

Welsh Language Standards Annual Report

1st August 2022 – 31st July 2023



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

Wrexham University is under a legal duty to comply with the Welsh Language Standards as imposed by the Welsh Language Commissioner. As an education provider the University also has a duty to promote the use of the language not only amongst our own employees and students but also with our other external stakeholders.

The compliance with the Welsh Language Standards is monitored through the formal committee structure of the University: The Welsh Language Monitoring Committee which meets three times a year. Responsibility for monitoring compliance lies with the University's General Counsel and University Secretary and the promotion of the use of the language and the embedding of it in the University's curriculum and educational practices lies with the Head of Welsh Medium Development.

Should the Welsh Language Commissioner request information on how we comply with the standards we are under a duty to provide it. We have continued to engage constructively with the Welsh Language Commissioner over the course of this reporting period, regarding our efforts to promote and encourage the use of the Welsh language.

This year has seen the implementation of a Welsh Medium Academic Strategy and Action Plan, CYFLE at the university, the strategy was approved at the university Academic Board and by Y Coleg Cymraeg Cenedlaethol. CYFLE is the first strategy of its kind to be implemented at the university focussing on the enhancement, provision and development of the Welsh language. The strategy is the university's commitment to the Welsh language and its objectives are based on the principles that the Welsh language is for all at the university – staff, student, visitors and the wider community. Staff and students have now more opportunities to engage with the Welsh language through Welsh in the Workplace pathways for students and the Welsh Work scheme for staff. The development of Welsh language skills has led to the implementation of a full time Welsh Language skills tutor at the university. As a university we are often promoting Welsh language initiatives by the Welsh Language Commissioner's office and celebrating the language and culture of Wales. For example on St David's Day we celebrated the day by hosting a coffee morning and singing Welsh songs together as staff, we celebrated the Welsh language Siwmai/Sumae day with a coffee morning for staff and students at the Students Union and we were proud to be present at the National Eisteddfod in Llŷn ac Eifionydd this year for the week in Boduan.

Professor Maria Hinfelaar – Vice Chancellor and Chief Executive

COMPLIANCE

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.

Implementing the Welsh Language Standards

Welsh Language Monitoring Committee

This committee was established by the Deputy Vice-Chancellor in August 2018 (following dissolution of the former informal Welsh Language Monitoring Group). It is now chaired by the Vice Chancellor Maria Hinefelaar. The committee 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 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 Head of Welsh Medium Development and the University's Welsh Language Champion. The day-to-day implementation of the Welsh language compliance is met by the University General Counsel and University Secretary and the Information Governance and Compliance Manager. 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.

Operational Standards:

Written correspondence

When the preferred language of the person we are contacting is unknown, or when writing to groups of people such as through email newsletters, all initial correspondence is bilingual with Welsh positioned on the left, or on top, so that it appears first. Where we know the language preference, communication is then conducted in that language. When someone writes to us using both Welsh and English, we provide a bilingual response.

Our letterheads include a statement welcoming correspondence in Welsh and advising that the use of Welsh will not lead to a delay in responding.

All email signatures and/or email footers: state that we are happy to receive correspondence in Welsh and English, and that response times are the same for both languages for employees who are fluent speakers or learners, include Welsh in the Workplace logos (also demonstrating compliance with operational standard 128) include bilingual job titles and contact details (also demonstrating compliance with operational standard 129)

All out of office replies are in Welsh and English as standard.

Telephone calls

Our main telephone number connects to an automated telephone system which greets the caller bilingually (Welsh message first). Thereafter, the system allows the caller to choose whether they wish to speak to an employee in Welsh or English. We have instructed employees on how to deal with calls in order to ensure that callers receive the best service in the language of their choice.

Meetings

When arranging meetings with externals, we confirm the preferred language of attendees in advance and offer simultaneous translation if required.

The University conducts its internal meetings in English, however, we provide full simultaneous translation upon request.

Any minutes published on the University's website are provided in English and Welsh.

Events

Over the last year, we have hosted various external events to promote our work and engage with stakeholders.

Welsh language opportunities day has been launched where local schools and further education colleges are invited on campus to meet Welsh academic staff and to learn about the Welsh language opportunities that we offer. All university open days now promote the Welsh language with staff on hand to meet and greet Welsh language families. Wrexham university hosted the first Welsh language Hay Scribblers event with external speakers as well as our Head of Welsh Development presenting to hundreds of school children.



Our graduation ceremonies are bilingual, and the ceremonies are presented in Welsh first by our university orator. In the Autumn, the university launched their new brand and hosted the internal and external rebrand launch bilingually. The university held an Annual Open Meeting inviting various stakeholders and friends of the university, this event was hosted bilingually and facilitated by the university orator. The Research Talks programme by the research office make Welsh language available through simultaneous translation or by a member of staff who is a Welsh advocate being in attendance. Y Coleg Cymraeg has visited the university twice to meet staff and students. We provide full simultaneous translation at all public events that we organise, allowing presenters and audience members to participate in Welsh or English.

All externally events hosted by the University are bilingual with the opportunity to ask questions orally in Welsh or English. All PowerPoint presentations at these events are bilingual.

We also ask attendees if they wish to have simultaneous translation and where this is confirmed, this is supplied.

We subtitle all recordings of events uploaded onto our website in Welsh. We also attend events including university open days, and recruitment fairs. We ensure that at least one employee attending events such as these is a Welsh speaker.

This year for the first time in over ten years, the university had a presence on the Eisteddfod field. The Head of Welsh Development, Elen Mai Nefydd worked with colleagues to take the university hut to the Eisteddfod. In addition to the university hut two members of the allied health team delivered workshops on Welsh provision at the Coleg Cymraeg Cenedlaethol stand.



The week resulted in us being able to promote the university on a national level and gain exposure through press releases throughout the week, we were visited by the Welsh Minister for the Economy, Vaughan Gethin on the Wednesday of the Eisteddfod and he was particularly interested in our Welsh language developments as well as our new name and brand.

Signage, notices, publicity, and promotional materials, documents, and forms

We produce all University materials for students and external stakeholders either bilingually, with Welsh positioned on the left or on top so that it appears first, or in separate Welsh and English versions. English only versions notify the reader that the material is available in Welsh (demonstrating compliance with operational standards 136, 137, and 138).

Website and social media

Our website and associated web-services are fully bilingual, and users can easily switch between Welsh and English.

Our main social media accounts are on [Twitter](#), Facebook and [YouTube](#). We post all tweets and messages in Welsh and English on one feed.

We respond to all social media messages in the language of the original query. Videos on our YouTube channel are posted in Welsh and English wherever possible. We provide subtitles in Welsh and English when an interviewee speaks in one language.

The Communications Manager is responsible for all social media output.

Policies and Procedures

All policies and procedures presented for approval are required to be accompanied by a Welsh Language Impact Assessment Form to demonstrate that the introduction of such policies and procedures would not be detrimental to the Welsh Language.

We also have a Welsh Language Policy which is reviewed on a 3 yearly basis or as and when appropriate legislation changes are introduced.

All policies, procedures or documentation that is loaded onto the University's website are provided in Welsh and English.



Complaints

The University had three informal complaints in 2022/2023, this was material in English only within the campus canteen, incorrect Welsh title on a web page and social media recruitment Welsh web pages not spelt accurately.

There were no formal complaints received during 2022/2023.

Internal Spot Checks

The University has an internal control mechanism in place whereby the Information Governance and Compliance team undertake 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 where the Welsh text did not match the English text on the message.
- ◇ Some materials displayed in public in English only.

The University undertakes spot checks throughout the Campus Group.

RECRUITMENT

In 2022/2023 the University contacted the Welsh LC Office to ask for advice on the recruitment of Welsh speakers as we had been struggling to recruit to posts and it was raised at our Welsh Language Monitoring Committee. The Welsh LC Office provided the university with the [Recruitment Good Practice/Advice Document](#).

Further advice was provided which outlined that the Welsh LC Office encourage organisations to use a recognized framework for assessing the Welsh Language Skills of our employees, and although standard 134 does not state the specific way to assess language skills, the University is keen to demonstrate greater consistency in recording employees Welsh Language skills, in order to facilitate the collection of data on the bilingual workforce. The University has procured and rolled out a new Human Resources and Payroll system that will be able to capture more accurate Welsh Language levels in 2023/2024.

The University has introduced the framework of before embarking on a process of recruitment, a line manager and the relevant director, using our recruitment requisition form, will evaluate the need for, and nature of, the potential post, including the need for Welsh language skills. Thereafter, the recruitment process in its entirety, is completed in Welsh and English or bilingually to include job advert (including the Welsh language skills category), all supplementary information, application form, and correspondence with applicants.

When advertising Welsh essential posts, we use Welsh language recruitment websites. At interview stage, at least one member of the selection panel is a fluent Welsh speaker and asks the candidate at least one question in Welsh, requiring a response in Welsh.

Our application form provides a space for applicants to indicate if they wish to use the Welsh language at interview, or at any other method of assessment. It also explains that we will provide a translation service, if required. When we offer a new post, we ask the individual whether he or she wishes to receive any formal correspondence, including the contract of employment, in Welsh.

In the reporting year, we advertised new and vacant posts (as detailed below):
Standards 145/145A - In relation to the number of vacancy adverts in 2022/2023 – please find data below.

01/08/2022 to 31/07/2023

	Academic	Professional Services	Totals
Welsh Essential	1	1	2
Welsh Desirable	66	171	237
Welsh Not Required	0	0	0
Total adverts			239

WELSH LANGUAGE SKILLS

In relation to Standards 134/158 the University implemented a new HR System in August 2022. The Employee Self Service module went live in October 2022. It was intended to conduct a staff survey to capture information on Welsh Language Skills during 2022/2023, however due to migration technicalities to ensure the employee self service system (eg introduction of the performance development review module) was fully implemented, the survey will now take place during 2023/2024.

The survey results for 2023/2024 will be available by the end of the Academic Year.

WELSH MEDIUM DELIVERY AND ENHANCEMENT

CYFLE, the Welsh medium Academic Strategy and Action plan reports to the Learning Teaching and Quality Committee, Access Learner and Engagement committee, the Academic Board and for Y Coleg Cymraeg Cenedlaethol.

An annual review and update was completed for Y Coleg Cymraeg Cenedlaethol November 2022, as well as a mid-year review end of May 2023.

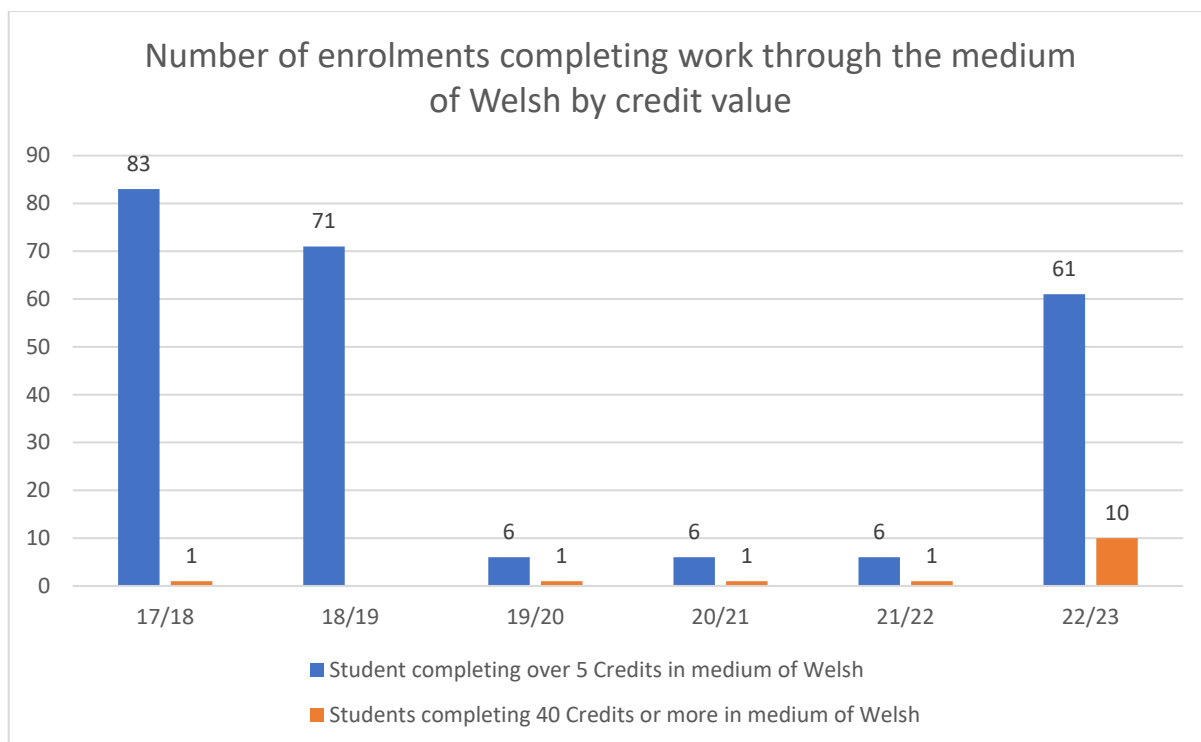
Mark sheets will now have an allocated space for academic staff to log any Welsh medium activity within their learning and teaching on the programme. Link to the form: <https://forms.office.com/e/6chzaQ0zRg>

Data as follows:

10 students on 40 credits or more

23 students on 5 or more credits

40 students on 20 credits.



Welsh Medium Programme and Module Action Plans were completed for the Speech and Language Therapy programme and approved by Y Coleg Cymraeg Cenedlaethol in May. 40 credits are now offered through the medium of Welsh on the programme since September 2023. On-going work is taking place in Law and Occupational Therapy by 2023 for 20 credits in Welsh. Y Coleg Cymraeg Cenedlaethol approving 40 credits and the university is eligible to offer incentive scholarships for the first time. Below shows the recent PR campaign on the developments on the new SALT programme as well as a short bilingual marketing film.

[SALT programme](#)

On going work transferring The Confident Learner module and the Induction module into Welsh both 20 credit modules. The policing degree is offering Welsh language skills for all their Level 4 students in September '23 and this will enable the students to leave with the Level 2 proficiency on the Welsh language needed for employment in the police force across Wales.

The Welsh strand of the Academic Development Team are taking on responsibilities for Welsh medium champions within programmes with biographies of the staff highlighted in a blog on the staff intranet through Campus Talk. The Head of Welsh Development delivered two Learning Lunches, one in February on the new strategy and one in September on 'De-bunking the myths around bilingual teaching.'

Following the success of the Welsh/Bilingual opportunities day which took place on

the 14th of December 2022 and another day is planned for December 2023.

The university attended the National Eisteddfod in Pwllheli in August with members of the recruitment team attending as well as academic members of staff from the branch of Y Coleg at the university. Members of the allied health staff team conducted workshops in Welsh during the week at Y Coleg Cymraeg Cenedlathol's tent. [National Eisteddfod](#)



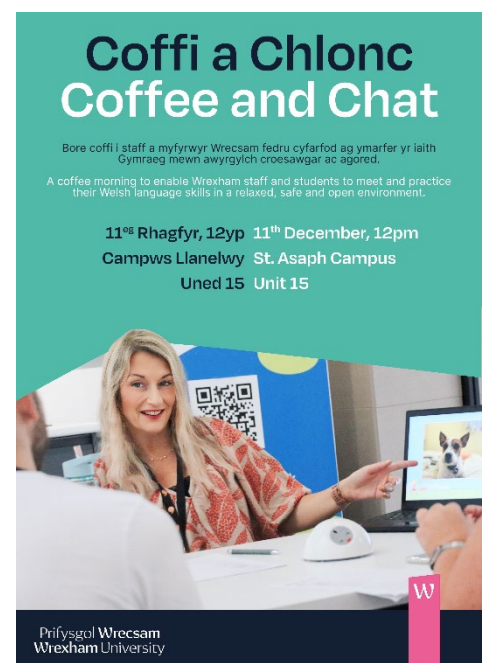
Welsh activities by the university have been developed for the Children's University.

6 staff members completed the Welsh at Work scheme, see the PR below celebrating their achievements:

[Welsh at Work Scheme](#)

The Head of Welsh Development delivered induction sessions in August and September 2022 and September 2023 to all new member of staff. Approval has been received for an online training resource for staff around Welsh language awareness through mandatory training in about the Welsh language for staff. Funding was secured for September 2023 through the Welsh Language Centre to offer 3 levels of Welsh training to staff as well as a Welsh Work plus scheme for two members of staff. Coffi a Chlonc now runs every 2 weeks and is well attended by staff and regular members now lead some of these sessions.

Intense summer language courses at Nant Gwrtheyrn are advertised to staff. A Welsh language champion award implemented for the first time at the Student Union awards this year and was won by a member of staff who is in her third year of the



Welsh Work scheme. This member of staff has also been recognized in the Welsh Work annual report as an excellent case study.

The Head of Welsh Development and Student Advice and Guidance Manager met with Bangor university to see how any Welsh language resources can be shared with us as a university to help with student mental health and well-being. Elen Williams from Bangor now shares any myf.cymru resources with us as an university. <https://myf.cymru/>

Y Coleg Cymraeg branch at the university was established, the branch is an opportunity to discuss Y Coleg Cymraeg academic matters with staff and students at the university. A branch meeting took place in March and was attended by one of the Coleg Cymraeg Cenedlaethol's Academic Managers – Ffion Hughes, another meeting took place in April and the last one held in June. Dates for 2023/2024 are in the staff outlook calendars.



Core staff members have been allocated and the branch now has a student representative present at meetings, the student representative will also represent the university at Y Coleg Cymraeg's Academic Board. A role for a branch office for Y Coleg Cymraeg within the university will also be advertised and a Y Coleg Cymraeg branch page designed, the page directs students to members of the branch, branch membership, Welsh language opportunities like the Welsh language skills certificate and Welsh and bilingual events at the university.

Staff from the branch also attend the subject panels of Y Coleg Cymraeg 4 – Law, Psychology, Social work, and Health.

The Head of Welsh Development has attended all Academic and Advisory Board panels for Y Coleg since September.

Documentation audit and review of Welsh language skills provision was submitted to Y Coleg end of January 2023 and a role for a full time Welsh language skills

tutor was put in place at the university in October 2023. The branch members also responded to the Coleg's request on feedback on the future role of Y Coleg's Academic Board in early May 2023.

The university has responded to the consultation on the Welsh Government's.

WORKPLAN FOR 2023/24

CYFLE'S revised Action Plan builds on the work established in 2022/23 with further developments taking shape around Welsh language provision, including:

- Increase in Welsh/bilingual students and a continued growth in Welsh medium credits.
- Protecting the legal right for students to study and receive services through the medium of Welsh.
- Offer new opportunities for students studying at Prifysgol Wrexham such as Welsh Language Certificate and Welsh in the Workplace provision outside of programmes and this year withing programmes.
- Contributing the Government initiative for a million Welsh speakers by 2050 by continuing the partnership with the Welsh Language Centre and increasing levels of Welsh provision for staff.
- Contributing to the enhancement of a bilingual workforce through developments in Welsh interprofessional work in health and placement modules in Allied Health.
- Solidifying community and cultural links in anticipation of the Eisteddfod Genedlaethol visit to Wrexham in 2025 and the City of Culture bid in 2029 and in turn enhancing our civic mission.
- Introducing Welsh language and Welsh culture opportunities for international students at Prifysgol Wrexham.
- Strengthening our personal tutor system through Welsh and reviewing any Welsh provision through the Continuous Monitoring Evaluation system within faculties.
- Further developing learning and teaching materials through the Welsh language

FURTHER INFORMATION / PROVIDE FEEDBACK

For further information regarding the University's compliance with the Welsh Language Standards, or if you wish to provide us with constructive feedback regarding our Welsh language provision please contact the following email address: welshcompliance@wrexham.ac.uk



Welsh is my first language and I speak it at home. I am also fortunate to use my Welsh skills at work in several projects.

I give advice in Welsh to staff in multiple formats. This could be when holding a face-to-face meeting, on the phone, or in an online meeting as well as communicating by email.

I often take calls to the Human Resources department from anyone who wishes to chat in Welsh.

Part of my role is to ensure that the work produced by the Human Resources department complies with the standards of the Welsh language.

Eirian Thomas
HR Business Partner, Wrexham University



"Rydw i'n dysgu cymraeg yn y gwaith felly gallaf siarad gyda myfyrwyr a ymwelwyr."

"I'm learning Welsh at work so I can talk to students and visitors."

Cerys Alonso,
Deon Cywllt: Sicrhau Ansawdd a Phrofiad Myfyrwyr
Associate Dean: Quality and Student Experience

#DefnyddiaDyGymraeg

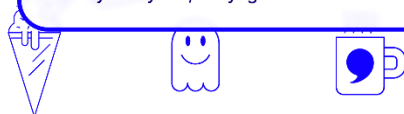
Cymraeg



Cymraeg yw fy mamiaith ac iaith yr aelwyd. 'Dwi'n ei ddefnyddio bob dydd, drwy'r dydd gyda fy nheulu, ffrindiau a'r gymuned leol. Mae hyd yn oed fy nghî, Llew, yn iaith gyntaf Cymraeg ac i brofi hyn, dim ond yn y Gymraeg mae'n gwrando arna i!

Yn fy ngwaith, dwi'n defnyddio'r Gymraeg i sgwrsio gyda fy nghydweithwyr a'r myfyrwyr yn ddyddiol. Dwi'n falch o allu darparu cefnogaeth tiwtor personol yn y Gymraeg fel bod y myfyrwyr yn gallu trafod materion personol yn eu hiaith gyntaf. Mae'r myfyrwyr nyrsio yn cael profiadau heriol ac emosïynol tra eu bod ar leoliad ac felly mae gallu cael sgwrs yn yr iaith sydd mwyaf naturiol a chartrefol iddynt yn hollbwysig. 'Dwi'n angerddol dros hyrwyddo pwysigrwydd yr iaith mewn gofal iechyd ac yn annog pawb i feddwl am y gwahaniaeth all ambell air wneud i brofiad claf neu deulu.

Awel Wynne-Williams
Darlithydd Nyrsio, Prifysgol Wrecsam



#DefnyddiaDyGymraeg

Cymraeg