

# ANNUAL REPORT

COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

2019-20



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# 1. FOREWORD

## 1.1. PURPOSE OF THE REPORT

The Welsh Language (Wales) Measure 2011 places a duty on Grŵp Llandrillo Menai (the Grŵp) to comply with standards in relation to the Welsh language. A standard explains how organisations are expected to use Welsh in different situations.

In accordance with the requirements of the standards, this is the publication of Grŵp Llandrillo Menai's 2019/20 annual report on its implementation of the Welsh Language Standards. The standards are divided into four areas:

- Service delivery
- Policy making
- Operational
- Record keeping

Following receipt of our compliance notice for the Welsh Language Standards, a new Welsh Language Policy was developed that builds on the work already underway within the Grŵp (under the old Welsh Language Scheme).

We recognise the importance of providing a fully bilingual service to learners and members of the public. In particular, the Grŵp recognises the importance of ambitious developments that will foster an environment that promotes the use and growth of the Welsh language among learners, staff and key stakeholders.

The report outlines how the Grŵp complied with the Welsh Language Standards during the period 1 August 2019 to 31 July 2020. It should be noted that the COVID-19 pandemic had a significant impact on the organization during the final third of this reporting period, with all campuses closing at short notice on 24th March 2020 and all services being provided remotely for a period of several months. However, despite the challenges this brought, we continued to ensure that all our services were delivered as usual during this period.

**Publication date: 31 January 2021**

## 1.2. COMPLIANCE SUPERVISION ARRANGEMENTS

Contact details for submitting inquiries: [SafonauCymraeg@gllm.ac.uk](mailto:SafonauCymraeg@gllm.ac.uk)

**Senior Responsible Officer:** Angharad Mai Roberts, Head of Bilingual Development and Learning Resources

**Executive delegation arrangements:** The Grŵp's Panel Iaith (Language Panel) oversees the Welsh Language Policy. Panel Iaith meetings are held twice per term. The chair of the Panel Iaith cascades information to the Grŵp's Tîm Strategol and the Bilingual Development Manager attends Grŵp Tîm Rheoli meetings as and when needed to update managers on any developments, good practice, or any areas/issues that require further attention. Each member of staff is considered responsible for ensuring compliance with the Welsh Language Standards in accordance with the Grŵp's Welsh Language Policy, and awareness of the standards is part of the induction training given to all new staff. In addition, training sessions on the standards are held regularly and any member of staff can book a place on these courses.

**Monitoring:** Monitoring of compliance is undertaken in-house by the Bilingual Development department. This is done through mystery shopper exercises (visits, phone calls, emails, and desk-based work e.g. checking documents and social media content) with the aim of identifying good practice and areas that require additional support or training. This work is done annually and the results are reported to the Panel Iaith, relevant managers and principals.

In addition, the results of the Welsh Language Commissioner's monitoring work and the Welsh Language Commissioner's Assurance Report are used to provide an independent perspective, to identify good practice and areas for improvement.

## 2. ASSESSMENT OF COMPLIANCE

### 2.1. Introduction

We have a duty to produce a Welsh language standards annual report, providing an evaluation of how we promote and facilitate opportunities to use the Welsh language and ensure that the Welsh language is not treated less favourably than English within our organisation. Below is a summary of our compliance with the standards during the period 1 August 2019 to 31 July 2020.

### 2.2. Service Delivery standards

Area	Standard No.	Relevant to	Update (December 2020)	Further developments
Correspondence (letters enquiries and so forth)	1-7	All staff	<p>It is the Grŵp's usual practice to correspond generally bilingually.</p> <p>The Grŵp has an in-house translation department. Any correspondence, or public documents, are translated and / or proofread by a member of the translation team to ensure language accuracy.</p> <p>All emails sent from the Group's email address include a message in the footer stating that correspondence in Welsh or English is welcomed and there will be no delay in responding to correspondence received in Welsh.</p> <p>All correspondence in Welsh from an individual receives a response in Welsh (unless the person has stated that a reply is not required in Welsh). All staff have received guidance and / or training on this, with new staff receiving guidance on this at staff induction.</p> <p>A record of the preferred language of all registered learners and apprentices is kept on the Group's ICT systems</p>	Conduct an internal audit to monitor compliance
Documents and marketing material	37-38, 43-54	Department staff with marketing responsibility	<p>All Grŵp's marketing materials are available bilingually.</p> <p>Documents and marketing materials are translated and / or proofread by a member of the translation team to ensure language accuracy.</p> <p>Anything produced corporately (prospectuses etc) indicates that we are happy to receive correspondence in Welsh or English.</p>	

Reception services	68-72	Main phone line and reception service only.	<p>Staff are available to provide a Welsh language service in the reception areas of all the Grŵp's campuses. Bilingual staff wear the Grŵp's 'Cymraeg' lanyards to convey to visitors that they are Welsh speaking and can offer a reception service in Welsh.</p> <p>A sign is displayed in the reception areas welcoming individuals to use the Welsh language.</p> <p>Reception staff who are not fully fluent, or lack confidence, are offered Welsh lessons to further develop their skills and confidence.</p> <p>An arrangement is in place for another member of staff to respond to an inquiry in Welsh if the individual fails - Rhyl and Abergele staff either contact a bilingual member of staff at the library or transfer to Rhos.</p>	Conduct an internal audit to monitor compliance
Telephone calls	8-22	Main phone line and reception service only	<p>All staff greet individuals in Welsh when they make contact on a main telephone number (or one of the main telephone numbers), or on any helpline or call centre numbers.</p> <p>The main telephone call answering service (or services) plays an automatic message informing callers that a message can be left in Welsh</p> <p>Arrangements are in place in Rhyl and Abergele to transfer an inquiry to a Welsh speaking member of staff. No similar arrangement is needed in CM and CMD.</p>	Conduct an internal audit to monitor compliance
Website	55-59	Marketing team	<p>All text on the Grŵp's website is available in Welsh. All Welsh pages on the website are fully functional. The site clearly states on the English page that the page is also available in Welsh and provides a direct link to the Welsh page.</p> <p>A chat facility has been added to our website during the period of this report, and the facility is available in Welsh. Any message received through the Welsh language chat facility receives a response in Welsh.</p>	The marketing department is currently developing a new website for the Grŵp and its content will be checked for compliance.

			<p>The Welsh Language Commissioner's monitoring report identified a few pages on our website where an image with English text was included on the Welsh page. The marketing team has received advice and guidance on this, and the content of the website has been checked and where necessary images have been changed for those with Welsh text.</p>	
Social media	62-63	Department staff with marketing responsibility	<p>All messages are published bilingually on all the Grŵp's official social media platforms.</p> <p>The Welsh Language Commissioner's monitoring report identified some messages on our social media where the message was bilingual but the image that accompanied the message included English text only. The marketing team has received advice and guidance on this.</p> <p>When individuals make contact through social media in Welsh they receive a reply in Welsh.</p> <p>An increasing number of departments within the Grŵp are creating their own social media accounts, which are administered by departmental staff rather than the marketing team. All Grŵp staff are aware of the need to comply with the language standards when publishing messages on any accounts associated with the Grŵp.</p>	<p>Work is underway to record all social media accounts associated with the Grŵp, across all platforms and across all departments, so that they can be monitored for compliance and staff can be supported.</p>
Meetings	24-36	All staff	<p>Translation department staff are used to provide simultaneous translation at public meetings and events, and human resources meetings e.g. interviews. When internal staff are not available, the services of an external translation company is used.</p> <p>During the pandemic most face-to-face meetings have stopped and virtual methods of meeting adopted instead. Due to the fast-paced nature of the lockdown, we did not have a simultaneous translation facility in place for online meetings for some time, and as a result not all meetings were fully bilingual. However, all present were free to contribute to meetings in the language of their choice. In order to be able to offer simultaneous translation at virtual meetings, the Grŵp has now invested in a Zoom license which allows simultaneous translation.</p>	

### 2.3. Policy Making standards

Area	Standard No.	Relevant to	Update (December 2020)	Further developments
Formulate a policy or modify an existing policy	94-104	Grŵp Tîm Rheoli, Panel Iaith, Director of Curriculum and Quality, Programme Area Managers	<p>All new and modified policies are assessed for impact on the Welsh language. A form recording the assessment is included in the policy document. All such assessments are scrutinized in the Panel Iaith.</p> <p>The Strategic Curriculum Group considers any changes to courses or the introduction of new courses. As part of that process the impact on the Welsh language is considered.</p>	<p>Following the publication of the document 'Policy Making Standards: Creating opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English Language - Good practice advice document' by the Welsh Language Commissioner's Office, and the 'Policy Making Standards - guidance for public bodies' event, on 21st October 2020, need to ensure this new guidance is shared with the Strategic Curriculum Group and Tîm Policy.</p>

### 2.4. Operational standards

Area	Standard	Relevant to	Update (December 2020)	Further developments
Correspondence (letters, enquiries) and so forth)	105 112-118	All Staff	It is the Grŵp's practice to correspond generally bilingually. When correspondence is received in Welsh it will be answered in Welsh.	
Signs and materials on the walls	150-151	All Staff	<p>All official material on the college walls is bilingual.</p> <p>From time to time some English only emergency / temporary signs go up but such incidents have reduced as awareness has</p>	Conduct an internal audit to monitor compliance



			increased among staff of the need to ensure that such messages need to be bilingual.	
Computer software and online systems	127-133	All Staff	<p>All staff have access to computer software for checking Welsh spelling and grammar.</p> <ul style="list-style-type: none"> <li>• All machines on the college network include the Cysgliad package</li> <li>• Everyone who has received equipment from the Grŵp to work from home during the COVID crisis has received equipment that includes the Cysgliad package</li> <li>• Staff and learners have received information on how to download the free Cysgliad package for their personal equipment</li> </ul> <p>Grŵp staff use a range of computer systems for their day-to-day work. Systems developed internally by the Group are available in Welsh. Where systems created by external companies are used, those available in Welsh / bilingually are chosen where possible, including:</p> <ul style="list-style-type: none"> <li>• Porth y Grŵp - Grŵp Intranet</li> <li>• eDrac - learner tracking system</li> <li>• My View - system for recording annual leave, sickness absence, other absences</li> <li>• STEPS - system for recording staff development</li> </ul>	
Staff training	135-140	All Staff	<p>The Grŵp uses the STEPS computer system to manage staff training. The STEPS program is available in Welsh. The program records all training that is available in-house, with a facility for staff to book any training course / session advertised. The system also states if the training course / session is available in Welsh or bilingually, this enables staff to choose the language medium of their training.</p> <p>A range of courses relating to the Welsh language are offered, including:</p> <ul style="list-style-type: none"> <li>• Cymraeg Gwaith - Welsh language lessons for staff. Lessons are available for all ability levels.</li> <li>• Welsh language standards training</li> </ul>	The Bilingual Development department is developing an interactive e-learning package for staff on language awareness. There will be two packages available - one for teaching staff and one for business support staff. The package is expected to be ready by June 2021.

			<ul style="list-style-type: none"> <li>• Sgiliaith training to develop bilingual teaching/assessing skills</li> </ul> <p>A wide range of courses are provided in Welsh or bilingually throughout the year.</p>	
Appointing new staff	145-148	Programme Area Managers	<p>The Grŵp has a Code of Conduct for Recruitment that clearly outlines the expectations for establishing the status of Welsh as either an essential or desirable skill for all new appointments. This code of practice is an integral part of complying with the Welsh Language Standards, and applies to all new appointments (and any vacancies).</p> <p>All new staff go through an induction process. During this time they receive a presentation from the Bilingual Development department on language awareness, an overview of the standards, and the Grŵp's approach to Welsh and bilingualism.</p>	The Grŵp is in the process of further developing the internal process of approving new posts and the guidance given for this process to ensure that full consideration is given to the language needs of the post.
Staff	106-144	All staff	<p>The Grŵp has a computer system to record the language skills of all staff. In addition, the system records the language preference of staff. All staff have access to their personal account on the system and can easily change or update the information.</p> <p>All services, processes and documentation relating to staff employment are available in Welsh.</p> <p>The My View computer system is used to record holidays, absences, and flexible working hours, and is available in Welsh.</p> <p>All staff who are bilingual are given a Grŵp 'Cymraeg' lanyard and all staff are expected to wear the lanyard while at work.</p> <p>Those staff who are not fluent in Welsh have the opportunity to attend Cymraeg Gwaith lessons during their working hours.</p>	Remind all staff to update their skills and language choice details on the Group's 'My View' system.

## 2.5.

## 2.6. Welsh language skills of employees

The table below outlines the information held by the Grŵp regarding the Welsh language skills of its staff:

	Type of Welsh language skills	No. of staff	Fluent		Intermediate		Basic		No Welsh		No information	
Coleg Llandrillo												
1.1	Understanding	436	52	12%	36	8%	147	34%	86	20%	115	26%
1.2	Spoken		49	11%	49	11%	138	32%	106	24%	94	22%
1.3	Written		41	9%	41	9%	121	28%	133	31%	100	23%
Coleg Menai & Meirion-Dwyfor												
2.1	Understanding	416	213	51%	25	6%	36	9%	14	3%	128	31%
2.2	Spoken		208	50%	25	6%	40	10%	15	4%	128	31%
2.3	Written		182	44%	35	8%	50	12%	21	5%	128	31%
Academic Services												
3.1	Understanding	238	104	44%	14	6%	50	21%	22	9%	48	20%
3.2	Spoken		101	42%	11	5%	48	20%	28	12%	50	21%
3.3	Written		94	39%	13	5%	44	18%	37	16%	50	21%
Corporate Services												
4.1	Understanding	211	50	24%	16	8%	49	23%	44	21%	52	25%
4.2	Spoken		48	23%	13	6%	44	21%	52	25%	54	26%
4.3	Written		45	21%	10	5%	43	20%	60	28%	53	25%
Busnes@												
5.1	Understanding	239	106	44%	22	9%	41	17%	27	11%	43	18%
5.2	Spoken		104	44%	16	7%	46	19%	29	12%	44	18%
5.3	Written		90	38%	21	9%	41	17%	42	18%	45	19%
Grŵp Llandrillo Menai												
6.1	Understanding	1540	525	34%	113	7%	323	21%	193	13%	386	25%
6.2	Spoken		510	33%	114	7%	316	21%	230	15%	370	24%
6.3	Written		452	29%	120	8%	299	19%	293	19%	376	24%

## 2.7. Recruiting to new and existing posts

During the period of this report 153 posts were advertised and 93 appointments were made. 82% of individuals appointed to posts had Welsh language skills, 54% considered themselves fully fluent.

	Number of posts advertised	Number and percentage of 'Welsh desirable' posts		Number and percentage of 'Welsh essential' posts		Number of appointments	Number and percentage of fluent Welsh speakers appointed		Number and percentage of individuals appointed with some Welsh language skills	
		Number	Percentage	Number	Percentage		Number	Percentage	Number	Percentage
Academic Services	29	15	52%	14	48%	16	13	81%	1	6%
Corporate Services	13	10	77%	3	23%	7	3	43%	2	29%
Business@	19	8	42%	11	58%	11	8	73%	2	18%
Coleg Llandrillo	41	40	98%	1	2%	31	6	19%	17	55%
Coleg Menai and Meirion Dwyfor	54	18	33%	36	67%	31	24	77%	4	13%
<b>Grŵp Llandrillo Menai</b>	<b>156</b>	<b>91</b>	<b>58%</b>	<b>65</b>	<b>42%</b>	<b>96</b>	<b>54</b>	<b>56%</b>	<b>26</b>	<b>27%</b>

## 2.9. Welsh Training to employees

Listed below show the number of employees who attended specific vocational training in Welsh during the reporting period. It should be noted that the focus of our training program has changed as a result of the pandemic, with the main focus being on adapting working / teaching methods during lockdown.

Training Area	Number of events	Number of bilingual events	Percentage of bilingual events	Number attended bilingual sessions	Percentage of total staff attending the course who attended the bilingual version
Dealing with the public	3	3	100%	21	100%
Staff induction	14	14	100%	116	100%
Health and Safety	55	11	20%	164	21%
Health and Safety (online course)*	28	28	100%	2642	100%

\*bilingual online courses

## 2.10. Language skills and awareness training to employees

In addition to vocational training, a number of other training sessions relating to the Welsh language were held:

Training Area	Number of staff attended
Cymraeg Gwaith	33
Welsh Language Standards	15
Seren Iaith Training	10
Bilingualism Toolkit	12
Language awareness	53

## 1.1. Complaints

The Grŵp did not receive any complaints relating to our compliance with the Welsh language standards during the year 2019-20. If any complaints are received they will be dealt with in accordance with our complaints policy. A copy of the complaints policy is available on our website.