LANGUAGE RICH EUROPE

MULTILINGUALISM FOR STABLE AND PROSPEROUS SOCIETIES

Language Rich Europe is a project co-financed by the British Council and the European Commission, which promotes knowledge sharing about good policy and practice in language learning and teaching across Europe. It encourages Europeans to learn more languages at all stages of their lives.

It is a networking project which will bring together over 1,200 policy makers and practitioners from 24 countries and regions to discuss and develop better policies and practices for multilingualism. Network members are drawn from the fields of education, business, public services and the media.

Through our network of experts and partners we have conducted an analysis of language policies and practices in Europe, comparing them against selected European Commission and Council of Europe recommendations. The results of this research have been published in *Language Rich Europe – Trends in Policies and Practices for Multilingualism in Europe*, available for download from www.language-rich.eu

Eight language domains are covered by the LRE survey. As the first domain, we include a meta-domain which looks at the availability of official national/regional documents and databases on language diversity. Given the key role of language learning in education, four domains focus on the main stages of publicly funded education from pre-school to higher education. In addition, three language domains outside and beyond education are addressed, in order to capture levels of multilingual services in society and business. All in all, the eight domains of the questionnaire are covered by a total of 260 questions, distributed across these domains as outlined in the following table:

N	Language domains	N questions
1.	Languages in official documents and databases	15
2.	Languages in pre-primary education	34
3.	Languages in primary education	58
4.	Languages in secondary education	60
5.	Languages in further and higher education	30
6.	Languages in audiovisual media and press	14
7.	Languages in public services and public spaces	31
8.	Languages in business	18
	Total of questions	**260**

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This questionnaire (domain 7), as well as domains 6 and 8, cover three crucial domains outside and beyond education. Domain 6 focuses on languages in the audiovisual media and the press, while domain 7 concentrates on languages in public services and public spaces in terms of institutionalised language strategies, oral communication facilities and written communication facilities. The focus of domain 8, languages in business, is on company language strategies, internal communication strategies and external communication strategies.

We hope that this questionnaire will serve as a valuable tool for self-evaluation and the gathering of additional data, leading to further discussions on language policy and practice.

The questionnaires for the other domains can be downloaded from our website www.language-rich.eu/materials-media.html.

LANGUAGES IN PUBLIC SERVICES AND PUBLIC SPACES

Institutionalised language strategies at city (council) level			
	Widely practised	**Occasionally practised**	**Not practised**
1 Does the city (council) have an institutionalised strategy for supporting or promoting multilingualism?	☐	☐	☐
2 Does the city (council) provide services in languages other than the national language?	☐	☐	☐
If so, in which languages?			
3 Does the city (council) have a website presence in languages other than the national language?	☐	☐	☐
If so, in which languages?			
4 Does the city (council) produce annual municipal reports or report summaries in languages other than the national language?	☐	☐	☐
If so, in which languages?			
5 Does the city (council) make use of external or internal translators and interpreters in languages other than the national language?	☐	☐	☐

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	If so, in which languages?			
6	Does the city (council) refer to competences in languages other than the national language in job descriptions of staff members?	☐	☐	☐
	If so, in which languages?			
7	Does the city (council) have a plan or scheme in place to increase skills in languages other than the national language of staff members?	☐	☐	☐
	If so, for which languages?			
8	Does the city (council) actively recruit speakers of languages other than the national language to support corporate objectives?	☐	☐	☐
	If so, for which languages?			
9	Does the city (council) offer training in languages other than the national language to its employees?	☐	☐	☐
	If so, in which languages?			
10	Does the city (council) keep a regularly updated record of skills in languages other than the national language of its employees?	☐	☐	☐
	If so, for which languages?			
11	Does the city (council) reward or promote employees for being able to adequately communicate in languages other than the national language?	☐	☐	☐
	If so, for which languages?			

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Oral communication facilities in the city	
In which languages other than the national language are oral communication facilities (including interpretation services) in the city commonly offered on:	
12 political debates and decision-making processes at the city (council) level	
13 educational services (see Eurydice 2009: 11-14 for provision)	
14 emergency services (police, ambulance, fire brigade)	
15 health services (hospitals, doctors)	
16 social services (employment, pensions)	
17 legal services (courts)	
18 transport services (main airports, main train stations)	
19 Immigration and integration services	
20 tourism services (tourist offices)	
21 theatre programmes (on offer)	

	Written communication facilities in the city	
In which languages other than the national language is written information in leaflets and/or on web pages in the city commonly offered on:		
22	political debates and decision-making processes at the city (council) level	
23	educational services (see Eurydice 2009: 8-10 for provision)	
24	emergency services (police, ambulance, fire brigade)	
25	health services (hospitals, doctors)	
26	social services (employment, pensions)	
27	legal services (courts)	
28	transport services (main airports, main train stations)	
29	immigration and integration services	
30	tourism services (tourist offices)	
31	theatre programmes (on offer)	

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