report. The Board's indicators have been highlighted under different headings (above) for your convenience. We do not expect any reporting on WLI 3 this year and it has not been included.

Welsh

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=1&nID=2530>

English

<http://www.bwrdd-yr-iaith.org.uk/cynnwys.php?plD=109&langID=2&nID=2530>