



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru  
Auditor General for Wales

# Annual Report on Implementing the Welsh Language Scheme – **Auditor General for Wales and Wales Audit Office**

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# Annual report

## Executive summary

The updated version of the Auditor General for Wales' Welsh Language Scheme was approved by the Welsh Language Board under Section 14 of the Welsh Language Act 1993, and it came into effect on 28 May 2009. As part of the Scheme, the Auditor General and the Wales Audit Office have adopted the principle of treating the English and Welsh languages on the basis of equality.

Focusing primarily on the period between April 2015 and March 2016, this report:

- summarises and evaluates the key action points delivered; and
- sets out targets for 2016-17.

The key developments during 2015-16 were:

- moving the Wales Audit Office's website to the new .cymru and .wales domain names;
- publishing a language skills matrix on our intranet and using our online HR system to record all staff language skills;
- surveying the language preferences our audited bodies; and
- providing a range of Welsh language training opportunities, attended by a total of 46 members of staff during the year.

In 2016-17, we plan to build on this progress by:

- implementing the second phase of our linguistic skills strategy by identifying roles within the organisation where Welsh is either an essential or desirable requirement and work towards ensuring we have sufficient capacity in the identified areas; and
- managing the transition from the Scheme to the new standards and strengthening our arrangements accordingly.

This is the last report on the implementation of the Welsh Language Scheme. During 2016-17, the Auditor General and the Wales Audit Office will receive their final compliance notices from the Welsh Language Commissioner. We will officially move over from the Scheme to the standards in January 2017.

## Introduction

- 1 The updated version of the Auditor General for Wales' Welsh Language Scheme (the Scheme) was approved by the Welsh Language Board under Section 14 of the Welsh Language Act 1993. It came into effect on 28 May 2009. As part of the Scheme, the Auditor General and the Wales Audit Office have adopted the principle of treating the English and Welsh languages on the basis of equality.
- 2 Following changes made under the Public Audit (Wales) Act 2013, the Auditor General for Wales and the Wales Audit Office are separate legal entities, each with their own statutory functions. Even though the Scheme only strictly applies to the Auditor General, in practice the Scheme is implemented jointly by the Wales Audit Office and the Auditor General – as the Wales Audit Office provides the resources and employs staff to enable the Auditor General to carry out his functions. As such, implementation is reported on jointly.
- 3 Although the current Scheme was due to be reviewed in 2013, the Welsh Language Commissioner's office advised us that the current version should continue to be adhered to until the Welsh language standards are introduced.
- 4 The standards, which explain how organisations are expected to use the Welsh language, are being introduced under the Welsh Language (Wales) Measure 2011 and will displace the current system of Welsh language schemes.
- 5 During May 2016, both the Auditor General and the Wales Audit Office responded to the Welsh Language Commissioner's consultation on their respective draft compliance notices. The final compliance notices, issued during July 2016, explain which standards both entities must adhere to as well as the timescale for compliance. It is expected that the earliest compliance date will be 25 January 2017.
- 6 Focusing primarily on the period between April 2015 and March 2016, this report:
  - summarises and evaluates the key action points delivered; and
  - sets out targets for 2016-17.
- 7 From July 2015, the Wales Audit Office has employed a Welsh Language Officer on a full time basis. Prior to July 2015, the role was part time.

# Compliance with the Welsh Language Scheme

## Staff awareness and guidance

- 8 The Scheme was publicised and instructions provided to staff when it was first published in 2009. The Scheme is available to staff on our intranet's designated Welsh language pages. These pages also provide support material for staff, including information on the following:
- the language preferences of our audited bodies;
  - translations procedure;
  - how to acquire software for checking spelling and grammar in Welsh, as well as Welsh language interfaces;
  - Welsh language training;
  - how to record language skills on our HR system; and
  - Welsh language legislation and the role of the Welsh Language Commissioner.
- 9 The Scheme has been publicised in our internal monthly newsletter, the news section of our intranet and via our corporate Yammer network on a number of occasions throughout 2015-16, with articles and posts focusing on topics such as staff language skills and opportunities to attend Welsh language training.
- 10 During 2015-16, 32 new staff members started working at the Wales Audit Office. All new staff were provided with information on the Welsh Language Scheme as part of their induction – in the form of written materials and a presentation conducted by the Welsh Language Officer. Out of these new staff members, 22.6% can speak Welsh to a level 4 or 5.
- 11 Furthermore, in May 2015, the Wales Audit Office provided one bespoke Welsh language awareness training course. Also, another course, provided to staff during February and March 2016, contained elements of Welsh language awareness training. Details of Welsh language training courses provided to staff can be found in [paragraphs 67 to 71](#).
- 12 The Wales Audit Office's Corporate Handbook was reviewed and published during 2015-16. It is an essential guide to staff on corporate policies and it also contains some useful reference material. The Handbook includes a section on our organisation's approach towards the Welsh language:
- 'The Auditor General and the Wales Audit Office have adopted the principle of treating the Welsh and English languages equally. Currently, the Welsh Language Scheme sets out how this principle is implemented in practice. The Scheme will continue to apply until standards applicable to the Auditor General and the Wales Audit Office are introduced under the Welsh Language (Wales) Measure 2011. Further information is set out in Internal Guidance on Welsh Language Requirements (responsibility: Welsh Language Officer).'

## Language preference survey

- 13 As part of the Scheme, we have committed to carrying out a triennial survey of the language preferences of our audited bodies, in order to review the demand for services in Welsh and the targets which apply to their provision. Having last carried out the survey in 2012, we conducted the activity again during 2015-16.
- 14 The survey was issued via email to the Chief Executive of each audited body in October 2015. The project team used many of the same fields used in the last survey, but included some additional questions in order to gain further information to evaluate the quality of our current provision and to help us plan our services and resources more effectively in future. A generic copy of the survey questionnaire can be found in [Appendix 1](#).
- 15 The survey was issued to 66 audited bodies in total and we received responses from 65 of these organisations. As we were unable to obtain a response for one audited body, its preferences as noted in their 2012 survey response were carried forward to the most recent database.
- 16 Town and community councils were not surveyed. These bodies are not audited directly by the Wales Audit Office and we therefore do not need to hold information on their language preferences. The firms contracted to audit town and community councils on behalf of the Auditor General ask those bodies for their language preferences directly, in compliance with the Scheme and the terms set out in their audit framework contracts.
- 17 In 2012, the Welsh Government deemed it too complex to respond to our survey as it stood, due to the size of the organisation – a response for one department may not be suitable for another. It was agreed that the language preferences of the parties involved would be established at the planning stage of each project. In November 2015, we provided the Welsh Government with the opportunity to update their language preferences. We received confirmation that it was content to continue on the basis of the previously agreed approach.
- 18 The results of the language preference survey have now been published on our intranet as guidance to all staff. As well as informing staff of which documents need to be translated, the responses with regards to written documents also enable us to plan our translation resources more effectively and accurately.
- 19 Due to the nature of their work, Financial Auditors generally deal with the same officers in audited bodies on a regular basis. This means that the 'corporate preferences', as recorded via the language preference survey, remain fairly consistent with regards to the language requirements of the relevant (finance) officers.

- 20 However, whilst the corporate preferences for informal correspondence and meetings give us an indication of what we need to provide in each case, preferences will naturally vary between individuals. This variety has a greater impact on Performance Auditors, who generally deal with a wider variety of officers within audited bodies compared to Financial Auditors, due to the fact that our performance projects focus on many different aspects of public services.
- 21 Therefore, performance auditors are encouraged to make note of individual language preferences that differ to corporate preferences, using our standard Project Initiation Document. Our Performance Audit Delivery Manual was also updated during 2015-16 and the updated Welsh language section aims to raise awareness of the need for auditors to refer to the responses of the language preference survey at the planning stage of each audit.

## Publicity for the Welsh Language Scheme

- 22 The Welsh language page on our website includes a copy of the Scheme, so that it is available to the public. Our most recent Annual Report on Implementing the Scheme is also available on this page, as well as the Welsh Language Commissioner's response.

## Contract arrangements

- 23 In accordance with guidance from the Welsh Language Board, the Wales Audit Office's standard contract template includes a section about the requirement to adhere to the Scheme.
- 24 As explained in our 2014-15 monitoring report, three external firms have been awarded contracts to undertake financial audit work on behalf of the Auditor General. These contracts came into effect on 1 April 2015, for a period of three years, with the option to extend for up to two additional years. The successful tenderers were:
- Deloitte LLP, for work in North Wales;
  - Grant Thornton LLP, for work in Mid and South Wales; and
  - BDO LLP and Grant Thornton LLP for the audit of town and community councils throughout Wales.
- 25 The ability to provide a Welsh service was examined at the pre-qualification stage of the tender process considering experience of work within a bilingual (Welsh/English) environment and the ability to meet the needs of audited bodies and members of the public. All three successful tenderers confirmed that they have the capacity to undertake audits in accordance with the Scheme.
- 26 In February 2016, the Welsh Language Officer contributed to an induction workshop provided for these contracted firms. The Officer's presentation focused on the practicalities of delivering services in accordance with the Scheme and the principle of proactively offering bilingual services.

## Linguistic skills strategy and increasing the number of staff with Welsh language skills

- 27 Three roles within the Wales Audit Office currently include Welsh as an essential skill. These roles are Welsh Language Officer (one FTE), Bilingual Publisher (two FTE) and Performance Auditor (one FTE, based in North Wales).
- 28 The linguistic skills strategy will deal with Welsh language training for staff and will also set out principles regarding recruitment, ultimately identifying where our shortfalls are in terms of Welsh speakers, which other roles require the post-holder to be a Welsh speaker, and how we will increase our capacity to address any shortage.
- 29 The Welsh language Task and Finish Group, established to lead on the development of some organisation-wide Welsh language projects including workforce and succession planning and learning and development initiatives, is currently reviewing the proposals and methodology that will form the second phase of our Welsh language skills strategy. We have also made further progress with regards to the first phase of the strategy.

### Phase one

- 30 We undertook an activity to obtain accurate and comprehensive data on the current language skills of staff during 2014-15. In 2015-16 we built on this progress by:
- publishing a language skills matrix on our intranet; and
  - creating a language skills profile for all staff.
- 31 The language skills profile we have developed is hosted on staff members' individual accounts on our online HR system iTrent. The benefits of using iTrent to host language skills data include the ability to produce reports on current or historic Welsh language capacity of the workforce and to align data on staff skills with information on Welsh language training courses. This provides staff and the organisation with an effective means of monitoring progress and identifying training needs and priorities.
- 32 During 2014-15, 60 members of staff assessed their Welsh language skills using the Workplace Welsh online assessments. The results of these assessments were uploaded to relevant staff members' language skills profiles on iTrent to avoid them having to reassess their skills.
- 33 Staff who had not previously assessed their skills were automatically assigned the lowest skill levels in their language profiles. Once the profiles were made live with this information, we asked staff to review their skill levels and amend them if necessary. Due to the Workplace Welsh online assessments tool being currently unavailable, staff who need to update their skills information are now asked to self-assess their abilities using the language skills matrix we have published.

- 34 The Wales Audit Office's language skills matrix is based on the universal matrix developed by the Association of Language Testers in Europe and that which is used to map the Welsh for Adults Scheme's training courses. However, we have tailored the matrix slightly to better reflect the nature of our organisation. Whilst the standard matrix is based on having five levels (Entry, Foundation, Intermediate, Advanced and Proficiency), we have introduced a pre-Entry 'Awareness' level, specifically for staff who do not feel their current skills do not meet the description of the Entry level. A copy of our language skills matrix can be found in [Appendix 2](#).
- 35 The Awareness level reflects the fact that being aware of what it takes to successfully and effectively operate in a bilingual environment is a skill that is valued by the Wales Audit Office and it is therefore the minimum Welsh language skill level required to work at the organisation.
- 36 It also conveys the positive message to staff that everyone employed by the Wales Audit Office is placed somewhere along the Welsh language skills spectrum and that no-one can claim to have 'no' skills in this area.
- 37 The overall description of the Awareness level is as follows:  
**'You can:** Recognise some short, simple words as being Welsh and even guess the meaning of some words when read or heard, provided the person is talking very slowly or the words are read in an explanatory context. Upon hearing simple words numerous times, you can repeat them and can also even write some short words. Although you may not consider these skills to be of much use in the workplace, the language is far from being alien to you and you have a firm grounding from which you can develop your skills. More importantly, you have a strong awareness and understanding of the bilingual environment in which the Wales Audit Office operates, the need to treat both languages equally, and you demonstrate sensitivity towards the needs of Welsh speakers. You are aware of what you can do to ensure both languages are treated equally and to meet the linguistic needs of all stakeholders, eg, use of appropriate translation services, making use of colleagues' language skills.'

## Phase two

- 38 The second phase of developing our Welsh language skills strategy is to review the Welsh language requirements of all roles within the organisation. Our method of doing this will be finalised once we know which standards will be made specifically applicable to the Auditor General and Wales Audit Office, and the timescale for compliance. This will enable us to ensure that the method and outcomes are fully compliant with the new regulations.

- 39 Whilst a traditional review of skills requirements based on individual job descriptions is considered relatively straightforward with regards to the Corporate Enabler functions within the Wales Audit Office, we anticipate a need for a slightly different approach for our Financial and Performance Audit practices. Many employees have the same or very similar job descriptions within these departments but those roles have varying requirements with regards to the need for Welsh language skills. This is usually dependent on where the role is based and the linguistic nature of the organisations audited by the post-holders.
- 40 Therefore, our approach for these practices may involve undertaking an objective review of generic posts within performance and financial audit, on the basis of those posts being based in predominantly Welsh speaking areas. At the same time, we would also review generic audit posts based in predominantly English speaking areas, providing us with job descriptions for auditors able to work through the medium of both Welsh and English, and for those who are able to work through the medium of English only.
- 41 In effect, this would give us two job descriptions for the same role(s). We would then be able to use these job descriptions as the basis for applying a percentage benchmark for the make-up of local audit teams and clusters across Wales in terms of the ratio of Welsh speaking auditors to non-Welsh speaking auditors, based on the needs of our audited body as per the results of our language preference survey.

## Management and administration of the Scheme

### Governance and scrutiny of the Scheme and mainstreaming the Welsh language

- 42 The Welsh Language Officer monitors and manages the implementation of the Scheme internally on a day to day basis. The Officer reports directly to the Head of Communications and key decisions are also scrutinised by the Management Committee.
- 43 Strategic decisions regarding planning and developing staff language skills are approved by the Chair of the Welsh language task and finish group, in the context of the group's role in developing a linguistic skills strategy and ensuring that the Welsh language is mainstreamed.
- 44 The joint Annual Plan of the Auditor General and the Wales Audit Office is underpinned by a range of measures and targets, including one relating to the Welsh language. During this reporting period, we have amended the wording for the performance measure for the Welsh language. The previous measure, for which the target was noted as 100%, was as follows:
- 'Proportion of our outputs that are compliant with our Welsh language scheme.'

- 45 On reflection, this did not provide us with a means of accurately monitoring our performance and it was difficult to measure. It required a definition of ‘outputs’, which was difficult given the wide range of activities the Auditor General and Wales Audit Office undertake (correspondence, publications, press releases, social media posts and seminars are only some of our outputs). It also required our outputs to be clearly quantifiable; otherwise it was impossible to measure how one or more complaint affected the proportion of overall compliance.
- 46 By focusing on complaints in numerical terms, our amended measure clearly indicates any changes in our quarterly performance. The new measure, for which the target is noted as 0, is:
- ‘Number of complaints received regarding our Welsh language provision.’

## Complaints received and actions taken

- 47 The Wales Audit Office received no formal complaints in relation to Welsh language services during the period in question. However, to fully reflect our current position with regards to the Welsh language, we have included below details of the one expression of dissatisfaction we received from one of our audited bodies during 2015-16.
- 48 The audited body in question was not satisfied with the fact that the Performance Audit manager appointed to it on an interim basis was a non-Welsh speaker. The previous audit manager for the audited body, who had moved to another part of the organisation, was a fluent Welsh speaker.
- 49 We corresponded with the Council’s Chief Executive and explained that, even though the interim manager who was appointed for the audit was not a Welsh speaker, we had increased our Welsh capacity at other grades within the team enabling us to conduct the majority of the day-to-day audit work at the Council through the medium of Welsh. Furthermore, whilst the appointed manager would continue to manage the performance audit work and the team at the site, we made arrangements for another suitable Welsh speaking manager to be available to deliver the audit reports and presentations to the Council.
- 50 The Chief Executive indicated he was satisfied with this explanation. However, we will need to give due consideration to the Welsh language when appointing a permanent audit manager to the Council in question.

## Ensuring quality of Welsh content on our corporate website and social media accounts

### Social media

- 51 The Wales Audit Office uses a number of social media platforms to engage with the public and other stakeholders. They are:
- Twitter
  - Facebook
  - LinkedIn
  - Wordpress blog
  - Youtube
  - Pinterest
- 52 In all cases, we maintain one bilingual account rather than separate Welsh/English accounts. All English posts published on these platforms have corresponding Welsh posts. We answer any queries received via social media in the language that we are contacted in. Event organisers are aware that they always need to ensure that a Welsh speaker is available in order to 'live-tweet' bilingually from events.
- 53 All staff have access to our internal social network, Yammer. The Wales Audit Office's Yammer network includes two Welsh language groups:
- 'Siop Siarad' is a group for Welsh speaking staff to discuss and communicate in Welsh. This group currently has 44 members.
  - 'Dysgwyr Cymraeg' is a group for staff who are currently learning or wish to learn Welsh, where useful tips, links and resources are posted to support staff learning. This group currently has 51 members.

### Corporate website

- 54 The Wales Audit Office maintains a fully bilingual website. Prior to the website being re-launched in 2014, the Welsh Language Officer worked closely with the Digital Communications Officer to establish a publishing workflow, which includes translation.
- 55 The number of people with access rights to publish on our website is limited to nine. Six of these staff members work in the Communications team (and include the Welsh Language Officer), and three work in the IT team. All nine are aware of, and conform to, the need to publish bilingually on the website.

56 When conducting public surveys to inform reports and various studies, the Wales Audit Office will often create a microsite to host the online survey, which is separate from the organisation's main website. As is the case with the main website, the microsites, including the surveys themselves, are all fully bilingual and users are able to toggle between the Welsh and the English versions. All links to microsites from our main website's Welsh pages take users to the Welsh version of the microsite.

### Website accessibility

57 During 2015-16, the Wales Audit Office conducted an accessibility audit on our corporate website with the aim of gaining an accessibility accreditation for our website. This audit involved assessing the accessibility of webpages and documents' format, checking whether all links work appropriately, and what amendments would need to be made for our website's content to be legible for assistive technology, such as screen readers or speaking software. Having been specified in the tender document as part of the procurement process, the accessibility audit included an equal review of both the Welsh and English parts of the website. The audit is due to be concluded during 2016-17.

58 We also made BrowseAloud accessibility software available on our website during this reporting period. BrowseAloud has a range of features which help with reading text on webpages and in web-based publications, including:

- Text-to-speech
- Spoken and written translation
- Text magnification
- MP3 generator
- Page simplifier
- High contrast

59 Whilst we do not encourage the use of BrowseAloud primarily as an English/Welsh translation tool (due to the fact that all website content is readily published in Welsh and English), all other features of the software can be used in both Welsh and English, including text-to-speech.

60 This development forms part of our wider commitments to the Equality Act 2010 and the benefits apply to anyone who may be affected by low literacy, dyslexia, mild visual impairments, or for those who use English or Welsh as a second language.

### New website domain name

- 61 During 2015-16, the Wales Audit Office moved its website and email addresses to the new .wales and .cymru domain names. The change has enabled us to further develop our bilingual online presence, which contributes to our overall brand, corporate identity and the public's perception of the Wales Audit Office as a bilingual organisation. Our new website addresses are:
- [www.archwilio.cymru](http://www.archwilio.cymru)
  - [www.audit.wales](http://www.audit.wales)
- 62 As part of this change, corporate and individual staff members' email addresses were also updated, meaning that all staff now have a Welsh and English version of their email address. At the same time, we also created fully Welsh and English versions of all generic, non-personal email addresses, for example:
- [cyllid@archwilio.cymru](mailto:cyllid@archwilio.cymru)
  - [finance@audit.wales](mailto:finance@audit.wales)
- 63 At the same time, we used the opportunity to provide staff with a fully bilingual version of a standard email signature template as well as some generic bilingual out of office messages to use in various scenarios. In order to increase the likelihood of staff using the bilingual email signature template, we published a bilingual list of all job titles on our intranet so staff could avoid the need to go through the translation process if they did not know what their job title was in Welsh. Welsh speaking staff were encouraged to use the 'Cymraeg' bubble icon as part of their email signature. New staff are made aware of the availability of the bilingual email signature and standard out of office email templates as part of the induction process.

### Translation arrangements

- 64 The Wales Audit Office is part of an all-Wales translations framework set up on behalf of Welsh public sector bodies by the Welsh Government. The framework is managed by the National Procurement Service and the agreement runs for a period of four years, ending 31 May 2018. During 2015-16, the Wales Audit Office's expenditure on translations was £144,986.
- 65 The translation workflow is co-ordinated by members of the Communications team. These officers monitor the quality of translations, including web content, and also translate short, ad hoc documents and correspondence in-house as and when required.

## Welsh language skills

### Workforce skills report

66 The following reports include details of the Welsh language skills held by staff across the organisation, as well as a breakdown for the Corporate Enablers, Financial Audit practice and Performance Audit practice. [Paragraphs 30-37](#) explain the method used to obtain and maintain this information.

#### Wales Audit Office – all staff

##### Welsh language skills

Level	Listening	Reading	Speaking	Writing
0 – Awareness	212	215	215	213
1 – Entry	6	5	7	11
2 – Foundation	8	5	4	3
3 – Intermediate	6	7	9	8
4 – Advanced	17	20	4	8
5 – Proficiency	11	8	21	17
<b>Total:</b>	<b>260</b>	<b>260</b>	<b>260</b>	<b>260</b>

#### Corporate Enablers

##### Welsh language skills

Level	Listening	Reading	Speaking	Writing
0 – Awareness	40	41	41	40
1 – Entry	3	2	2	5
2 – Foundation	2	2	2	0
3 – Intermediate	2	2	2	2
4 – Advanced	0	0	0	0
5 – Proficiency	4	4	4	4
<b>Total:</b>	<b>51</b>	<b>51</b>	<b>51</b>	<b>51</b>

## Financial Audit

### Welsh language skills

Level	Listening	Reading	Speaking	Writing
0 – Awareness	109	109	110	109
1 – Entry	2	2	3	4
2 – Foundation	4	2	1	2
3 – Intermediate	1	3	3	2
4 – Advanced	9	12	1	4
5 – Proficiency	5	2	12	9
<b>Total:</b>	<b>130</b>	<b>130</b>	<b>130</b>	<b>130</b>

## Performance Audit

### Welsh language skills

Level	Listening	Reading	Speaking	Writing
0 – Awareness	63	65	64	64
1 – Entry	1	1	2	2
2 – Foundation	2	1	1	1
3 – Intermediate	3	2	4	4
4 – Advanced	8	8	3	4
5 – Proficiency	2	2	5	4
<b>Total:</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>79</b>

## Welsh language training

67 During 2015-16, a total of 46 members of staff attended formal Welsh language training provided by the Wales Audit Office. This included the following:

Training	Date(s)	Number of delegates
Welsh language awareness (half-day course)	19 May 2015	9
Meet and greet (one-day course)	16 April 2015 16 June 2015 29 September 2015 5 January 2016	28
Confidence building and skills development (three-day course)	23 February 2016 3 March 2016 8 March 2016	7
Weekly classes: entry level	September 2015 – July 2016	2
	<b>Total:</b>	<b>46</b>

68 The confidence building and skills development course was the first of its kind to be provided by the Wales Audit Office. Delivered by Iaith: the Welsh centre for language planning, the Welsh medium course was commissioned by the Wales Audit Office and was aimed at staff who felt they were not making the most of their current Welsh language ability, or perhaps lacked the skills and confidence to use their Welsh in a professional context. The Wales Audit Office also welcomed delegates from Care and Social Services Inspectorate Wales (CSSIW), the Children's Commissioner and the Public Services Ombudsman's office for the training.

69 The training evaluation report suggests that oral fluency and confidence increased as a result of the training. Prior to the course, the delegates assessed their oral fluency and confidence in using Welsh:

Fluent	Good	Fair	A little	Not much
1	4	1	1	0

70 At the end of the course, the delegates again assessed their oral fluency and confidence in using Welsh:

Fluent	Good	Fair	A little	Not much
4	1	2	0	0

71 Furthermore, of the four that scored themselves as 'fluent', the two who had increased their assessment from 'good' specifically noted increased confidence in specific contexts and the person who deemed herself to be already fluent noted that her confidence had increased within formal settings.

## Performance analysis

### Monitoring the quality of Welsh language services

72 As part of our 2015-16 language preference survey, we asked audited bodies to tell us how satisfied they were with the bilingual services currently provided by the Wales Audit Office. The questions focused on the availability and standard of documentation and correspondence in the audited body's preferred language, as well as the language of meetings and other direct liaison with the Wales Audit Office.

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
<b>Documentation and correspondence</b>	35%	40%	6.7%	0%	18.3%
<b>Meetings and other direct liaison</b>	43.3%	28.3%	8.3%	0%	20%

73 Whilst it is pleasing to see a high proportion of audited bodies having noted that they are either very satisfied or fairly satisfied with the quality of our Welsh language services, a proportion have noted that they are fairly dissatisfied, particularly with regards to the availability of meetings and other direct liaison with the Wales Audit Office being in their preferred language.

74 These results will help to inform our future work on developing staff skills and workforce planning, to ensure we have auditors with the right language skills in the right areas, as well as raising staff awareness of the need to adhere to audited bodies' language preferences for documentation and correspondence.

## Priorities for the coming year

75 The priorities for the next year are to:

- implement the second phase of our linguistic skills strategy by identifying roles within the organisation where Welsh is either an essential or desirable skill, how those requirements fit in terms of our language skills matrix, and work towards ensuring we have sufficient capacity in the identified areas; and
- manage the transition from the Scheme to the new standards and strengthen our arrangements accordingly.

# Appendix 1



## {Org\_Display}

Every three years, we ask all the organisations that we audit to tell us which language they would prefer to receive documents and services from the Wales Audit Office. We do this as part of the Auditor General's Welsh Language Scheme, and so that we can best meet your language needs. The information helps us to:

- know which documents need translating;
- know which documents do not need to be translated; and
- to have auditors with the right language skills, in the right places.

All our public documents, engagement activities and communication with the general public are fully bilingual. However, some of our activities and documents do not involve the public. In these cases, it's up to you which language you'd prefer us to use.

We would be grateful if you would complete this short questionnaire. We encourage you to consult any relevant senior officers who have regular contact with the Wales Audit Office, as well as your internal Welsh Language Officer/Unit (or equivalent).

Comments boxes are included with each question if you want to provide further details.

Your responses will be saved each time you click 'Next' to move through the questionnaire, but if you or your colleagues need to return to the questionnaire at a later date please click the 'Save' button. Once you have completed the questionnaire, please click the 'Submit' button to send your responses to us.

Please complete this questionnaire by **20 November 2015**.

If you have any queries or would like to discuss this survey, please contact Euros Lake, our Welsh Language Officer, on 02920 320517 or email [euros.lake@audit.wales](mailto:euros.lake@audit.wales).

### 1. What is your organisation's main language for internal administration?

- Welsh
- English
- bilingual

Comments

**Please indicate which language you would prefer us to use when issuing the following items:**

**2. Formal correspondence between the Wales Audit Office and your organisation**

- Welsh only
- English only
- bilingually

Comments

**3. Informal correspondence with individual members of your staff**

- Welsh only
- English only
- bilingually
- no preference

Comments

**4. Draft reports for discussion with officers**

- Welsh only
- English only
- bilingually

Comments

**5. Final reports containing agreed audit findings and recommendations**

- Welsh only
- English only
- bilingually

Comments

**6. Consultations, data collection forms and surveys of members of your organisation's staff**

(Please note that surveys of the public within your organisation's catchment area will always be issued bilingually - this question refers to surveys of your staff)

- Welsh only
- English only
- bilingually

Comments

**7. Work planning documents e.g. audit plans and strategies**

- Welsh only
- English only
- bilingually

Comments

**8. Guidance documents and documents highlighting examples of good practice for your organisation's internal use**

- Welsh only
- English only
- bilingually

Comments

**Please indicate which language you would prefer us to use for the following activities:**

(The information you provide here will help us to plan our workforce effectively and further develop our recruiting and training initiatives so that we have auditors with the right language skills in the right places)

**9. Meetings between the Wales Audit Office and your organisation**

- Welsh only
- English only
- no preference

Comments

**10 Meeting agendas and papers**

- Welsh only
- English only
- bilingually
- no preference

Comments

**11 Presentations of audit findings by Wales Audit Office staff**

- Welsh only
- English only
- no preference

Comments

**Every year, public organisations in Wales must submit their annual report and accounts to the Auditor General to be certified before being published. This section asks if you intend to submit these to us in Welsh, English or both, over the next three years.**

Organisations can submit their annual report and accounts for audit in either Welsh or English. We audit the version that is submitted to us by the submission deadline on behalf of the Auditor General.

The certification that appears in any subsequent translated version (whether it's from English to Welsh or vice versa) will include a disclaimer stating that the annual report and accounts were audited and certified in the language they were originally drafted and that the audited body - not the Auditor General - is responsible for the accuracy of the translation.

You may submit your annual report and accounts for audit bilingually. If you wish to have both Welsh and English versions individually audited and certified, you must submit both versions to the Wales Audit Office by the submission deadline.

You may wish to consult your internal Finance department/officers when answering this question.

**12 In which language do you intend to submit your annual report and accounts to be audited?**

- Welsh only
- English only
- bilingually

Comments

**This final section gives you the opportunity to tell us how you feel about our bilingual services**

**13 Please indicate how satisfied you are with the quality of the following bilingual services currently being provided by the Wales Audit Office?**

	<i>Very satisfied</i>	<i>Fairly satisfied</i>	<i>Fairly dissatisfied</i>	<i>Very dissatisfied</i>	<i>Not applicable</i>
Availability and standard of documentation and correspondence in your preferred language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings and other direct liaison with Wales Audit Office staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14 Do you have any comments about our bilingual services or how we could improve our services with regards to the Welsh language?**

## Contact Details

15 Finally, it would be useful for us to have contact details for the person(s) responsible for the Welsh language in your organisation. Please provide the information below:

Name:	<input type="text"/>
Job title:	<input type="text"/>
Email address:	<input type="text"/>
Telephone number:	<input type="text"/>

Once you have completed the questionnaire, please click the 'Submit' button.

Thank you for your response.

### Full alternative text description

Every three years, we ask all the organisations that we audit to tell us in which language they would prefer to receive documents and services from the Wales Audit Office. We do this as part of the Auditor General's Welsh Language Scheme, and so that we can best meet client language needs. The scanned images above show parts of an example survey sent out to clients in 2015.

# Appendix 2

## Language skills matrix

### Overall levels' descriptions

Level	Description
<b>Level 0 – Awareness</b>	<p><b>You can:</b></p> <p>Recognise some short, simple words as being Welsh and even guess the meaning of some words when read or heard, provided the person is talking very slowly or the words are read in an explanatory context. Upon hearing simple words numerous times, you can repeat them and can also even write some short words. Although you may not consider these skills to be of much use in the workplace, the language is far from being alien to you and you have a firm grounding from which you can develop your skills.</p> <p>More importantly, you have a strong awareness and understanding of the bilingual environment in which the Wales Audit Office operates, the need to treat both languages equally, and you demonstrate sensitivity towards the needs of Welsh speakers. You are aware of what you can do to ensure both languages are treated equally and to meet the linguistic needs of all stakeholders, eg, use of appropriate translation services, making use of colleagues' language skills.</p>
<b>Level 1 – Entry</b>	<p><b>You can:</b></p> <p>Understand and use familiar everyday expressions if the speaker is talking slowly and clearly and is prepared to help. Introduce yourself and others and can ask and answer questions about basic personal details, eg, where someone lives, works, what they like doing, things they have and what they did. Understand very short texts where people are giving basic information about themselves or others, eg, on forms. Pass on a simple message or make a simple request, eg, by e-mail.</p>
<b>Level 2 – Foundation</b>	<p><b>You can:</b></p> <p>Understand sentences when people talk slowly about everyday situations, eg, basic personal and family information, shopping, local area, employment, and what they have done or would do. Hold a basic conversation with someone else on a common everyday topic, eg, work, hobbies, preferences, things which have happened or future plans.</p>

Level	Description
	Understand messages about everyday things and basic letters/emails. Write short notes to friends/colleagues, eg, to pass on a message.
<b>Level 3 – Intermediate</b>	<p><b>You can:</b></p> <p>Understand the main points when someone talks about common or everyday topics, or when things to do with work are discussed, eg, in conversation, or in a small group meeting. Hold an extended conversation with a fluent speaker on a familiar topic to do with everyday life, eg, hobbies, travel or immediate work-related topics. Describe experiences and events, hopes and ambitions and briefly give reasons and explanations for opinions and plans. Understand straightforward short articles or emails on everyday topics to do with work. Write a letter/email on most topics, asking for things, giving information, inviting someone or organising an event.</p>
<b>Level 4 – Advanced</b>	<p><b>You can:</b></p> <p>Usually follow most conversations or discussions, even on topics you're not familiar with, unless someone is speaking with a strong unfamiliar accent, eg, in a conference. Talk confidently with fluent speakers on familiar topics related to everyday life or work, and can express your views, engage in discussion, and speak at length about general topics, eg, in a meeting, or in a one-to-one situation. Understand most correspondence, newspaper articles and reports aimed at fluent Welsh speakers with the aid of a dictionary, and scan through long texts to find detail. Write short articles, reviews or reports on a variety of subjects of a general nature, or which are work-related, and respond accurately to most types of correspondence from internal or external sources.</p>
<b>Level 5 – Proficiency</b>	<p><b>You can:</b></p> <p>Understand with ease virtually everything heard or read. Speak at length about complex issues, present arguments, and lead discussions. Summarise information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Express yourself spontaneously, very fluently and precisely, adapting your style according to the audience, eg, in an informal or formal context.</p>

## Individual skill areas descriptions

	Speaking	Listening	Reading	Writing
<b>Level 0 – Awareness</b>	I can repeat some basic, simple words upon hearing them often.	I can recognise some basic everyday greetings eg, bore da, diolch, if the person is talking very slowly.	I can recognise some basic, short Welsh words. I can also guess the meaning of some words when they are in an explanatory context.	I can write a short Welsh word with minimal assistance.
<b>Level 1 – Entry</b>	I can use some familiar everyday expressions, eg, bore da, diolch. I can also pronounce names of places, people and organisations. I can talk about basic personal things in an informal situation, eg, interests, family, work, what you did yesterday. I can also talk about basic topics, eg, the weather, time, prices.	I can understand everyday expressions and very basic phrases if the speaker is talking slowly. I can understand conversations about basic personal information, eg, where someone lives, works, what they like doing, what they did. I can guess what is being said when someone is giving details about events, such as time and place.	I can understand very short phrases, and can guess what some notices mean. I can understand short texts where people are giving basic information about themselves or others. I usually find details, such as time and cost, in advertisements or notices.	I can write very simple phrases or sentences about yourself or others. I can also pass on a simple message or make a simple request, eg, by e-mail.

	Speaking	Listening	Reading	Writing
<b>Level 2 – Foundation</b>	I can hold a basic conversation with someone on a common everyday topic, provided the other speaker helps. I can ask and answer questions on familiar topics, eg, work, hobbies, preferences, things which have happened or future plans.	I understand when people talk about everyday situations, eg, personal information, work, what they have done or would do, provided they talk slowly. I can understand when people ask me or others to do something, and when they're asking about future plans, eg, requesting a meeting.	I understand messages about everyday things, and some very basic letters or e-mails, eg, asking for something, or asking to pass a message on. I can also understand short pieces of texts or very simple books, eg, books for children.	I can write a short note to a friend or colleague, asking for something, thanking them or explaining something, eg, absence from work. I can also write a short text about a familiar topic, eg, personal experience, or work-related experience.
<b>Level 3 – Intermediate</b>	I can hold an extended conversation with a fluent speaker on a familiar topic, eg, interests or work. I can express a view and exchange information on a range of topics to do with everyday life, eg, hobbies, travel or immediate work-related topics.	I understand information being given about common or everyday topics, or when things to do with work are being discussed, eg, in conversation, or in small group meetings. I usually understand the main message and details, provided people speak clearly, eg, when announcements are made or when listening to news bulletins.	I can understand straightforward short articles on everyday topics of interest, or to do with work. I can guess what words mean from the context, when the topic is familiar. I understand most e-mails and work-related documents.	I can write a letter on most topics, asking for things, giving explanations, describing experiences, inviting people, or organising an event. I can write fairly accurately on most familiar topics, eg, related to interests or work-related.

	Speaking	Listening	Reading	Writing
<b>Level 4 – Advanced</b>	I can talk confidently with fluent speakers on familiar topics related to everyday life or work. I can express views, engage in discussion, and speak at length about general topics, eg, in a meeting, or in a one-to-one situation.	I usually follow most conversations or discussions, even on topics I'm not familiar with. I understand most TV and radio programmes intended for first language Welsh speakers, unless the speaker has a strong, unfamiliar accent.	I understand most correspondence, and scan through long texts to find details. I understand most newspaper articles and reports aimed at first language Welsh speakers, with the aid of a dictionary. I can understand novels and other texts, provided they are not written in a very formal or very colloquial style.	I can write a short article, review or report on a variety of subjects of a general nature, or which are work-related, with fairly accurate grammar. I can also write detailed and well-structured texts, which are appropriate for the reader. I respond accurately to most types of correspondence from colleagues or external contacts.
<b>Level 5 – Proficiency</b>	I express myself fully and precisely, even when discussing complex issues. I adapt my language style according to the audience, eg, when speaking in a formal context or talking to friends. I can speak at length about a complex issue, present arguments and lead discussions.	I can easily follow all conversations and discussions between others, on all sorts of topics. I understand all kinds of spoken Welsh, including lectures or complex discussions.	I can read and understand almost all written Welsh texts with ease, with only occasional references to a dictionary. I can read long texts, eg, reports, articles, to find relevant details and understand almost all styles of writing, eg, formal or informal.	I can write extended texts, reports, articles, minutes or other types of writing in a style appropriate to the reader. I can write in formal or informal Welsh as necessary. I can write with a high degree of grammatical accuracy on a wide range of topics.



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