Welsh Language Standards Annual Report

1st August 2019 – 31st July 2020

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.

Contents

Introduction

The University is pleased to publish its Welsh Language Standards Annual Monitoring Report covering the period 1st August 2019 to 31st July 2020. 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.

During 2019/20 we have continued to develop and embed a positive approach to engagement with Welsh Language Standards across the University. The University is increasingly aware of its compliance responsibilities and this has been supported by our completion of an internal audit of the Welsh Language Standards and on-going spot checks throughout the campus. We are keen though to go 'beyond compliance' and have developed our first Enhancement Plan which will provide a good focus for the coming year. To support colleague engagement, we have continued to update relevant pages on our staff intranet 'WGYOU' which now contains Frequently Asked Questions and a glossary of Social Media Phrases that are in Welsh and ready for use.

Our Welsh Language Champion has focussed on building and supporting a community of staff interested in the Welsh language and a new initiative, 'Coffi a Chlonc' saw increased attendance during the year. We also had over 20 staff registered for Cymraeg Gwaith – Welsh at Work course and this work will build over the coming year. We have also seen a more systematic approach to the consideration of Welsh language provision as part of our processes to support academic programme development and validation. This has helped colleagues to think about their current teaching and what could be achieved for a student studying in Wales.

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. During 2019/20 we have invited people that we consider to be 'friends' of the University to join an

informal advisory group, led by our Vice-Chancellor. Members of the group have been delighted to be involved and we will look to build on this during the coming year.

Finally, a highlight of the year was Welsh Language Music Day where we hosted a variety of performances on campus with engagement from local businesses and Techniquest, further detail of this day is contained within this report. This was a fantastic celebration of welsh language and culture and an event we hope to replicate going forwards.

This report sets out the progress we have made in relation to compliance with the Standards during 2019/20. Good progress has been made and we look forward to continuing this positive work during 2020/21.

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 29th 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 and contact information.

https://www.glyndwr.ac.uk/en/AboutGlyndwrUniversity/PoliciesandDocuments/Welsh LanguagePolicy/
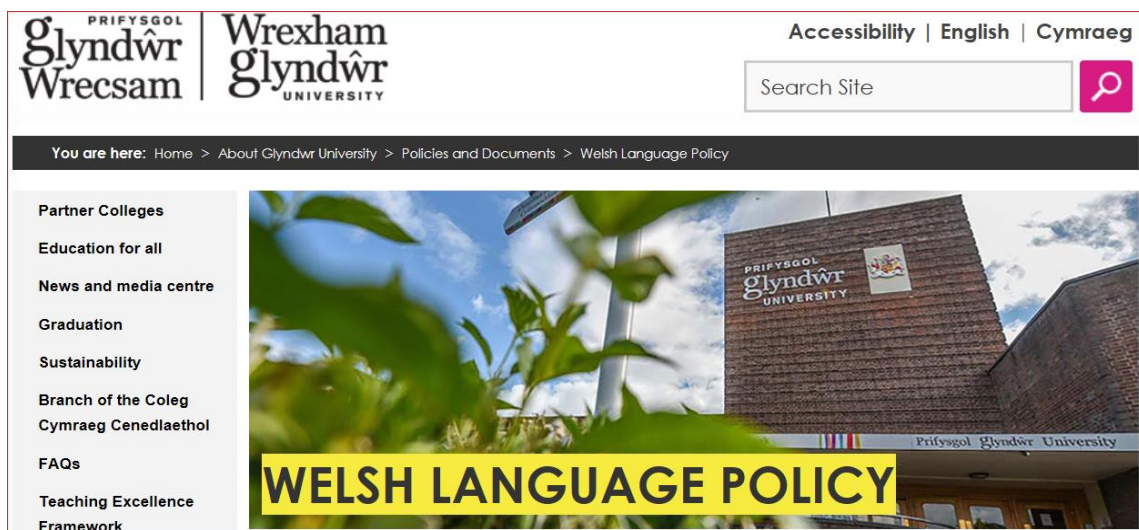
Monitoring compliance with the Welsh Language Standards

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 31st 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 and Student Services and the University's Welsh 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 and it will meet virtually during any government guidance regarding the 2020 pandemic.

This Annual Report is reviewed by the following committees and team within the University:

> ➢ Welsh Language Monitoring Committee
> ➢ Vice-Chancellor's Executive Team
> ➢ Human Resources Committee

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. The Welsh Language Policy is due for review in February 2021.

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

The development and implementation of the University's Welsh Medium Academic Plan is led by our Welsh Language Champion, also a key contact for Y Coleg Cymraeg Cenedlaethol.

The University recently appointed a Branch Officer of Y Coleg Cymraeg who works closely with the Student Union in the development of our Welsh student community along with working with our students in promoting their rights with regard to the Welsh Language Standards.

Both role holders are members of the Welsh Language Monitoring Committee and are situated within the Strategic Planning and Student Administration team, led by its Director.

Improvement and engagement has been made in a short space of time, for example by:

- Building a community of staff interested in the Welsh language by encouraging staff to take part in activities such as Welsh language rights day, Welsh language music day and celebrating Welsh language and culture for St David's day. In addition, staff are invited to attend Welsh language coffee mornings which enable staff to converse in Welsh and learn the language, this is intensified by the opportunity to follow a more formal qualification called Cymraeg Gwaith - Welsh in the Workplace.

- Increasing attendance at Coffi a Chlonc

- New validated programmes are carefully considering Welsh language provision in their curriculum design through the IPPF, SHAPE and CREATE processes at the University. These processes 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.

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.

Monitoring compliance and engagement has been addressed by:

- Undertaking an internal audit of the Welsh Language Standards

- Spot checks throughout the campus and online – including virtually throughout the pandemic

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

Welsh speaking members of staff support colleagues, where possible, when small pieces of translation work required. 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 currently under review,

findings of which will be reported to the Welsh Language Monitoring Committee. Discussion and considerations will 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 last year's report, categorised in accordance with the requirements in respect of Welsh language skills.

Criteria	01.08.18 - 31.07.19	01.08.19 - 31.07.20
Welsh Essential	3	4
Welsh Desirable	128	119
Welsh Not Required	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.

Welsh Language Training Provision

An initiative which promotes/encourages staff at the University to gain a qualification through learning Welsh, via Cymraeg Gwaith was launched on the 1st June 2020. The sessions began on the 6th June and are run weekly on a Monday afternoon via Microsoft Teams, with 20 members of staff working towards their qualification.

A member of staff has also completed the Advanced Welsh at Work course at Nant Gwrtheyrn in July 2019.

Active promotion of the Welsh Language and Culture

The University is building a community of staff interested in the Welsh language by encouraging staff to take part in activities such as Welsh language rights day, Welsh language music day and celebrating Welsh language and culture for St David's day. In addition, staff are invited to attend Welsh language coffee mornings which enable staff to converse in Welsh and learn the language, this is intensified by the opportunity to follow a more formal qualification called Cymraeg Gwaith - Welsh in the Workplace and the Advanced Welsh at Work course at Nant Gwrtheyrn.

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

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 and fun facts to keep staff up to date with Welsh@Glyndŵr and Welsh traditions.

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

First Edition (Rhagfyr 2019)   12

Second Edition (Haf 2020)   23

English Page

First Edition (December 2019)   39

Second Edition (Summer 2020)   50

Before Lockdown

Coffi a Chlonc

Monthly coffee mornings began in October 2019, we wanted to offer staff an opportunity to meet and practice their Welsh language skills in a relaxed, safe and open environment. The sessions have been fun and relaxed and we even sang a Welsh carol together at our last session of the year in December, the first time some had ever sung in Welsh.

It has been great to see so many people engaging with this initiative so far and there is a real mix of abilities present. It can sometimes be a case of people losing confidence to speak the language if they have not done so in a while or learners not having the opportunity to practice. We are working towards everyone at the University being able to greet each other bilingually as a simple 'Bore Da' can go a long way.
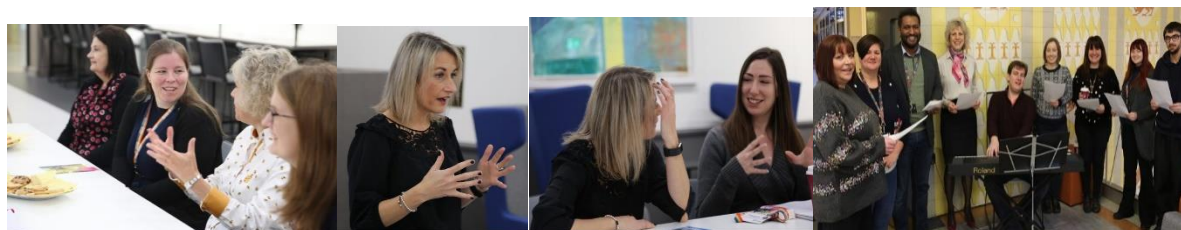
The University's Welsh Community

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.

There have been a couple of meetings held to date which are proving to be of real benefit with discussions around:

School visits

A series of interactive activities to develop the Welsh language in the community to be arranged by the Student Union with the University character' Glyn' to be used depending on the school and level of Welsh spoken. To develop and strengthen the idea, the group discussed the possibility of different program representatives supporting and 'Glyn' and 'Magi Ann' characters to meet up at last and join in too!

Members of the group were delighted to be involved and congratulated the University on the standard of its Welsh website and correspondence that they receive from the University.

Raising the University's profile

Discussions started with having coverage of what we have and will be doing in 'Y Clawdd' paper and order bulk copies to sell on campus. As a result of this meeting, we arranged for editions to be available for sale on campus, which sold out!

All agreed on the importance of promoting stories about the University and it was suggested that similar coverage in the 'Wrexham Leader' could reach out to non-Welsh speakers and grow potential audiences.

Bilingual quiz nights

These are held monthly in Saith Seren, a local Welsh community pub in town, members suggested getting a team together to attend and support this event. A member of Saith Seren's team will be invited to attend next meeting to discuss future events and how we can be involved.

Nursery on University campus

Members felt it was important to consider having Welsh speaking staff at the nursery on campus to be able to offer Welsh language care, as this is quite limited in the area.

Welsh Language Rights Day – 6th December 2019

There are over 120 organisations operating the Welsh language standards and this day was the first one whereby organisations promoted some of the services they offered in Welsh.

In his press release, Aled Roberts, Welsh Language Commissioner said; 'We are pleased that organisations such as Wrexham Glyndŵr University has taken the opportunity to promote Welsh language rights.'

Welsh Language Music Day – 7th February 2020

This day is to celebrate all forms of Welsh Language music, be it indie, rock, punk, funk, folk, electronica, hip hop or anything else. We created a working group to plan what we could do on campus that day and it was decided that it would be a wider 'community event' and that it was!

A variety of performances took place, including sets from WGU Academics; Sara Wheeler and Amy Rattenbury, plus local pop band The Gogs, hip hop act- Eight Star Music and our very own University Choir.
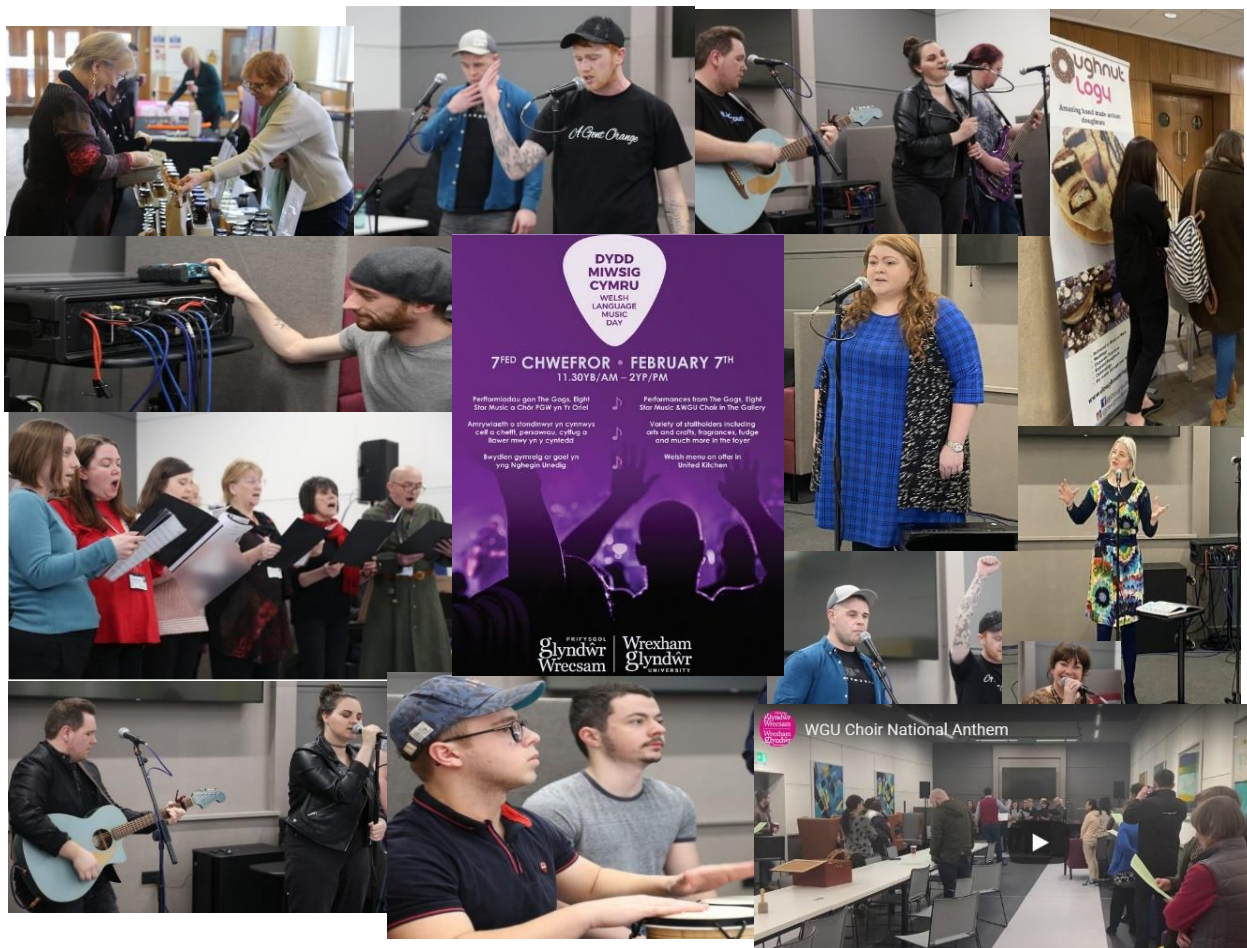
Our canteen put on a Welsh-themed menu including Welsh rarebit, cawl and Welsh cakes.

Local businesses including Piccolos Crafts and Gifts, Billies Jewellery, Doughnutology, Live Green with Rosadonna and Fizzing Fragrances had stalls in main reception with an array of products available to browse whilst Techniquest also delivered live demonstrations.

During Lockdown

We maintained momentum with two major developments taken place successfully during this period:

COFFI A CHLONC went virtual!
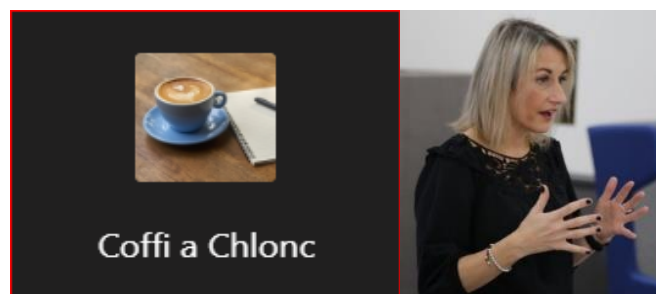
Due to lockdown measures and not to be deterred, our Welsh Champion moved this initiative online and it has proved to be very successful with more members joining all the time and positive comments received from attendees.

This was promoted in our Welsh@Glyndŵr Newsletters and by Vlog, we also stressed to our staff that we understand that confidence plays a huge part when attending something you may be/feel out of your comfort zone i.e. would love to learn the language but concerned that you will 'have to engage' or be 'put on the spot'. We

promised to not do this and assured all are made to feel welcome, whatever ability, just come along join in.

Cymraeg Gwaith launched 1st June 2020

Promoted in Campus Talk, our online news channel on intranet, in Coffi a Chlonc and also our Newsletter, we announced a new initiative that allows staff to gain a qualification through learning Welsh. They take place on Microsoft Teams every Monday afternoon.

New Public Services App

Staff awareness raised about the new free app created to support non-fluent Welsh speakers who work with the public, and specifically in the Public Service sector who would like to develop their Welsh language skills.

Welsh Phrase of the Week & Update Vlogs

Elen Mai Nefydd, our Welsh Language Champion, volunteered to record a Welsh Phrase of the Week for employees to learn along with regular bilingual vlog updates on how she is finding working from home, this evolved into taking requests from colleagues of their favourite Welsh poems/hymns that they would like to be presented in Welsh. These included a poem by Waldo Williams and the hymn Calon Lân.
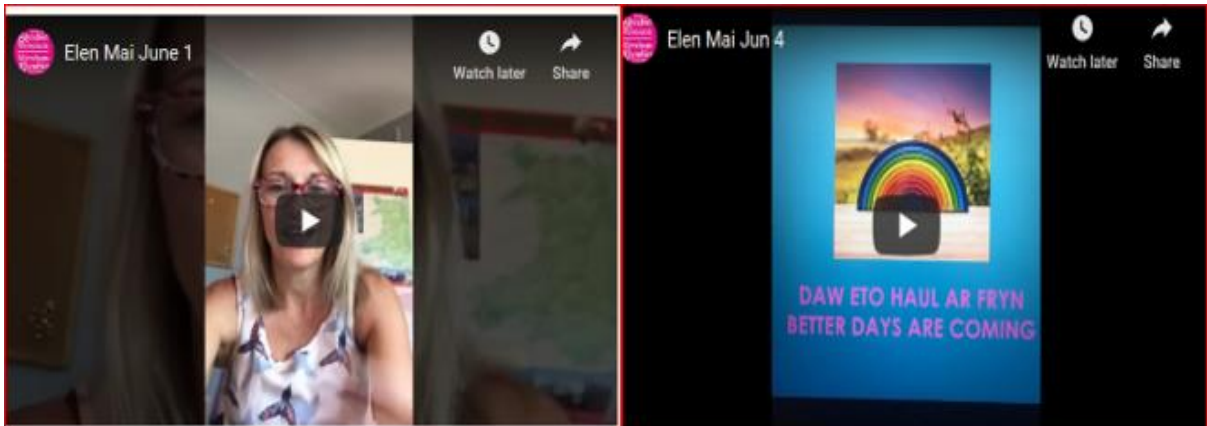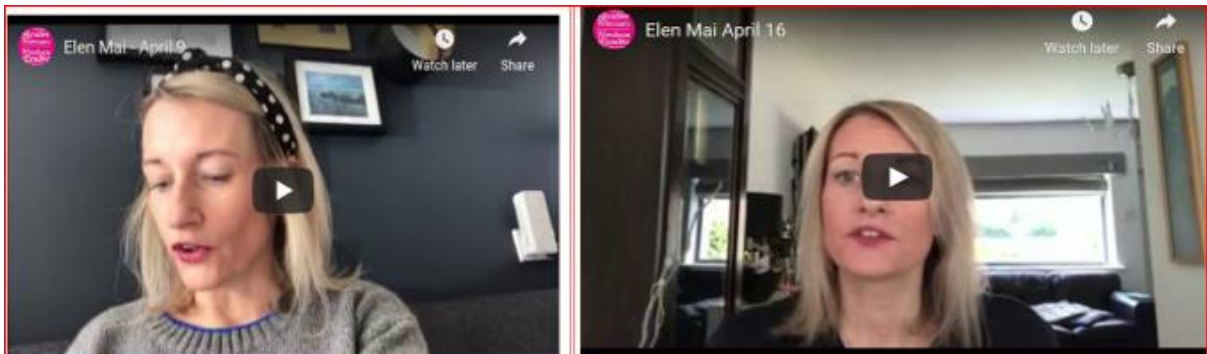
Number of hits received to the Welsh Language and English Language website pages
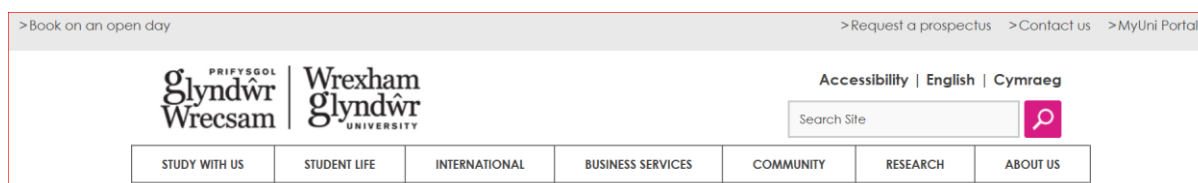
The University has received a variety of positive feedback from stakeholders about the standard of its website pages, the table below demonstrates a comparison to our website page views during the period of this and last year's report. A positive increase! The most popular pages viewed are still those holding student information such as courses and open days.

	Welsh Website	**English Website**
Unique page views 01.08.18 - 31.07.19 01.08.19 - 31.07.20	 8,582 14,618	 1,103,631 1,439,524
Difference +/-	+6,036	+335,893
Avg. time on page 01.08.18 - 31.07.19 01.08.19 - 31.07.20	 1m 48s 2m 03s	 1m 18s 1m 20s
Difference +/-	+15s	+2s

Number of staff who have Welsh language skills

The HR department records employee's levels during the on boarding process. Employees are asked to select their levels, from 0-8, of speaking and writing in Welsh using. A survey is also carried out once a year to ensure records are kept up to date. Due to the pandemic which necessitated all staff to work remotely, and the delay in getting a new HR system (which will provide a self-service element for staff to input their proficiency and language choice themselves) there has been a delay in conducting this survey.

Training and courses through the medium of Welsh

Training is currently available in Welsh on request, 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.   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 first table provides the categories of standards in which the complaints were received. The second table provides detail of the issues highlighted to the Senior Compliance Officer, rectification and result.

Standards group	Number
Service delivery standards	6
Policy making standards	0
Operational standards	0

Issue	Detail	Result
Translation error	Overflow car park sign on campus read 'overfield' rather than 'overflow'	Apology provided and thanked complainant for bringing to the University's attention. Sign removed from campus and site check carried out of signage.
Email received in English.	Automatic email generated from a system in English only – person had indicated wished to correspond in Welsh.	Misinterpretation of standard within department, advice provided and assurance that future correspondence will be issued in Welsh. Apology provided and thanked complainant for bringing to the University's attention.
Email received in English.	As above.	As above.
Welsh Translation	Standard of Welsh translation on a Social Media page questioned.	Investigation findings were that translation work carried out by an external company. The translation work was checked by a third party who verified as

		being of a high standard and language used appropriate for Social Media purposes. Complainant thanked for contacting the University, explanation provided and findings accepted by complainant.
English text on page.	English text on student vacancy page.	Member of the team sent a reminder of requirements to publish in Welsh to their colleagues and held a team meeting to ensure all understood the requirements fully. System requirements/capabilities to be reviewed. Update provided to the complainant, thanked for bringing to our attention and apology provided.
Two English posts on Welsh page.	A Social Media account had two English posts on its Welsh page.	The Department confirmed that they always simultaneously post on their social accounts, however, it appears that the two posts (both on the same day) had not been translated and can only assume it was due to technical difficulties caused by working remotely/human error. Posts were removed. Apology provided to the complainant and thanked them from bringing to our attention.

The Commissioner's office had contacted the University and Xplore! regarding the translation expectations at the new facility in the town. Whilst Xplore! do not have a Compliance Notice listing as the University does, they have been working with the Commissioner's team to ensure that they do not treat the Welsh language less favourably than the English language.

Internal Spot Checks

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:

- ◊ Out of office automatic responses - some had English only text or Welsh text did not match the English text on the message.

- ◊ English text on two separate pages of respective Welsh page on website.

- ◊ Welsh spelt incorrectly on University advert on back of a bus

To maintain momentum, articles are included in Campus Talk, which is the weekly online update to staff on the intranet, these may include reminders of particular standards or signposting staff to the support pages available on the Intranet. Themes and lessons learnt are a regular piece found in our bi-annual Welsh@Glyndŵr Staff Newsletter.

This report is published on the University's website and a hard copy is available in offices open to the public.

Any comments of queries relating to this report should be sent to:

welshcompliance@glyndwr.ac.uk