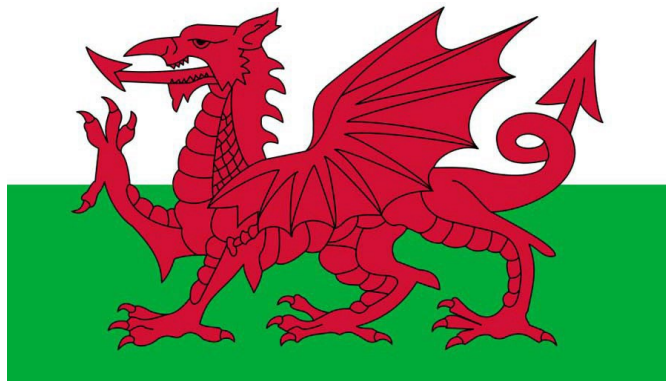


# Welsh Language Standards Annual Report

**1<sup>st</sup> August 2021 – 31<sup>st</sup> July 2022**



*A Welsh version of this report is available to download on the University's website and hard copies in both Welsh and English are available in offices open to the public.*

## **Introduction**

The University is pleased to publish its Welsh Language Standards Annual Monitoring Report covering the period 1st August 2021 to 31st July 2022. The University recognises the importance of the Standards, not only as a statutory requirement embodied within The Welsh Language (Wales) Measure 2011, but as a means for supporting and enabling the use of the Welsh Language in the work of the University.

I am pleased that the University has continued to make progress with its Welsh compliance and provision. It was disappointing that the University had one formal complaint made directly to the Welsh Language Commissioner's Office, however, upon review it would seem that the complainant had misunderstood that we outsource our translation services, and we don't use our Welsh language advocates for all our translation. Positively, the University had no informal complaints, which is a testament to our commitment of ensuring that the Welsh language is treated no less favourably than the English language. However, the compliance team are committed to ongoing improvement and enhancement. We continue with monitoring, providing advice and guidance, reminders to Staff and training along with the regular reports which are considered by the Welsh Language Monitoring Committee.

Engagement with the Welsh medium provision has also seen progress as important work has continued with new validated programmes which carefully consider Welsh language provision in their curriculum design. The University, in partnership with Y Coleg Cymraeg Cenedlaethol, appointed Elen Mai Nefydd as the Head of Academic Welsh Development in May 2022, this new role means that the University will focus on implementing a Welsh Academic Strategy and Action Plan in place as well as offering opportunities for staff to broaden their bilingual provision and immerse students in a range of bilingual opportunities in the future.

The promotion of the Welsh Language and Culture has also continued with the Welsh@Glyndŵr Newsletter (always an interesting read), the Welsh Language Champion's vlogs and phrases of the week (about things such as St Dwynwen's Day and St David's Day) Staff at the University passed their Cymraeg Gwaith qualifications and more can be learnt about this process through a blog that a member of staff wrote on the benefits of learning Welsh in the Workplace.

The Welsh Language Advocates continue to support and help colleagues (in addition to their day jobs) should they need help with small pieces of translation work and is testimony of the commitment of working to help one another that we have here at Wrexham Glyndŵr University.

I believe that this report sets out the progress we have made in relation to compliance with the Standards during 2021/22, with good progress made, despite the challenges we have all faced and we look forward to continuing with this positive work during 2022/23.

**Professor Claire Taylor Deputy Vice-Chancellor and Chair of the Welsh Language Monitoring Committee**

## The report's background/context

Under the Welsh Language (Wales) Measure 2011, all public bodies in Wales are required to comply with language duties which ensure that the Welsh language is not treated less favourably than the English language. The duties include encouragement of the promotion of the Welsh language and require that provision is made for the accessibility of Welsh to the public.

In accordance with Section 44 of the 2011 Measure, the Welsh Language Commissioner issued a **Compliance Notice** on the 29<sup>th</sup> September 2017 to the University containing 178 individual standards to which the University is required to comply with under the following themes; service delivery, operational, policy making and record keeping.

The Standards detail our responsibilities in terms of providing bilingual services to ensure that the Welsh language is not treated any less favourably than the English language.

They aim to:

- make it clear to the University what its duties are in relation to the Welsh language,
- make it clearer to Welsh speaking students, staff and the public what services they can expect to receive in Welsh from the University
- make Welsh language services more consistent and improve their quality.

The Welsh Language Commissioner has a statutory duty to monitor organisations' compliance with the Welsh Language Standards, and investigate complaints and breaches in compliance. It is within their power to impose enforcement action, county court judgements and fines.

The University has a dedicated Welsh Language Policy page on its website, screen shot below. This page contains information about the introduction of the Welsh Language Standards and is where you will also find the University's Compliance Notice. Here you will also learn more about the services Welsh speakers can expect from us, the services students can expect from us, learning through the medium of Welsh (such as pastoral care, assessments, communication and accommodation). On this page you will also find our Welsh Language Policy, Complaints Guidance, Annual Reports published to date and contact information.

# Welsh Language



## [Welsh at Glyndwr University](#)

### **Monitoring compliance with the Welsh Language Standards**

As a public body the University is required to self-regulate for the Welsh Language Commissioner. This involves monitoring our compliance with the Welsh language standards and ensuring that we provide enough opportunity for all to use the Welsh language when working, studying or visiting us.

Monitoring compliance with the standards involves publishing an Annual Monitoring Report on the external website by the 31<sup>st</sup> January each year to include the following:

- The way in which the University has complied with the different classes of standards
- The number of employees who have Welsh language skills at the end of the year in question - Standard 158
- The number (and percentage if relevant) of employees who attended specific training that must be provided in Welsh if it is available in English (namely recruitment and interviewing; performance management; complaints and disciplinary procedures; induction; dealing with the public and health and safety) - Standard 159
- The number of new and vacant posts categorised as ones where Welsh Language Skills are essential, desirable, not necessary or need to be learnt – Standard 162
- The number of complaints the University received about each class of standard – Standard 166

### **Implementing the Welsh Language Standards**

#### **Welsh Language Monitoring Committee Governance**

This committee was established by the Deputy Vice-Chancellor in August 2018 (following dissolution of the former informal Welsh Language Monitoring Group). It

consists of members of both senior management and operational staff at an appropriate level, it is an advisory committee that does not have delegated decision-making powers and is a sub-committee of the Vice-Chancellor's Executive Team. The Deputy Vice-Chancellor has strategic leadership for the Welsh Standards both from a compliance and language perspective. The day-to-day implementation of the Welsh Language provision is met by the Director of Strategic Planning & Student Administration and the University's Welsh Language Champion. The day-to-day implementation of the Welsh language compliance is met by the University Solicitor and the Senior Compliance Officer. Ultimate responsibility for the University's compliance with the Welsh language standards lies with the Vice-Chancellor.

The Committee meets four times each Academic year as per its Terms of Reference.

This Annual Report is reviewed by the following committees within the University whose Terms of Reference include a requirement to monitor the University's compliance with the Welsh Language Standards:

- *Welsh Language Monitoring Committee*
- *Vice-Chancellor's Executive Team*
- *Human Resources Committee of the Board*

The role and function of this committee is to support and facilitate compliance of the Welsh Language Standards throughout the University as detailed below:

1. **Policies and Procedures** - Ensure that relevant policies and procedures are established to comply with all relevant legislation, with monitoring of implementation and that all such policies and procedures are periodically updated.
2. **Management of Risk** - Oversee the implementation of strategies/policies associated with legislation and monitor compliance against such legislation. Ensure that the University manages the appropriate and timely record keeping and reporting as required within the University's Compliance Notice.
3. **Practice** – Promote and engender a culture of quality improvement and the sharing of good practice with regard to the Welsh Language; ensure the availability of high quality information at the point of service delivery with any necessary guidance and support, and help provide clarity over interpretation of relevant Standards and how University practice can be compliant.
4. **Communications and staff development** - Develop and oversee the implementation of a communications and training programme to raise awareness within the University, and with others as appropriate, about all aspects of Welsh Language, providing appropriate advice in response to events and incidents and supporting staff to develop the skills and behaviours necessary to ensure compliance.

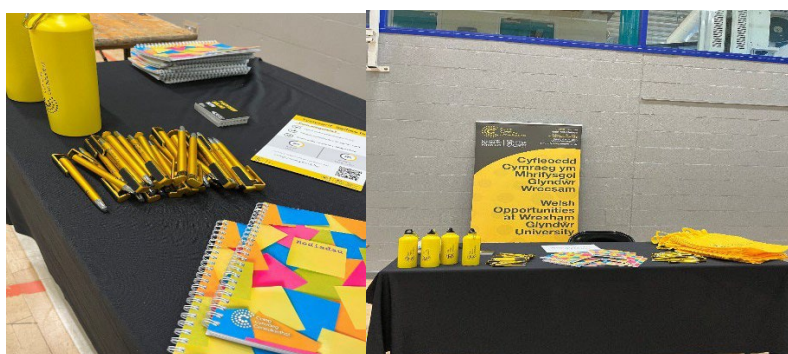
5. **Complaints-** Receive reports, and make recommendations on actions, following any complaints (including but not limited to the Welsh Language Standards) and where appropriate undertake or recommend remedial action and monitor these actions taken.

## **Welsh Language Provision**

In the summer of 2021, the University and Y Coleg Cymraeg Cenedlaethol agreed that a fresh approach was needed to reverse the decline in Welsh Medium provision, both as recorded through the Welsh Government metric of those studying at 5 or more credits and those studying at 40 or more credits and more generally. A new approach was needed.

1. Establishment of a new and full-time, senior, post to lead transformation of Welsh medium academic provision
  - a. Elen Mai Nefydd was appointed to the post at the end of April 2022, following a recruitment process involving Y Coleg Cymraeg Cenedlaethol, bringing considerable experience as a senior academic and as someone well respected within the Welsh academic community.
  - b. The membership of both Academic Board and the Learning and Teaching Quality Committee is being expanded to include this post.
2. Development of a new Strategy for Welsh medium academic provision
  - a. Work has commenced and will be led by the new Head, involving the Welsh Academic Development Team, other colleagues and YCCC.
  - b. Work and actions that will be incorporated into the Strategy, and its Action Plan, have already commenced including:
    - i. Plans being developed to promote the Sgiliau Iaith qualification for all new and current students in September – this to be done through the induction process. Repeating the presentation to all returning Level 5 and 6 students in the new academic year – liaising with Faculties.
    - ii. To promote and continue with Cymraeg Gwaith – work in progress on the development of this work into modules at WGU.
    - iii. To offer new pathways for students to learn Welsh during their studies through modules – Welsh in the Workplace 1 & 2. These are 20 credit modules as an addition to their studies at the University.
    - iv. Attendance and contribution at Y Coleg Cymraeg Cenedlaethol Academic Board

- v. Presentation and workshops held at the Engage September Staff Conference in 2022.
- vi. Welsh Moodle book included in the students Induction Short course.
- vii. The Head of Academic Welsh Development presented talks during induction week and during the first few weeks of the semester – outlining opportunities for students to engage with the Sgiliau Iaith qualification and become a branch member of Y Coleg. A Welsh Language stall and banner was to be seen at the Freshers Fair and students had an opportunity to learn more about the new initiatives.
- viii.



Despite the many challenges we have faced, the University has continued to make progress and important work has continued with new validated programmes carefully considering Welsh language provision in their curriculum design through the Initial Programme Proposal Form ('IPPF'), Supporting a Holistic Approach to Programme Enhancement ('SHAPE') and Collaboration for Reviewing and Enhancing Assessment and Teaching Excellence ('CREATE') processes at the University. These processes continue to ask programmes to demonstrate the way in which they will consider the use of the Welsh language in the curriculum design of their programme. New programmes are asked to carefully consider implementing opportunities for students to study any aspect of the curriculum that they wish in Welsh as well as offering them a chance to be provided with a Welsh personal tutor, to submit work in Welsh and to gain industry experience through the medium of Welsh. In 2022, the Head of academic Welsh development implemented changes to enhance the SHAPE and CREATE procedures, by asking programmes to evidence their Welsh medium provision from the initial IPPF process, SHAPE, CREATE and to the final validation events.

Since 2020, the University has been able to work with Coleg Cymraeg Cenedlaethol to offer students the opportunity to study the Welsh Language Skills Certificate to its Welsh speaking students. During the pandemic the intake on this certificate at the University was low, but it is predicted that more and more first language Welsh students will register on this qualification in 2022/23.

The certificate is open to any student studying at a university in Wales. It has been developed to enable University students to gain a WJEC qualification that serves as evidence of their language skills, and their ability to work through the medium of Welsh. The certificate is evidence of a student's ability to communicate confidently and professionally both orally and in writing using the language.

The certificate was first awarded in 2013, and to date has been completed by over 800 students and is now recognised by many employers as an accredited qualification.

Registration will be open in September 2022 and closes on the 1<sup>st</sup> of November.

Staff have the opportunity to learn Welsh with the following courses running weekly online:

### **Entry Level Course**

Takes place every Monday utilising a blended approach by offering sessions on campus and online on Microsoft Teams. This is a course for beginners where they learn to speak about everyday activities such as their work, family and friends and hobbies.

### **Foundation Level Course**

Takes place every Tuesday utilising a blended approach by offering sessions on campus and online on Microsoft Teams. This course is particularly for those who have completed Entry/Mynediad Level and aims to teach all the basic patterns of the Welsh language.

### **Welsh in the Workplace**

20 credit module pathways were launched to all students in September 2022 for those who wish to learn the language or for those who have some prior knowledge of the language and want to enhance on their skills. 30 students have enrolled on these pathways.

### **Welsh medium provision Academic Development Team**

Under the leadership of Professor Claire Taylor, Deputy Vice- Chancellor, the Academic Development team focuses on areas of academic enhancement within the University. Elen Mai Nefydd has been responsible for leading the Welsh medium provision group of the ADT and as a result of the groups work, a cross-collaborative event took place between the University and Coleg Cambria at Coleg Cambria in September 2022.

Llinos Roberts, Head of Corporate Communications and Welsh language at Coleg



Cambria and Elen Mai Nefydd Head of Academic Welsh Development gave an overview of current Welsh provision at both institutions.

Karen Rhys Jones spoke about the Welsh developments in the QTS Education programme at WGU and the social work team at Cambria spoke about the way they had implemented Welsh into their provision and qualifications. Focus groups also took place based on the theme of raising the confidence of students on an academic and social level in the Welsh language.

### **Open Days at WGU**

Since May 2022, Welsh language support is now available at Open days at the University and the Head of academic Welsh Development has been working with the recruitment team to prepare for Welsh language prospective applicants and their families during the Open days. The Welsh provision banner is now situated in the main foyer at Open Days and information about Welsh provision and opportunities are made available for all interested applicants.

### **Sector leadership**

Since 2020/21 (and continuing until 2023) the Deputy Vice-Chancellor on behalf of Wrexham Glyndŵr University acted as author and lead for the HEFCW Higher Education Innovation and Recovery Fund project 'Sustaining and enhancing digital learning pan-Wales'. £2.7M was secured for use across a partnership of all eight universities, the Open University (Wales), Coleg Cymraeg Cenedlaethol, the QAA and NUS Wales. Within the funding £420k was allocated to Y Coleg to develop and deliver high quality Welsh-medium digital blended learning materials. As a result, Digital materials for delivering student provision in the form of remote asynchronous learning across Business Studies, Law, Social Sciences, Sport Sciences, and Psychology were developed. The Digital Learning Materials have been packaged together at unit- and theme-level using SCORN software and hosted on the Porth (the Coleg's digital resource library) as self-contained resources. All the component parts of each unit will be openly accessible to staff across the sector. Since each university in Wales has engaged with this project, with over 50 academic staff contributing content for the 140+ units across 6 subjects, the materials produced act as very valuable and useful additions to the body of Welsh-medium learning resources.

A further strand of the Glyndŵr-led project was a pan-Wales Thematic Review of Digital Learning conducted by the QAA. This also included the identification of good practice in relation to Welsh Medium across all universities. The Deputy Vice-Chancellor continues to lead on embedding this work sector-wide, working with members of Universities Wales Learning and Teaching network to develop a Digital Learning Enhancement Plan 2021 – 2023, including Welsh medium element.

## **Welsh Language Compliance**

Managing risk, dealing with complaints, enforcement notices, policies and procedures in accordance with the Welsh Language Standards lies within the Senior Compliance Officer role who reports to the University's Solicitor. The University's Solicitor is a member of the Welsh Language Monitoring Committee, and the Senior Compliance Officer is Clerk to this committee. The Senior Compliance Officer continues to monitor and review the standards and continues with the thematic process. The University has recently updated their social media guidance (standard no.62) for all staff and provided updated scripts for front line staff (standard no's 8-22). We continue to undertake:

- Spot checks throughout the campus both online and virtually, if anything is identified for improvement, the department are advised to enable swift rectification. Themes of spot checks identified are communicated to All Staff in the Welsh@Glyndŵr Newsletter with guidance articles in Campus Talk and reported to the Welsh Language Monitoring Committee.
- Continue to work through our Enhancement Plan to further complement the successes to date
- Dealing with complaints formal and informal
- Updates to intranet pages
- Supporting the Welsh Language Champion's initiatives

## **Welsh Language Translation Services**

The University outsources its translation services and is currently in the process of reviewing its procurement processes for Welsh translation services.

The University has a post dedicated to support bi-lingual corporate communications, including social media.

In addition to the above, our Welsh speaking members of staff support colleagues, where possible, when small pieces of translation work required, some have also formalised this by volunteering to be a Welsh Language Advocate. For larger pieces of work or urgent translation, this is sent externally with responsibility devolved to budget centres. The effectiveness of the University's spend on externally sourced translation is still under review with findings reported to the Welsh Language Monitoring Committee. Discussion and considerations will continue to take place as to future requirements for the University.

## **Job posts and Welsh Language Skills**

The table below demonstrates a comparison to the number of new and vacant posts that were advertised during the period of this and previous year's reports, categorised in

accordance with the requirements in respect of Welsh language skills.

As outlined in last year's report, the number of applicants for roles where Welsh is classified as Essential is still disappointing, the challenge has been raised at the Welsh Language Monitoring Committee and guidance also sought from the Welsh Language Commissioner's Office.

<b>Criteria</b>	<b>01.08.19 - 31.07.20</b>	<b>01.08.20- 31.07.21</b>	<b>01.08.21- 31.07.22</b>
<b>Welsh Essential</b>	4	2	7
<b>Welsh Desirable</b>	119	116	198
<b>Welsh Not Required</b>	0	0	0

New starters to the University are advised and actively encouraged at their induction that free Welsh courses are available for them to attend.

### **Active promotion of the Welsh Language and Culture**

Internal promotion is via the staff intranet, internal news portal (Campus Talk), employee induction and Newsletter.

### **St David's Day**

The Vice-Chancellor and staff joined members of the community and local organisations at this year's St David's Day parade in Wrexham.

### **Macmillan Coffee Morning 2022**

The Students' Union at Wrexham Glyndwr University hosted a coffee morning in September to raise funds for Macmillan. Elen Mai Nefydd was on hand to speak to staff and students about Welsh medium learning opportunities and allow participants to learn a few Welsh baking phrases. Welsh videos, music and clips from the National eisteddfod was shown on the big screen during the coffee morning.



## Welsh@Glyndŵr Newsletter

This is a biannual publication, available in Welsh and English, created by the Senior Compliance Officer that is filled with news, updates, quizzes, word searches, fun facts to keep staff up to date with Welsh@Glyndŵr and Welsh traditions. We completed our sixth edition in Summer 2022. The Summer edition included a piece about Penrhyn Castle who had an exhibition dedicated to the pieces linked to the castle's controversial past, such as documents relating to Jamaican sugar plantations owned by the Pennant family (the former owners of Penrhyn Castle) and objects collected in the Middle East. This exhibition is due to end early November 2022.

### Issue 6



## NATIONAL TRUST - HONOURING HERITAGE

### 'What a World' Exhibition @ Penrhyn Castle, North Wales.

'The exhibition was designed to place the local area in the context of wider, colonial and global histories and it has been a great start to conversations here at Penrhyn. It will be on display until the beginning of November and then will be coming down so do encourage people to come this season.

There have been some developments since the installation in 2020, namely, the installation of another interpretation '**Haenau**' in May this year, which highlights items and areas that connect the castle to its local history with the slate industry and local communities. Both exhibitions are working together to try and tell the wider history of the castle, alongside the Victorian furnishings and kitchens which tell their own story.

Going forward we're looking to weave these stories together continuously.

Additionally, the exhibition can be seen in its entirety for the first time this year as more of the castle has been opened following the lockdowns. (We are still dependent on volunteer capacity, however). Our castle guides are so important to having conversations about this and any other exhibitions we might have, if anyone is inspired to volunteer at Penrhyn, further details can be found at **myvolunteering** - National Trust

The newsletter is published on the staff intranet with the number of individual clicks onto the Welsh and English editions captured and reported to the Welsh Language Monitoring Committee, to monitor engagement and discuss promotion opportunities. Number of clicks on each edition and language choice are below:

### Welsh Page

<b>First Edition (Rhagfyr 2019)</b>	<b>12</b>
<b>Second Edition (Haf 2020)</b>	<b>23</b>
<b>Third Edition (Rhagfyr 2020)</b>	<b>5</b>
<b>Fourth Edition (Haf 2021)</b>	<b>10</b>
<b>Fifth Edition (Rhagfyr 2021)</b>	<b>22</b>
<b>Sixth Edition (Haf) 2022</b>	<b>5</b>

### English Page

<b>First Edition (December 2019)</b>	<b>39</b>
<b>Second Edition (Summer 2020)</b>	<b>50</b>
<b>Third Edition (December 2020)</b>	<b>24</b>
<b>Fourth Edition (Summer 2021)</b>	<b>38</b>
<b>Fifth Edition (December 2021)</b>	<b>81</b>
<b>Sixth Edition (Summer 2022)</b>	<b>104</b>

### The University's Welsh Community

As a University that is proud to be in and to serve the interest of Wales, we work hard to provide support to the different local, social, business, public and community needs. One aspect that in recent years we have been working to improve is how we use the Welsh language more effectively in our work with these communities. Whilst we have expanded significantly the provision of Welsh medium teaching and learning opportunities within the University as well as the use of the Welsh language in our external communications, we wanted to do more and make sure that what we do is working.

We decided that it would be a good idea to invite people that we consider to be 'friends' of the University to join an informal advisory group, led by our Vice-Chancellor, they include; University Fellows, a local Minister, a translator, Menter Iaith representative, a member of our community. Staff from Student Union, Faculties and Communication teams also join in.

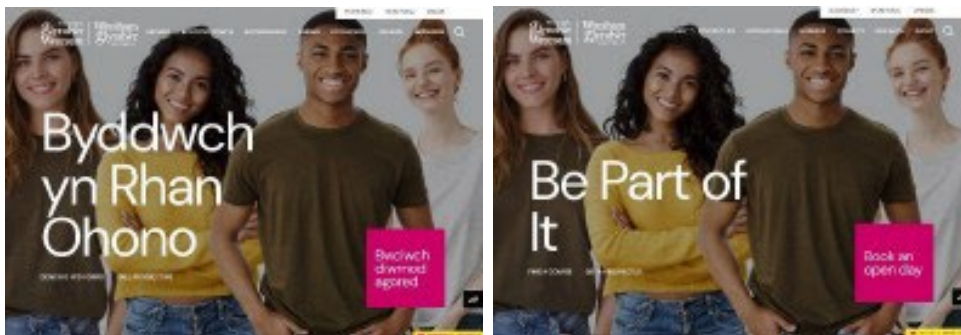


Staff will be reminded in September 2022 campus talk that badges and lanyards are available for them upon request at reception.

**Plans to re-launch COFFI A CHLONC at staff Engage Conference 2022/23.**

After a short break, Coffi a Chlonc will be re-launched at the Engage staff conference in 2022. The initiative is always well received by staff and the hope is to allow other members of staff to lead future session so staff can practice their Welsh in a safe environment and allow first language Welsh speakers to come together over a ‘paned’.

**Number of hits received to the [Welsh Language](#) and [English Language](#) website pages**



The University has received a variety of positive feedback from stakeholders about the standard of its website pages, the table below demonstrates a comparison to our website page views during the period of this and previous reports.

The most popular pages viewed are those that show student information such as our undergraduate and postgraduate courses, fees and funding and open events. There has been an increase in visits to the short course listing page and for the Be Part of It marketing campaign.

	<b>Welsh Website</b>	<b>English Website</b>
<b>Unique page views</b>		
<b>01.08.18 - 31.07.19</b>	8,582	1,103,631
<b>01.08.19 - 31.07.20</b>	14,618	1,439,524
<b>01.08.20 – 31.07.21</b>	12,190	1,781,900
<b>01.08.21- 31.07.22</b>	13,042	2,114,891
<b>Difference from last year's report + / -</b>	852 +6.98%	332,991 +18.68%
<b>Avg. time on page</b>		
<b>01.08.18 - 31.07.19</b>	1m 48s	1m 18s
<b>01.08.19 - 31.07.20</b>	2m 03s	1m 20s
<b>01.08.20 – 31.07.21</b>	1m 38s	1m 20s
<b>01.08.21 – 31.07.22</b>	1m 59s	1m 38s
<b>Difference from last year's report +/-</b>	21s +15%	18s +15%

There has also been a positive increase in visits to the specific Welsh Language information page on our websites:

	<b>Welsh Language page on Website</b>	<b>English Language page on Website</b>
<b>Unique page visits</b>		
<b>01.08.19 – 31.07.20</b>	18	70
<b>01.08.20 – 31.07.21</b>	43	149
<b>01.08.21 – 31.07.22</b>	119	855
<b>Difference +/-</b>	<b>76</b> <b>+176%</b>	<b>706</b> <b>+473%</b>

## Number of staff who have Welsh language skills

The HR department records the employee's levels during the on boarding process. Employees are asked to select their levels, from 0-8, of speaking and writing in Welsh.

The University implemented a new HR System in August 2022. The Employee Self Service module went live in October 2022 and the majority of employees have now been trained in utilising the Employee Self Service. The HR department will be conducting a survey with all staff in 2022/2023 to collect information on Welsh Language skills. The implementation of the new HR system will enable the University to collect this information on an annual basis. The survey results for 2022/2023 will be available by the end of the Academic Year.

## Training and courses through the medium of Welsh

Training is currently available in Welsh on request and is promoted when sessions are advertised, however, to date a request for training in Welsh has not yet been requested. At present due to resources, training is not automatically provided in Welsh and English, however, if this was requested by an employee, a Welsh version of the training would be provided if this was in one of the areas of statutory compliance. To date, the department have not received requests to deliver in Welsh. The employee induction includes a session on the Welsh Language Standards. If a new employee requests an induction in the Welsh language, the HR department would be able to deliver this.

## Complaints made directly to the University in relation to the Welsh Language Standards

The University welcomes and encourages feedback from members of the public, its staff and students who wish to raise awareness of any errors they notice in relation to the University's compliance with the Welsh Language Standards. By receiving directly, informally or formally, it enables the matter to be looked into, rectified, when required and a response provided swiftly to the complainant.

The table below demonstrates the categories of standards in which the complaints were received during the review periods noted for comparison:

<b>Standards group</b>	<b>01.08.19 - 31.07.20</b>	<b>01.08.20- 31.07.21</b>	<b>01.08.21- 31.07.22</b>
<b>Service delivery standards</b>	6	0	1
<b>Policy making standards</b>	0	0	0
<b>Operational standards</b>	0	0	0



The University received one formal complaint from a member of the public via the Welsh Language Commissioner in February 2022. The Complaint was regarding *'insufficient current plans for supporting and conforming to the Welsh Language provisions at the University and this led to excess pressure and an increased workload for Welsh speaking staff'*. The University responded to the complaint in that we outsource all Welsh translation services, and we have a Welsh advocates' volunteers who would translate small sentences or words for colleagues if time permits. The Welsh Language Commissioner took the decision to not conduct a statutory investigation under section 71 of the Welsh Language Measure as the complainant had not submitted evidence of a failure to comply with any particular standard. It was concluded that the complainant was highlighting a risk of possible non-compliance in the future. Therefore, the University was not required to take any further action.

### **Internal Spot Checks**

The University has an internal control mechanism in place whereby the Senior Compliance Officer undertakes spot checks (inside and outside) and notifies appropriate colleagues within departments of any issues identified to enable correction. Details of these and actions taken to address are reported to the Welsh Language Monitoring Committee.

During the period of this report the following themes were identified and highlighted to colleagues:

- ◇ Social media accounts not linked correctly
- ◇ Out of office automatic responses which had English only text or where the Welsh text did not match the English text on the message.

---

Thank you for taking the time to read this Annual Report, which is published on the University's website and a hard copy is available in offices open to the public.

If you have any comments or queries relating to this report, please send to:  
[welshcompliance@glyndwr.ac.uk](mailto:welshcompliance@glyndwr.ac.uk)