

PRIFYSGOL  
**Glyndŵr**  
Wrecsam

Wrexham  
**glyndŵr**  
UNIVERSITY

# Welsh Language Standards Annual Report 2018



**31<sup>st</sup> January 2019**

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

# Introduction

The Welsh Language (Wales) Measure 2011 established a legal framework to impose a statutory duty on public bodies in Wales to comply with standards of conduct relating to the Welsh language. It recognised that there are two official languages in Wales- Welsh and English. This means Welsh must be treated no less favourably than English. These standards are nationally agreed.

Being an institution in Wales is vital to, and informs, all parts of the University in its teaching, research and its local engagement. With a long history of meeting the needs of North East Wales and the cross border region, Wrexham Glyndŵr University is proud to both serve the needs and work collaboratively within Wales. As a part of this, ensuring that the University not only meets the cultural and linguistic needs of the community it serves but also enables and supports Welsh culture and language, is important.

## The Welsh Language Standards

The Welsh Language Standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive from organisations, including universities. 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.

It is important to note that these Standards only refer to the University's activities in Wales.

The duties outlined within the Standards stipulate that organisations should not treat the Welsh language less favourably than the English language, and lay out requirements to promote and facilitate the use of the Welsh language (making it easier for people to use the language in their day-to-day-life).

## **Glyndŵr University's Compliance Notice**

A compliance notice is issued to organisations by the Welsh Language Commissioner. It requires them to comply with one or more standards and states the imposition day, the day from which an organisation is required to comply with each standard specified within it. The University's Compliance Notice was issued by the Welsh Language Commissioner on the 29 September 2017 and contains 178 individual standards that the University is required to comply with under the following themes:

### **Service Delivery Standards**

Relate to the public facing services provided by an organisation.

### **Policy Making Standards**

Require an organisation to consider the effects of their policy decisions on Welsh speakers and the Welsh language, thus ensuring that the principle of treating Welsh no less favourably than English is maintained.

## **Operational Standards**

These standards deal with how an organisation uses the Welsh language in its internal business.

## **Record Keeping Standards**

An organisation is required to publish an annual report detailing how it has complied with the relevant Standards. It is a requirement that this annual report must be published within six months of the end of the financial year to which it relates. The University's financial year runs from August 1<sup>st</sup> to July 31<sup>st</sup>.

The [Compliance Notice](#) provides an imposition date for each standard, the majority of which are effective from the 1 April 2018 with a small number of them having the imposition dates of 1 October 2018 and 2019.

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## **Report covering the period 1<sup>st</sup> April 2018 to the 31<sup>st</sup> July 2018**

- 1. How the University has complied with the standards with which it was under a duty to comply during the year (*per class of standards – service delivery, policy making, operational*);**

The University has recognised the importance of the Standards, not only as a statutory requirement, but as a means for supporting and enabling the use of the Welsh Language in the work of the University. Compliance has been discussed and progress followed at the University's senior management team with a working group leading on identifying where further action was needed to ensure or embed compliance, with responsibilities for compliance against particular Standards assigned to relevant members of senior management. During this reporting period work commenced on formalising this group, and this will be reported on in the following year's report. This

work was coordinated through the University's Strategic Planning Office, where responsibilities for supporting compliance were identified as part of a new post that commenced when the Standards came into force. Part of the work of this post is to support University staff and processes in compliance, improve awareness and improve practices, as well as act as a central point of liaison with the Welsh Language Commissioner's Office and respond to any complaints received.

In overall compliance terms there was no separation between the class of standards, with equal importance being given to all and work that was done through senior management, the working group and through general staff briefings were across all standards. A range of guidance notes and help sheets were developed and provided to staff to help in developing both understanding and practice with regard to compliance with the Standards, and these were made available through the staff intranet. By way of illustration of work done in the different class of Standards:

### **Service Delivery Standards**

- That the University welcomes correspondence and telephone enquiries in Welsh and that all correspondence received in Welsh must be responded to in Welsh within the same-time frame as that received in English has been communicated to all staff. A statement outlining this commitment is included on all central correspondence, including the electronic signatures of staff. Support and templates are provided for staff on the Intranet and staff receive regular reminders about communicating in the chosen language of the correspondent and how to comply with other Standards from the Communications Manager.
- Individual departments register and maintain a record of the language preferences of our regular correspondents and communicate with them using their preferred language.
- University circulars, standard letters and centrally produced publications (such as the Prospectus) are published bilingually.
- Review of signage and replacement commenced.
- Training for Reception staff both on requirements associated with Standards and attendance at bespoke Welsh language training for reception staff.

- The University works with its Students' Union and with the Coleg Cymraeg Cenedlaethol to support students in using the Welsh language.

### **Operational Standards**

- Review of website and translation undertaken to ensure bi-lingual provision.
- Development of social media guidelines for bi-lingual provision.
- Creation of a new post to support bi-lingual corporate communications, including social media.
- Staff recruitment process revised and guidance updated to include Welsh language requirements.
- All University job advertisements are advertised in Welsh as well as English.
- Creation of dedicated Welsh language pages on the University's intranet which provides services and support material to promote the Welsh language and to assist employees to use the Welsh language.

### **Policy Making Standards**

- New policies reviewed in relation to Welsh language impact and compliance through the Strategic Planning Office.
- Information published regarding awarding grants and providing financial assistance.

## **2. The number of complaints received (*per class of standards – service delivery, policy making, operational*):**

One complaint has been received during the period of this report that related to both service delivery and operational standards.

**3. The number of employees who have Welsh language skills at the end of the year in question (*on the basis of records under standard 158*)**

Based on records held, the University has 176 employees who have varying proficiency ranging from basic to fluent.

**4. The number of new and vacant posts that were advertised during the year which were categorised according to various requirements in respect of Welsh language skills (*on the basis of records under standard 162*)**

<b>Criteria</b>	<b>Number</b>
Desirable	44
Essential	2
Not required	1

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

Any comments or queries relating to this report should be sent to: [compliance@glyndwr.ac.uk](mailto:compliance@glyndwr.ac.uk)