

Welsh Language Standards Annual Report

1st August 2020 – 31st July 2021



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	Page 3
The report's background/context	Page 5
Monitoring compliance with the Welsh Language Standards	Page 6
Implementing the Welsh Language Standards	Page 7
Welsh Language Translation Services	Page 14
Job posts and Welsh Language Skills	Page 14
Active promotion of the Welsh Language and Culture	Page 15
Number of hits received to the Welsh Language website pages	Page 23
Number of staff who have Welsh language skills	Page 24
Training and courses through the medium of Welsh	Page 25
Complaints made directly to the University	Page 25
Internal spot checks	Page 26

Introduction

The University is pleased to publish its Welsh Language Standards Annual Monitoring Report covering the period 1st August 2020 to 31st July 2021. 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.

Despite the many challenges we have faced, personally and professionally over the past extraordinary year, I am pleased that the University has continued to make progress with its Welsh compliance and provision. A positive internal audit report concluded that the University has an established framework to demonstrate compliance with the Welsh Language Standards in place with no management actions identified. Also, no formal complaints have been made directly to the Welsh Language Commissioner's Office or formally/informally direct to the University, 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 has also acted as sector lead for a significant pan-Wales project supporting digital learning, including the development of Welsh medium resources - more about this later in the report.

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) which have kept us all going at times and also helped us to learn some new Welsh phrases. There is a lot more detail relating to this further on in this report.

Also mentioned in the report are our newly introduced Welsh Language Advocates who I would like to thank and draw your attention to. They are members of staff who have volunteered to 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 2020/21, with good progress made, despite the challenges we have all faced and we look forward to continuing with this positive work during 2021/22.

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.

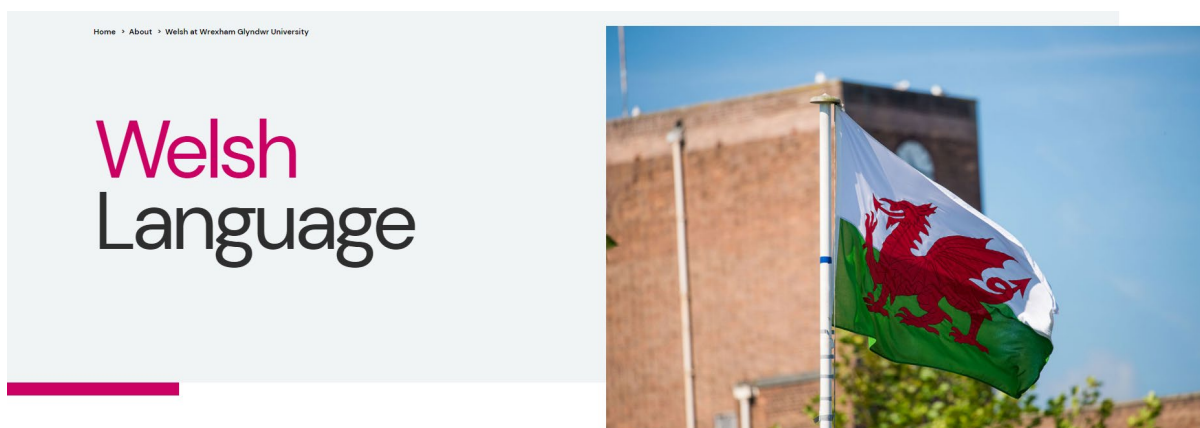
They aim to:

- 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 published to date and contact information.



<https://glyndwr.ac.uk/about/welsh-at-wrexham-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 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 & 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

The University has a Welsh Medium Action Plan that sets out the ambitions and actions intended to expand opportunities for study through the medium of Welsh within and alongside the curriculum. The plan is developed and led by the University's Welsh Language Champion and supported by the work of the Branch Officer of Y Coleg Cymraeg Cenedlaethol and is monitored and supported through the Access and Learner Engagement Group of the University which is chaired by the Deputy Vice-Chancellor.

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 IPPF, SHAPE and 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.

The Welsh Language Champion has achieved a great deal yet again, which is evidenced later in this report, even though they had to pause their duties due to other University commitments, recognition is well deserved.

The Student Engagement Officer and Branch Officer for the Coleg Cymraeg Cenedlaethol also attended her first Fresher's Fair which included promotion of the Welsh Language Skills Certificate, below is an extract from the Newsletter article relating to this:



During 2020, Glyndŵr teamed up with Coleg Cymraeg Cenedlaethol and has been able to offer students the opportunity to study the Welsh Language Skills Certificate to its Welsh speaking students.

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 opened in the September for students to apply, after attending this year's Freshers Fair for the first time, Lisa Allsup, Student Engagement Officer and Branch Officer for the Coleg Cymraeg Cenedlaethol said;

'It was clear to see that students at Glyndŵr are excited to engage with the Welsh language. As the Branch Officer for the Coleg Cymraeg, the Welsh Language Skills Certificate will hopefully be the first of many qualifications, events, and activities that can be offered to students, and we can build and establish a Welsh community at Glyndŵr.'

The pandemic did not affect the opportunities for staff to learn Welsh with the following courses running weekly online:

Entry Level Course

Takes place every Tuesday 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 Monday 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.

Sector leadership

During 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.

Monitoring compliance and engagement has been addressed by:

- Third party company engaged to undertake an internal audit which designed to consider the University's framework for adopting The Welsh Language Measure 2011 and the Welsh Language Standards on the following 7 areas:
 - Strategies, policies and procedures;
 - How the University promotes and encourages the use of the Welsh language in relation to stakeholder resources and materials;
 - Student resources;
 - University website and social media channels;
 - Staff resources;
 - Self-assessment and feedback; and

- Contracts with external translators

The conclusion of this audit was that the University has an established framework to demonstrate compliance with the Welsh Language Standards in place with no management actions. Results of this audit have been shared with the appropriate committees and also the Board of Governors who can take substantial assurance that the controls upon which the organisation relies to manage the identified risks are suitably designed and are being consistently applied.

- A departmental gap analysis was conducted and a more productive way of reviewing the standards established; by dealing with them in a thematic way, for example; social media (standard no.62), website (standard no's 55-57) telephones (standard no's 8-22).
- 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 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, 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.

Whilst the numbers of Welsh Essential roles are low, we have been disappointed as to the lack of fluent Welsh speaking applicants received in response to the roles advertised. In order to address this, we have discussed at Committee level and a decision taken to draw on our current Welsh speaking staff to share such vacancies within their own networks to further widen the search net and hopefully capture those who may not be actively searching for a role at that time. An update as to progress with this will be in next year's Annual Report.

Criteria	01.08.18 - 31.07.19	01.08.19- 31.07.20	01.08.20- 31.07.21
Welsh Essential	3	4	2
Welsh Desirable	128	119	116
Welsh Not Required	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

The University continues to build a community of staff interested in the Welsh language by encouraging staff to take part in activities such as Welsh language rights day and celebrating Welsh language and culture for St David's day. In addition, staff are invited to attend online Welsh language coffee mornings which enable them to converse in Welsh and learn the language, this is intensified by the opportunity to follow the more formal qualifications referred to earlier in this report.

St. Dwynwen's Day – 25th January 2021

Our Welsh Language Champion marks the day which is in the heart of every romantic Welsh person with a bilingual message to All Staff.



Welsh Language Music Day – 5th February 2021

Awareness of this day was raised in Campus Talk for All Staff to see along with a blog from a member of staff about his favourite welsh music.



St. David's Day – 1st March 2021

Our Welsh Language Champion recorded a special bilingual phrase/message of the week for All Staff to celebrate the upcoming St. David's Day in which she wished them a Happy St. David's Day and encouraged them to '*wear the daffodil in their hat or scarf and in their hearts*':

WELSH PHRASE OF THE WEEK

This week, Elen Mai is focusing on St David's Day:



Even though this year's St David's day parade could not take place staff were delighted to be able to contribute to this short film created by Menter Iaith Fflint a Wrecsam:



As the patron saint himself said, '*do the little things.*' Our Students Union created a video in which staff, students, Council members, Students Union staff and WGU staff members share what they did to make a difference and to wish everyone a Happy St David's Day while sharing their acts of kindness:



Internal promotion is via the staff intranet, internal news portal (Campus Talk), 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, fun facts to keep staff up to date with Welsh@Glyndŵr and Welsh traditions. Recent editions have also included events, both internal and external to the University; such as those offered by Menter Iaith and included a link to '**Cymraeg – What a Journey!**', see below, which is a fun watch covering the journey of the Welsh language from its very beginning through to the Cymraeg 2050 Strategy which sets out the Welsh Government's long-term approach to achieving the target of a million Welsh speakers by 2050.



<https://www.youtube.com/watch?v=1N3-QtuA8I8>

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
Third Edition (Rhagfyr 2020)	5
Fourth Edition (Haf 2021)	10

English Page

First Edition (December 2019)	39
Second Edition (Summer 2020)	50
Third Edition (December 2020)	24
Fourth Edition (Summer 2021)	38

We all welcome feedback from time to time, particularly positive feedback! Here's a glimpse of some of the feedback received from our Welsh@Glyndŵr newsletter readers:

'Fantastic newsletter, congratulations to the organisers and everyone who has contributed to this festive edition, thank you and Happy Christmas.'

'Great newsletter, thank you.'

'I really enjoyed reading this, it's a great read and well put together. Many thanks to the team involved.'

'The newsletter is great, well done.'

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. The pandemic did not deter this community from getting together online in 2021!

WGU Enterprise Team first Welsh-medium networking event – a huge HIT!



The Enterprise Team held their first Welsh-Medium virtual event on the 18th June 2021 with Gaenor Roberts – Lecturer in Leadership and Management at Glyndŵr University and owner of jewellery company Tlws as well as two guest speakers; Caryl Owen –

founder of gofod.space and smallbusinesses.wales and Gruffudd Roberts – Director of Llaeth y Llan, Village Dairy.

The support, attendance and engagement at this event confirmed to the team that there is most definitely a need for Welsh speaking businesses and individuals to have a platform to connect with other businesses through the medium of Welsh and to meet and to explore the support available to enable them to grow their businesses. This type of event had not been held previously, the team are extremely proud to be setting the example and leading the way.

The team also sponsored a new Bilingual Podcast; '**Gofod I drafod – Space to discuss**' which featured many small business owners discussing all things small business.



Cymraeg Gwaith/Working Welsh

Happy Birthday!

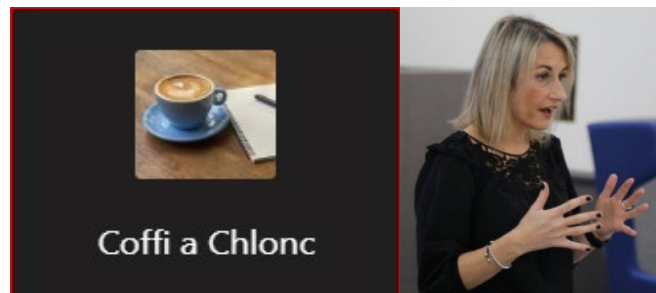
The Working Welsh badge celebrated its 15th birthday in November '20 and got a mention in the December edition of the [Welsh@Glyndŵr](#) Newsletter. The University's Welsh speaking staff are proud to wear their badges and are always happy to provide a Welsh language service for all their visitors and students through the medium of Welsh if that is their wish.

WGU's Welsh Language Champion; Elen Mai Nefydd was interviewed on the 18th November 2020 on the programme 'Dros Ginio' on BBC Radio Cymru to discuss what the initiative means both for the Welsh Language and Glyndŵr.

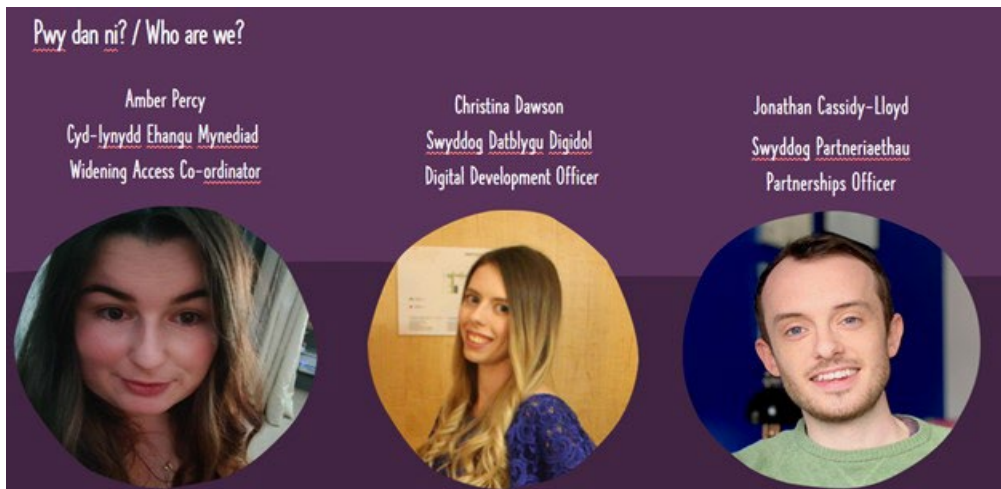


Staff were reminded that badges and lanyards are available from the HR Department.

COFFI A CHLONC continued online!



With University commitments calling our WGU Welsh Language Champion, with her encouragement, a Coffi a Chlonc session was facilitated by three of its regular attendees who called themselves 'The Chloncinators':



The session was a great experience for them all and for the staff who attended. They kindly shared stories about their individual **‘Welsh Language Journey’** to encourage others in the Welsh@Glyndŵr Newsletter, a few extracts can be found below:

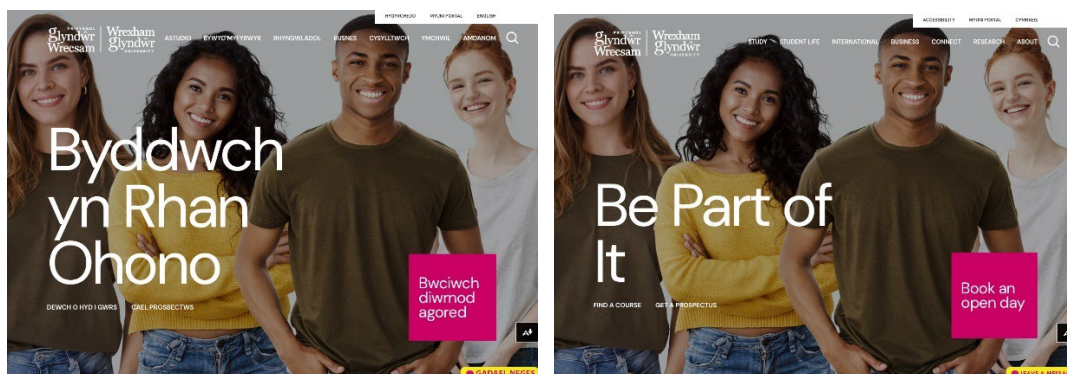
‘I started my Welsh journey a long time ago in a primary school, raised in a small village, I went to the English side of the school but still ‘had’ to do Welsh, in high school I continued Welsh up to GCSE. At the time I was very confident in the language but I didn’t particularly have much of an interest in learning it, my family are English and I had no need to speak it at home and the skill slowly started to edge to the back of the mind. I realise this sounds so far quite negative, don’t worry the positives are coming! I didn’t understand the importance and value the Welsh language has in heritage and also in the world of work in our local communities and the benefits and sense of belonging you can feel. It wasn’t until starting my first role at the University that I discovered the importance of the language and the need to re learn all those lessons that were, what felt like a distant memory. I am a keen promoter now to young people learning Welsh at schools, to continue with their study and not to make the mistake I did of not practicing it wherever possible. And it was from here that I WANTED to learn and there are so many opportunities at the University to learn that I would have been stupid not to give them a go!’

‘Being born and raised in Wrexham, I studied Welsh until the age of 16 in secondary school and then, once I had left school, my study and use of the Welsh language declined rapidly. I didn’t continue my studies in Further Education and have worked for a lot of organisations in England, which never offered such an opportunity for staff.

This, combined with not coming from a Welsh speaking family, resulted in my Welsh language skill dwindling away from me. Therefore, when I started at Glyndŵr and was told about the Cymraeg Gwaith course and Coffi a Chlonc, I jumped at the opportunity. Although I completely identify as Welsh, there has always been a part of me that felt I needed to deepen my knowledge and attain some level of comprehension in the Welsh language. Working for a Welsh Education provider, I feel it is important to communicate and assist people using either the medium of Welsh or English. After one year of study, I strongly feel that I am on the path to this goal and am quite surprised at myself for how much I feel I have learned. It felt great to pass on knowledge of the Welsh language we had learned to other people who share the same passion of the Welsh language whilst solidifying what we had learned in class.'

'I started learning Welsh at primary school and continued learning up until I finished secondary school. I have always had a passion for learning the language, with the dream of becoming fluent one day! However, unfortunately when I started further education there was little opportunity for me to continue my learning. After finishing my undergraduate degree, I moved back to Wales and I decided to start looking for opportunities to learn the language again. I attended a part-time Welsh course for two years at the local college and started to attend Welsh social events before I started working for Wrexham Glyndŵr University. I found out the University did Welsh classes and signed up straight away and I thoroughly enjoyed the classes. After a while, the Coffi a Chlonc sessions started. These sessions were a great chance to practice speaking the Welsh language in the workplace. In addition to Coffi a Chlonc, I started the Cymraeg Gwaith Mynediad (Entry) course in early 2020. It has improved my Welsh language knowledge and confidence in using the language in the workplace. I have also recalled large amounts of Welsh from my early years! If you are interested in starting to learn Welsh or would like to pick the language up again, I would highly recommend coming along to either Coffi a Chlonc or attending one of the courses WGU have to offer, you will not regret it!'

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 still those holding student information such as our undergraduate courses and open days, with an increase in the amount of interest for our post graduate course information pages. The Covid-19 update pages on how the academic year would be affected was also a popular page.

	Welsh Website	English Website
Unique page views		
01.08.18 - 31.07.19	8,582	1,103,631
01.08.19 - 31.07.20	14,618	1,439,524
01.08.20 – 31.07.21	12,190	1,781,900
Difference from last year's report +/-	-2,428 -17%	+342,376 +24%
Avg. time on page		
01.08.18 - 31.07.19	1m 48s	1m 18s
01.08.19 - 31.07.20	2m 03s	1m 20s
01.08.20 – 31.07.21	1m 38s	1m 20s

Difference from last year's report +/-	-25s -20%	0 0%
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There has also been a positive increase in visits to the specific Welsh Language information page on our websites:

	Welsh Language page on Website	English Language page on Website
Unique page visits 01.08.19 – 31.07.20	18	70
01.08.20 – 31.07.21	43	149
Difference +/-	+25	+79

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. In preparation for the new HR system this information will be gathered and available next 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:

Standards group	01.08.18 - 31.07.19	01.08.19- 31.07.20	01.08.20- 31.07.21
Service delivery standards	3	6	0
Policy making standards	0	0	0
Operational standards	0	0	0

The University is delighted to report nil returns in the above table for the period of this report, this is a testament to the dedication and commitment of all staff in working together towards compliance.

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:

- ◇ Out of office automatic responses which had English only text or where the Welsh text did not match the English text on the message.
- ◇ English text on respective Welsh pages on website
- ◇ Links on a small minority of Welsh pages were linked to English page in error

It was noted by members of the Welsh Language Committee that bilingual 'out of office' messages had been identified again as a key theme and discussions took place as to how to resolve this. Whilst standard messaging guidelines/templates are available on the staff intranet, it was acknowledged that in some cases they may not always be suitable. It was agreed that a list of staff who would be willing 'helpers' to assist colleagues with ad hoc small translation, such as out of offices, be created and promoted to staff. There are currently four staff volunteers currently who we are proud to call our **Welsh Language Advocates**:



The following introductory article was included in Campus Talk and the Welsh@Glyndŵr Newsletter to raise awareness:

'I only need a few words translating into Welsh? Do I really have to contact an

external Company for help?’

‘My out of office needs amending slightly, can someone internally help me with a couple of Welsh words?’

Sound familiar?

Here’s what you can do:

Step 1 – Links provided to the language guides on the staff intranet that includes standard translated out of office messages.

Step 2 - If unable to find the words you are looking for on the staff intranet, the Welsh Language Advocates are happy to be contacted. Please be aware though that they have their day jobs too, so, please ask when you are unsure of the odd words here and there, larger pieces of translation work should still be sourced externally. Commonly translated words/phrases processed by the Welsh Language Advocates will be passed to the Senior Compliance Officer who will add to the resources on the intranet.

An action from the Welsh Language Monitoring Committee is for the Welsh Language Advocates’ details to be promoted to All Staff on a quarterly basis, their details are also available on the staff intranet. A report on their uptake will also be provided to the Welsh Language Monitoring Committee.

In relation to the website themes identified, assurance was provided to the committee that work was underway to replace the current University website with improved control processes in place regarding information uploads. A paper regarding these control processes will be provided to the Welsh Language Monitoring Committee.

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