

Welsh Language Standards Annual Report

1st August 2018 – 31st July 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.

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Introduction

The University is pleased to publish its Welsh Language Standards Annual Monitoring Report covering the period 1st August 2018 to 31st July 2019. The University recognises 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. Ensuring compliance is challenging for the University at a number of levels and progress has been made to date which is recognised by a more detailed level of understanding being demonstrated by members of staff and positive feedback from members of the Welsh community.

The Welsh Language Standards

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/WelshLanguagePolicy/>

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. The content of the report is as follows:

- 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

The ultimate responsibility for the University's compliance with the Welsh language standards lies with the Vice-Chancellor.

A Welsh Language Monitoring Committee was established by the Deputy Vice-Chancellor in August 2018 (following dissolution of the former informal Welsh Language Monitoring Group). 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 Committee has met four times since its inception and, going forward, it will meet four times each Academic year as per its Terms of Reference.

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.

The University employs a Branch Officer of Y Coleg Cymraeg, and a part of whose role is to work with students promoting their rights with regard to the Welsh Language Standards.

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 University translation remains under review through the Welsh Language Monitoring Committee.

Job posts and Welsh Language Skills

The number of new and vacant posts that were advertised during the period of this report, categorised in accordance with the requirements in respect of Welsh language skills:

Criteria	Number
Welsh Essential	3
Welsh Desirable	128
Welsh Not Required	0

Welsh Language Training Provision

The University provided opportunities for, and indeed encouraged, staff to attend Welsh Language training. This was provided at different levels dependent upon staff ability and need. This training was delivered by the Welsh Medium Champion and done in conjunction with Y Coleg Cymraeg with 65 participating through the year. These course were provided free of charge and in work time.

In addition, bespoke training was provided for reception staff in both specific language requirements and to support the work for other areas of the Standards where we need to ensure bi-lingual reception provision.

Active promotion of the Welsh Language and Culture

The University promotes the Welsh culture internally using the intranet, internal news portal and employee induction.

Staff conference in April 2019

Delivered an interactive session entitled '*Understanding Stranded Shawls; making the complex simple*'. *The session enhanced understanding and provided clarity in relation to the Welsh language standards (anagram of Understanding Stranded Shawls)*. Attendees were able to pick up easy tips for good practice, be directed to the help and support available with a variety of Welsh music playing in the background.

St. David's Day 2019 Parade, Wrexham

To celebrate the Patron Saint of Wales, representatives from Wrexham Glyndŵr University; which included our Vice-Chancellor and Student Union President, marched alongside members of the local community as part of the annual St David's Day parade.

A blog was also written explaining 'What's Going On and Why Do We Celebrate?' this day. Link to this blog is: <https://www.glyndwr.ac.uk/en/blog/posts/StDavidsDay/>

Watch this space in the next Annual Report as exciting things to report!

Number of hits received to the Welsh 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 the website page views during the period of this report. The most popular pages viewed being those holding student information such as courses and open days.

	Welsh website	English Website
Unique page views	8,582	1,103,631
Avg. time on page	1m 48s	1m 18s

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.

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 received in relation to Welsh Language Standards

Three complaints were made directly to the Welsh Language Commissioner during the period of this report, all of which related to the service delivery standards.

One formal complaint relating to a service delivery standard was made directly to the University and resolved.

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:

welshcompliance@glyndwr.ac.uk