

ANNUAL REPORT

COMPLIANCE WITH THE WELSH STANDARDS

2023-24



CONTENT

1. Introduction	2
2. Background / context of the report	3
COMPLIANCE SURVEY AND MONITORING ARRANGEMENTS	4
3. Issues Arising During the Report Period	4
3.1. Service Delivery Standards	6
3.2. Policy Making Standards	8
3.3. Operating Standards	9
3.4. Record keeping and ancillary matters	1
3.5. Welsh Language Skills of Employees	12
3.6. Recruitment and New Vacancies Held	15
3.7. Welsh language training for employees	16
3.8. Language training and language awareness for employees	16
3.9. Complaints	18
4. Conclusions and recommendations	18

1. Introduction

Grŵp Llandrillo Menai was established in 2012 as a result of the merger of Coleg Llandrillo, Coleg Menai and Coleg Meirion-Dwyfor. It employs approximately 1,500 staff and delivers courses to approximately 21,000 students, including over 1,500 higher education students, across Anglesey, Conwy, Denbighshire and Gwynedd. The Grŵp's aim is to support the economy of North Wales by equipping local people with the skills and qualifications needed to ensure the competitiveness and success of the region. Our new strategic plan can be read [here](#).

Grŵp Llandrillo Menai (The Grŵp) is committed to providing a fully bilingual service to learners and members of the public. In particular, The Grŵp recognizes the importance of ambitious developments that will foster an environment that will promote the use and growth of the Welsh language among learners, staff and key stakeholders.

The Welsh Language (Wales) Measure 2011 places a duty on the Grŵp to comply with Welsh language standards. A standard explains how an organisation should use Welsh in different situations.

In accordance with the requirements of the standards, The Grŵp's 2023/24 annual report on its implementation of the [Welsh Language Standards](#). The report outlines how The Grŵp complied with the Welsh Language Standards during the period 1 August 2022 to 31 July 2023.

The Grŵp published its Welsh Language Policy in July 2021 which has been in force throughout the period of this report. The policy outlines our intention to provide bilingual services to learners and the public and to expand the range of higher education, further education and work-based learning provision available to learners. The policy also outlines The Grŵp's intention to grow our bilingual workforce through the recruitment process and by offering training and support to The Grŵp's current staff. To support our Welsh Language Policy, The Grŵp has a comprehensive bilingual development action plan which sets out clear and measurable targets to develop further as a fully bilingual organisation.

Date of Publication: 31 January 2024

2. Background / context of the report

The Welsh Language (Wales) Measure 2011 places a duty on the Grŵp to comply with Welsh language standards. A standard explains how an organisation is expected to use the Welsh language in different situations.

In accordance with the requirements of the standards, this is the publication of The Grŵp's 2023/24 annual report on its implementation of [Standards of the Welsh language](#). The standards are divided into four areas:

- Service Delivery
- Policy Making
- Operational
- Record keeping

The Grŵp's arrangements for overseeing compliance with the standards and promoting and facilitating the use of Welsh can be found [here](#).

COMPLIANCE OVERSIGHT AND MONITORING ARRANGEMENTS

Contact details for submitting enquiries: SafonauCymraeg@gllm.ac.uk

Senior responsible officer: Angharad Mai Roberts, Director of Bilingualism Development, Learning Resources and Skills

Executive responsibility Delegation arrangements: The Grŵp's Panel Iaith (Language Panel) oversees the Welsh Language Policy. Panel Iaith meetings are held twice a term. The chair of the Panel Iaith will cascade information to The Grŵp's Strategic Team meetings and the Bilingual Development Manager will report back to the Management Team meetings when managers need to be updated on any developments, good practice, or any areas / issues that require attention or further support. It is considered that each member of staff is 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 members of staff. During 2021/22 The Grŵp developed an online e-learning resource for staff to provide the necessary Welsh language awareness training. This resource went 'live' in January 2022 and is available to all staff via The Grŵp's Moodle platform. This e-learning course has been added to the list of compulsory courses for staff in The Grŵp's CPD plan.

The Grŵp's Panel Iaith approves this report. The report will then be presented to the Strategic Team and the Governors.

Monitoring: The monitoring work is undertaken internally by the Bilingual Development department. This is done through secret shopper methods (visits, phone calls, e-mails, and desktop work e.g. checking documents and social media content) with the aim of identifying good practice and the areas that require additional support or training. This work is done once a year and the results and outputs are reported to the Panel Iaith and

the relevant managers and Principals. Follow-up action is taken when issues of non-compliance are identified.

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

The Grŵp's complaints procedure can be found on our [website](#), which sets out the procedure for dealing with complaints about compliance with Welsh language standards.

3. Issues Arising During the Report Period

Grŵp Llandrillo Menai is proud to be a fully bilingual organisation that aims for the highest level of compliance with Welsh Language Standards.

During the period of this report Grŵp Llandrillo Menai has continued to grow its bilingual services and provision, and has developed new ways of increasing the use of the Welsh language across the organisation. Some successes seen during this reporting period include:

- Appoint three Welsh language facilitators (funded by the Coleg Cymraeg Cenedlaethol) to work with specific departments at Coleg Llandrillo and Coleg Glynllifon in order to ensure that learners have every possible opportunity to present their work in Welsh and receive appropriate support to work through Welsh
- 15 Welsh classes work across the different levels of Welsh for staff with 74 members of staff attending the classes
- Start offering intensive Welsh courses to staff for the first time
- Review and strengthen The Grŵp's Welsh language policy
- Develop new guidelines for marketing staff in terms of translating social media posts and articles from English to Welsh
- 91% of staff have informed us of their Welsh language skills on our internal human resources system (up from 76% two years ago)
- 12 staff have received Welsh language awards for their efforts to learn the language or for promoting the Welsh language within their departments

3.1. Service Delivery Standards

Below is a summary of how The Grŵp complied with the Service Delivery Standards between 1 August 2022 and 31 July 2023:

Area	Standard Number	(December 2022)
Correspondence (letters, inquiries etc.)	1-7	<p>The Grŵp's practice is to correspond bilingually in general.</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>The practice is to respond to all Welsh correspondence in that language (unless the person has stated that there is no need to reply in Welsh). The practice is to ensure that there is no delay in answering correspondence received in Welsh.</p> <p>A record of the language choice of each registered learner and apprentice is kept on The Grŵp's ICT systems.</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>
Telephone calls and reception service	8-22 65-72	<p>All reception staff greet bilingually when answering a call on a main telephone number (or one of the main telephone numbers), or any helpline or call centre numbers. The main telephone answering service (or services) plays a bilingual automatic message to say that a message can be left in Welsh. Arrangements are in place in Rhyl and Abergele to transfer an inquiry to a member of staff who speaks Welsh. Similar arrangement is not required in CM and CMD.</p> <p>Staff are available to provide a Welsh language service in all The Grŵp's campus receptions. Bilingual staff wear The Grŵp's 'Welsh' lanyard to convey to visitors that they speak Welsh and can offer a reception service in Welsh. Signs are displayed in the receptions welcoming individuals to use the Welsh language. Welsh lessons are offered to reception staff who are not completely fluent, or who lack confidence, in order to further develop their skills and confidence.</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>
Meetings	24-36	<p>The Grŵp's staff have received guidance and training on the need to hold meetings in Welsh when inviting people to meetings. Update training is offered regularly as well as induction for new staff which includes training on the requirements of the Welsh language standards on us as an organisation.</p>
Publicity and marketing, documents and forms	37-38 43-54 73-79	<p>All publicity and marketing material produced, and all material publicly displayed by The Grŵp, is produced/displayed 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> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>
Public events	40-42	<p>All information produced in relation to graduation and awarding ceremonies is produced bilingually. Guest speakers are invited to speak in Welsh and simultaneous translation is provided when speeches and presentations are made in Welsh.</p>
Online presence	55-64	<p>The Grŵp launched a new website in January 2022. The website is fully bilingual and after solving some problems during the change to a new website, specifically some cases where the links to Welsh pages would go to English pages instead than the Welsh ones, English and Welsh are now consistent. All the issues have now been rectified, and the marketing team checks the website from time to time to ensure that no more such issues exist.</p> <p>All messages are published bilingually on all The Grŵp's official social media platforms.</p> <p>Marketing has developed guidelines for marketing staff in terms of translating social media posts and articles from English to Welsh. If any Welsh post or article is incorrect, these are amended immediately and recorded on a spreadsheet kept by the line manager. If a team member continues to make mistakes, then training is provided.</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>
Procurement	80-84	<p>Invitations to tender are published in Welsh where the text of the contract suggests that it should be published in Welsh, or if the anticipated audience, and their expectations, suggest that the invitation should be published in Welsh.</p> <p>0 Tenders were published in Welsh 2022/23 and 0 tender responses in the same period.</p> <p>However, if the context of the tender required or expected Welsh, then the Tender would be published in Welsh.</p> <p>This is something that Procurement is committed to and has demonstrated in previous years.</p>
Promoting the Welsh language	85-87	<p>All The Grŵp's promotional activities are undertaken in Welsh and English, or bilingually.</p>
Learners and learning opportunities	88-93	<p>Learners in The Grŵp are informed of their rights under the Welsh language standards during the induction period and during tutorial sessions. The Grŵp also takes part in the annual 'Welsh Language Rights Day' with awareness raising activities across all campuses.</p> <p>Learners also have access to the 'Help with Welsh' website, which was developed in-house, which provides information about their rights to use the Welsh language, and links to useful tools and resources.</p>

		<p>The officers of The Grŵp's Coleg Cymraeg Cenedlaethol branch promote the value of the Welsh language as a skill among learners, and organize a variety of events and activities to give learners a wide range of opportunities to practice and use their Welsh in informal and social situations.</p> <p>Three Welsh Language Facilitators have been employed to support the four priority programme areas of the Coleg Cymraeg Cenedlaethol, as follows:</p> <ul style="list-style-type: none"> • Sport and Public Services (Coleg Llandrillo) - until July 2024 • Public Services (Coleg Llandrillo) and Animal Care (Glynllifon) - until July 2024 • Health & Social Care (Coleg Llandrillo, Further Education and WBL) - until July 2024
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3.2. Policy Making Standards

Below is a summary of how The Grŵp complied with the Policy Making Standards between 1 August 2022 and 31 July 2023:

Field	Number Standard	(December 2022)
Formulate a policy or modify an existing policy	94-104	<p>All new policies and all policies that are modified are assessed for impact on the Welsh language. Where necessary, policies are returned to the person who created them if amendments are needed to ensure that the Welsh language is not treated less favourably than English. The Panel Iaith scrutinises all policy impact assessments on the Welsh language.</p> <p>The Strategic Curriculum Group considers changes to courses or the introduction of new courses. As part of this process the impact on the Welsh language is considered.</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>

3.3. Operating Standards

Below is a summary of how The Grŵp complied with the Operating Standards between 1 August 2022 and 31 July 2023:

Area	Standard No	Update (December 2022)
Welsh Language Policy	105	<p>The Grŵp has a Welsh Language Policy (last updated June 2023) and Operating Procedure on the Welsh Language and Bilingualism that goes with it. Both documents are available to staff through The Grŵp Portal.</p> <p>The following has been updated in the Welsh Language Policy:</p> <ul style="list-style-type: none"> • Section 3.2 states that The Grŵp will notify learners of the rights they have • Section 4.2.3 which strengthens the statement that individuals who correspond with The Grŵp in Welsh will receive a response in Welsh, and there will be no delay in responding to correspondence received in Welsh

		<ul style="list-style-type: none"> • Section 4.3.5 which states that there will be publications that are published in Welsh and English separately, that the English version will clearly state that the publication is also available in Welsh • 6.4.1 states that The Grŵp will consider the impact of awarding grants on the Welsh language (when providing financial support or grants). Appendix A is a document that provides further information and guidance on the awarding of grants. This is a new section to the policy.
Employees	106-111 119-126 134 141-144	<p>The Grŵp's HR system (MyView) enables staff to declare their own Welsh skills and record their preferred communication language. The 'MyView' interface is available in Welsh and English and staff can choose which language to use when they log in to the system. The MyView system is used to record annual leave, absences, TOIL, performance review, and provides access to payslips and P60; all of them can be seen in Welsh if Welsh is selected when logging in.</p> <p>The system has been updated so that letters containing a small roof display correctly (as this did not happen before).</p> <p>All services, processes and documentation related to employing staff are available in Welsh.</p> <p>All members of staff who are bilingual are provided with The Grŵp's 'Welsh' lanyard and all members of staff are expected to wear the lanyard while at work.</p> <p>Those staff who are not fluent have the opportunity to attend Work Welsh courses during their working hours, and a self-study option was introduced during the period of this report. Other, informal opportunities to practise and develop Welsh language skills are also offered to staff, including 'Dros Baned' (conversation over a cup of tea/lunch), and 'Bydis Cymraeg' (where they are paired with a speaker Fluent Welsh and meet regularly for a chat).</p> <p>INTENSIVE WELSH COURSE FOR STAFF Grŵp Llandrillo Menai offers an intensive Welsh learning course for staff. This means that staff can attend Welsh lessons for 5 hours a week, instead of the usual 2 hours. This course is offered as part of our new recruitment policy and the Human Resources department is asked to refer new members of staff, who have one level of Welsh below that in the job description, to our language tutors.</p> <p>Our first course started in April with five learners. The course runs 9-10am, Monday to Friday. Two learners will sit the WJEC Entrance exam in January, with the other three learners sitting the exam in June.</p>
Computer software and Online Systems	127-133	<p>All members of staff have access to computer software for checking Welsh spelling and grammar.</p> <ul style="list-style-type: none"> • All the college's network PCs include the Cysgliad package • Everyone who has received equipment from the Grŵp to work at home has received equipment that includes a Cysgliad package • Staff and learners have received information on how to download a free Cysgliad pack for personal equipment

		See the result of the internal audit for 2022-23 in Appendix 1.
Training for staff	135-140	<p>All the staff are offered opportunities to develop their Welsh skills, from beginners to proficiency level. Staff have the choice of attending a weekly 2-hour lesson with a Welsh tutor during their normal working day, or completing an online self-study course. The Grŵp also now offers intensive Welsh language courses for staff. This course is mainly offered to new staff in order to improve their Welsh as quickly as possible to meet the needs of the job, but it is also available to existing staff of the Grŵp (with the agreement of their line manager)</p> <p>The Grŵp also offers a comprehensive CPD programme for staff. Many courses offered and presented are available in Welsh/bilingual. Where courses listed in the compliance notice are presented, a Welsh/bilingual option will be available to staff.</p> <p>3 training sessions were held for reception staff and the Learner Services department in July 2023. The intention of these training sessions was to give staff an update on the requirements of the Language Standards and how they would relate to the Standards as part of their roles. An information session was provided before holding a workshop with examples to consider. 11 members of staff attended the sessions.</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>
Vacancies and appointment of new staff	145-149	<p>The Welsh language skill requirements of new and vacant positions are assessed and details can be found in the job description. All vacancies are advertised in Welsh and English and The Grŵp welcomes applications in Welsh. The Grŵp's job application form asks candidates if they wish to use the Welsh language in an interview or in any other method of assessment. At times when the candidate wishes to use Welsh and the members of the interview panel are non-Welsh speaking, simultaneous translation is used.</p> <p>The Grŵp is currently reviewing its method of applying for a job, moving to an online application process. The new online application form will be available in Welsh.</p> <p>The Grŵp has also reviewed its recruitment policy, looking specifically at the Welsh language skills requirements of each new position in order to strengthen The Grŵp's commitment to developing a bilingual workforce. To support the implementation of the new recruitment policy, a new intensive Welsh course for staff has also been established, and staff are referred to the intensive course during the recruitment period if they need to develop their Welsh skills.</p>
Signs	150-152	<p>All the official material on the college walls is bilingual</p> <p>See the result of the internal audit for 2022-23 in Appendix 1.</p>

3.4. Record keeping and ancillary matters

Below is a summary of how The Grŵp complied with the Record Keeping Standards between 1 August 2022 and 31 July 2023:

Area	Standard Dim	Update (December 2022)
Record keeping - complaints	154 - 156 164, 170 176	All complaints received are managed by the Grŵp Governance and Information Director. Details of each complaint, subsequent investigation and findings are recorded.
Records - employees	158-162	The Grŵp's Human Resources department manages all records relating to staff and recruitment. Staff can self-declare their Welsh skills through 'My View', our HR portal. From September 2022 staff can complete the National Welsh Learning Center's 'Level Checker' to assess their Welsh skills if they wish. Since September 2022, the 'Level Checker' is compulsory for all new members of staff who are recruited with a condition of employment to learn Welsh.
Recording and reporting	157 163 165-169 171-175 177-182	<p>The Bilingual Development team, which reports to the Panel Iaith, is responsible for monitoring compliance and providing support, guidance and training to staff as required. An internal audit of compliance is carried out annually and regular spot checks are carried out to check compliance, with any issues that arise being reported to the Panel Iaith and the relevant managers.</p> <p>Following the annual audit, an action / quality development plan is created which is monitored by the Panel Iaith.</p>

3.5. Welsh Language Skills of Employees

The tables below outline the information The Grŵp has about the Welsh language skills of its staff:

Written	Academic Services						Corporate Services						Grŵp					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	148	38.9%	139	39.6%	98	37.4%	49	31.0%	44	29.1%	51	23.0%	656	36.1%	544	35.2%	470	31.2%
Intermediate B1	37	9.7%	27	7.7%	18	6.9%	14	8.9%	11	7.3%	12	5.4%	178	9.8%	137	8.9%	114	7.6%
Basic A1/A2	95	25.0%	85	24.2%	51	19.5%	36	22.8%	36	23.8%	49	22.1%	449	24.7%	367	23.7%	303	20.1%
No Welsh	71	18.7%	65	18.5%	42	16.0%	46	29.1%	48	31.8%	60	27.0%	376	20.7%	331	21.4%	283	18.8%
Unknown	29	7.6%	35	10.0%	53	20.2%	13	8.2%	12	7.9%	50	22.5%	160	8.8%	168	10.9%	337	22.4%

Understanding	Academic Services						Corporate Services						Grŵp					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	163	42.9%	156	44.4%	109	41.6%	62	39.2%	54	35.8%	58	26.1%	760	41.8%	636	41.1%	547	35.5%
Intermediate B1	41	10.8%	31	8.8%	20	7.6%	11	7.0%	10	6.6%	17	7.7%	196	10.8%	148	9.6%	126	8.2%
Basic A1/A2	106	27.9%	92	26.2%	56	21.4%	44	27.8%	47	31.1%	54	24.3%	471	25.9%	395	25.5%	314	20.4%
No Welsh	43	11.3%	39	11.1%	26	9.9%	30	19.0%	31	20.5%	44	19.8%	236	13.0%	205	13.3%	188	12.2%
Unknown	27	7.1%	33	9.4%	51	19.5%	11	7.0%	9	6.0%	49	22.1%	156	8.6%	163	10.5%	365	23.7%

Speaking	Academic Services						Corporate Services						Grŵp					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	156	41.1%	151	43.0%	105	40.1%	58	36.7%	50	33.1%	55	24.8%	733	40.3%	618	39.9%	532	34.7%
Intermediate B1	31	8.2%	23	6.6%	16	6.1%	12	7.6%	11	7.3%	16	7.2%	157	8.6%	117	7.6%	98	6.4%
Basic A1/A2	110	28.9%	95	27.1%	56	21.4%	36	22.8%	36	23.8%	49	22.1%	476	26.2%	391	25.3%	313	20.4%
No Welsh	53	13.9%	46	13.1%	32	12.2%	39	24.7%	42	27.8%	51	23.0%	292	16.1%	252	16.3%	224	14.6%
Unknown	30	7.9%	36	10.3%	53	20.2%	13	8.2%	12	7.9%	51	23.0%	161	8.9%	169	10.9%	368	24.0%
	380		351		262		158		151		222		1819		1547		1540	

Written	Business@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	119	42.2%	99	40.4%	95	41.9%	37	10.8%	43	11.3%	38	9.8%	246	51.9%	216	52.2%	188	46.0%
Intermediate B1	34	12.1%	29	11.8%	23	10.1%	29	8.5%	27	7.1%	24	6.2%	49	10.3%	43	10.4%	37	9.0%
Basic A1/A2	65	23.0%	48	19.6%	39	17.2%	131	38.2%	135	35.3%	109	28.2%	75	15.8%	62	15.0%	55	13.4%
No Welsh	56	19.9%	51	20.8%	39	17.2%	113	32.9%	136	35.6%	118	30.5%	43	9.1%	31	7.5%	24	5.9%
Unknown	8	2.8%	18	7.3%	31	13.7%	33	9.6%	41	10.7%	98	25.3%	61	12.9%	62	15.0%	105	25.7%
Understanding	Business@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	142	50.4%	117	47.8%	109	48.0%	48	14.0%	56	14.7%	50	12.9%	276	58.2%	250	60.4%	221	50.0%
Intermediate B1	30	10.6%	27	11.0%	25	11.0%	46	13.4%	44	11.5%	37	9.6%	49	10.3%	36	8.7%	27	6.1%
Basic A1/A2	68	24.1%	57	23.3%	40	17.6%	147	42.9%	152	39.8%	125	32.3%	64	13.5%	46	11.1%	39	8.8%
No Welsh	34	12.1%	26	10.6%	23	10.1%	69	20.1%	89	23.3%	77	19.9%	24	5.1%	20	4.8%	18	4.1%
Unknown	8	2.8%	18	7.3%	30	13.2%	33	9.6%	41	10.7%	98	25.3%	61	12.9%	62	15.0%	137	31.0%
Speaking	Business@						Coleg Llandrillo						Coleg Menai and Coleg Meirion-Dwyfor					
	2022-23		2021-22		2020-21		2022-23		2021-22		2020-21		2022-23		2021-22		2020-21	
Fluent B2/C1	136	48.2%	116	47.3%	108	47.6%	47	13.7%	55	14.4%	48	12.4%	270	57.0%	243	58.7%	216	49.4%
Intermediate B1	27	9.6%	19	7.8%	17	7.5%	31	9.0%	28	7.3%	23	5.9%	40	8.4%	36	8.7%	26	5.9%
Basic A1/A2	74	26.2%	62	25.3%	45	19.8%	141	41.1%	148	38.7%	123	31.8%	70	14.8%	49	11.8%	40	9.2%
No Welsh	37	13.1%	30	12.2%	26	11.5%	91	26.5%	110	28.8%	95	24.5%	33	7.0%	24	5.8%	20	4.6%
Unknown	8	2.8%	18	7.3%	31	13.7%	33	9.6%	41	10.7%	98	25.3%	61	12.9%	62	15.0%	135	30.0%
Total	282		245		227		343		382		387		474		414		437	

In 2022/23, on average, there are 716 or 39% (an increase in number of 599, but not in %, in 2021/22) of The Grŵp's employees stating that they are fluent in Welsh (across the three skills). 301, or 17% (an increase of 262, 16% from 2021/22) of the staff said they had no Welsh skills (across three skills), this has increased by 1% annually since 2020/21. The Welsh language skills of The Grŵp's employees are collected on our internal human resources system (MyView). All members of staff are required to update the relevant section on their personal profile. The number of staff who have not completed this section has fallen from around a quarter to around 9% over the last three years. The requirement to complete this form continues to be included in the annual staff review forms and therefore we should see a continued reduction in the number of staff who have not yet completed the form. We attribute the higher number of staff who are fluent and those who have no Welsh skills to get a more accurate picture of staff skills, because staff complete the information on our systems.

The restructuring of provision has meant that Coleg Menai / Coleg Meirion Dwyfor has seen an increase in the number of staff as all The Grŵp's Adult and Community Education provision is now under these colleges.

As already mentioned, The Grŵp has clear workforce development plans which include developments in our Recruitment Policy and Intensive Welsh Learning Programme for staff.

3.6. Recruitment and New Vacancies Held

Our recruitment data is in academic years, so it covers 01/09/22 - 31/08/23. During this period we managed 312 recruitment processes. Of these, 140 jobs (45%) were advertised as requiring skills to understand Welsh at an Advanced level. 104 jobs (33%) were advertised as requiring linguistic courtesy. The definitions of our new recruitment policy were used to formulate these requirements. At the moment, The Grŵp does not use the 'No Welsh skills required' categories.

During the reporting period The Grŵp's new 'Staff Recruitment and Selection Policy' has been implemented for the first time. The revised policy, approved by the board in July 2022, strengthens The Grŵp's commitment to developing a bilingual workforce, making Welsh skills essential for all jobs, but distinguishing between the different skills (understanding, speaking and literacy), and levels as appropriate for each position.

By now, all advertised jobs include essential elements of Welsh language skills. This may include a combination of essential and desirable skills or all essential skills. For example, if we are advertising for an administrative assistant position at Coleg Llandrillo:

Welsh skill	Essential	Desirable
Understand	Fluent	-
Speaking	Fluent	-
Literacy	Intermediate	Fluent

In conjunction with the new recruitment policy, a new intensive Welsh learning programme for staff has been established to support the implementation of the Recruitment Policy. 5 applications were received from the Human Resources department, where individuals were appointed with language skills one level lower than what was advertised. An intensive Welsh learning course started in April 2023. These learners will sit the WJEC Welsh for Adults Entry level exam during the academic year 2023-24.

3.7. Welsh language training for employees

Field of Training	Number of Welsh sessions attended	% attend Welsh sessions	Number attending English language sessions	Number attending bilingual sessions	% who attend bilingual sessions
Recruitment and interviewing	N/A	N/A	N/A	N/A	N/A
Performance management	N/A	N/A	N/A	N/A	N/A
The complaints and disciplinary procedure	N/A	N/A	N/A	N/A	N/A
Dealing with the public	N/A	N/A	N/A	32	100%
Orientation of staff	N/A	N/A	N/A	28	100%
Health and safety	N/A	N/A	N/A	161	100%

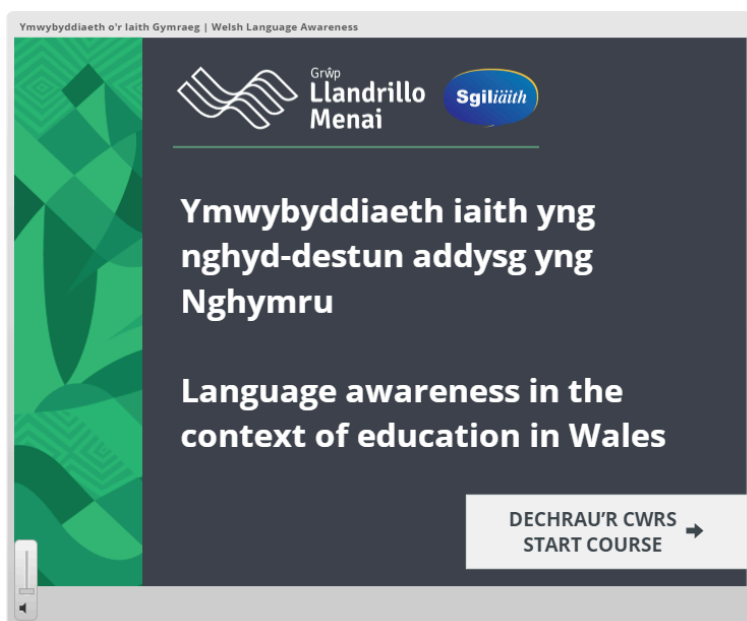
3.8. Language training and language awareness for employees

The Grŵp is committed to supporting staff to develop their Welsh skills and providing a range of courses for staff through the Cymraeg Gwaith programme. These classes are available to staff during working hours. Staff have the option of attending 2 hour lessons per week with a tutor or completing an online self-study course. The Cymraeg Gwaith scheme runs from April to March each year and data is collected accordingly. In addition to that, this is the first academic year that we have offered the intensive Welsh courses to staff. The numbers are small at the moment as it is a new initiative. These new courses will need to be reviewed regularly to ensure that staff who are appointed to jobs where improving the Welsh language is a condition of the job attend the lessons and make appropriate progress. The Panel Iaith will also need to review the procedure for referring new staff from the human resources department to the bilingualism department.

	April 2022 - March 2023		April 2023 onwards	
	Number of classes	Number on the course	Number of classes	Number on the course
Tutor led courses				
Entry 1	3	23	4	33
Entry 2	1	6	1	2
Foundation	3	12	2	15
Intermediate	2	10	2	9
Higher	1	3	1	3

1:1 (Management team)	3	3	5	5
Online self-study courses				
Entry	1	16	1	9
Foundation	1	1	1	2
Intensive Welsh Course for Staff				
Entry	0	0	1	5
Total	15	74	18	83

There is a new language awareness e-learning resource for The Grŵp's staff that has been in use for a year and a half now. The resource is hosted on The Grŵp's Moodle site and is part of The Grŵp's mandatory CPD training for staff.



The resource includes:

- An overview of the history of the Welsh language and the impact of this history on the language today
 - An update on the position of the Welsh language in education in terms of policies, legislation and strategies
 - Information about support with the Welsh language in Grŵp Llandrillo Menai

Since 2021/22, 644 staff have started the online course. 553 passed and 71 not yet completed.

3.9. Complaints

The Grŵp did not receive any complaints relating to our compliance with Welsh language standards during the year 2022-23. If any complaints are received, we will deal with them in accordance with our complaints policy. A copy of the complaints policy is available on our website.

4. Conclusions and recommendations

The Grŵp is fully committed to complying with the Welsh Language Standards and the content of the report shows that we have made progress with groups of standards across many areas.

Our internal audit process is now firmly established and allows us to monitor and assess our level of compliance with Welsh language standards, as set out in our compliance notice. The process also enables us to identify any corrective action required and any training and development requirements.

The Panel Iaith is key in leading on compliance issues and triggering positive change in the use of the Welsh language across the organisation. The Panel Iaith led the review of The Grŵp's Recruitment Policy looking specifically at the Welsh language skills requirements of each new position in order to strengthen The Grŵp's commitment to developing a bilingual workforce. This process has included detailed consultation with staff, learners and other stakeholders to ensure that the policy is sound and practical. The new policy has been active since September 2022 and is supported by a new intensive Welsh learning programme for staff. The new Recruitment Policy and the intensive Welsh language program for staff is monitored by the Panel Iaith and regular reports are submitted to the Panel on the number of staff attending the intensive course. We are in the process of moving from applying for a job by email (PDF application form) to a completely online process. This process has caused a delay in the practicality of implementing the new recruitment policy and therefore it will be necessary to monitor the situation carefully to ensure that positions are advertised and that appointments are made in accordance with the policy .

The bilingual development team, under the supervision of the Panel Iaith, will continue to monitor and review compliance, and provide training and support to all departments, to ensure that the Welsh language is not treated less favourably than English in the Llandrillo Group Menai. Based on the findings of the latest audit the focus in 2023/24 will be on:

1. Continue to carry out an annual internal audit (under the care of the Director of Bilingualism Development, Learning Resources and Skills)
2. Monitor the implementation of The Grŵp's new recruitment policy, including references to the bilingual team for intensive Welsh lessons (supervised by the Director of Human Resources)
3. Monitoring the implementation of an intensive Welsh course for staff (under the care of the Director of Bilingualism Development, Learning Resources and Skills)
4. Review marketing material, with an emphasis during the next period on the new website (under the care of the Head of Learner Services)
5. Ensure that all members of staff complete the online language awareness course
6. Remind all staff of their individual responsibilities under the requirements of the Welsh Language Standards through an effective Group-wide communication campaign (under the auspices of the Policy Team)

Appendix 1

Welsh Language Standards - Internal Compliance Audit 2022/23

Grŵp Llandrillo Menai accepted [Notice of Compliance](#) by the Welsh Language Commissioner's Office 29/09/2017. This compliance notice outlines our responsibilities under the Welsh Language Standards. This internal audit was completed during the period December 2022 - March 2023, to check if The Grŵp complies with the Welsh Language Standards and to identify any training needs that may exist.

The following table outlines the steps taken, and the responses received, during the internal audit.

category	Subcategory	Action and result of internal audit	Action
Services	Correspondence	<p>E-bost</p> <p>A Welsh email and an English email were sent to The Grŵp's 9 email addresses.</p> <ul style="list-style-type: none"> ● A prompt Welsh answer was received from 7. ● There was no reply to the Welsh or English message from 2 email addresses and so another message was sent. <ul style="list-style-type: none"> ○ A prompt Welsh answer was received from 1. ○ An English answer to a Welsh inquiry was received by 1. 	<p>CJ has informed the manager in the department where no response was received in Welsh.</p> <p>SW in the process of organising training for reception staff throughout the college on the requirements of the Welsh Language Standards.</p> <p>3 training sessions held for reception staff during July 2023. 13 members of staff attended.</p>
		<p>Online contact form</p> <p>A message was sent in Welsh through the 'Contact us' page on the website and a Welsh reply was received.</p> <p>This form contains a message indicating that correspondence in Welsh is welcome.</p>	
		<p>Webchat</p> <ul style="list-style-type: none"> ● A 'webchat' message was sent in Welsh and a reply was received in Welsh. ● The 'webchat' message does not indicate that correspondence in Welsh is welcome. ● The Welsh 'webchat' message includes English text on the chat start button - 'Start the chat'. 	<p>SE to inform the manager of the need to include a message on the 'webchat' to indicate that correspondence in Welsh is welcome.</p> <p>SE to inform the manager of the text 'Start the chat' in English on the Welsh side of</p>

			the website.
Phone calls	<p>8 Welsh phone calls were made to main switchboards across The Grŵp.</p> <ul style="list-style-type: none"> • A Welsh language service was received on 6 occasions. • On one occasion, he greeted the respondent in Welsh and then said that he understood Welsh but was unable to speak it. The respondent did not give the option to transfer the call to a Welsh speaker. • Tried calling one site several times but no answer. 		
Receptions	<p>7 sites were visited as part of the audit, on each occasion there was a Welsh language service and reception staff wore lanyards indicating that they could communicate in Welsh.</p> <p>3 sites had a sign indicating that individuals are welcome to use Welsh in the reception.</p>		<p>CJ to arrange for a sign to be distributed to all receptions in the college.</p> <p>CJ sent folding posters to all sites 24/04/23. CJ will check if these are up when visiting sites in season 3 (and carry extras in the car).</p> <p>CJ has also given a few Welsh lanyards to the reception desks.</p>
Signs	<p>Signs were looked at at 3 sites.</p> <ul style="list-style-type: none"> • Signs on 2 sites were fully bilingual. Signs on 1 site were mainly bilingual, although there were some cases where they were only in English. 		<p>CJ to inform the relevant Assistant Headteacher of the English-only signs in order to change them.</p> <p>CJ emailed 18 March. Catrin to follow up again.</p>
Forms	<p>7 online forms were looked at.</p> <ul style="list-style-type: none"> • 5 were bilingual, the other 2 were available in Welsh and English. • Of the two that were available in Welsh and English, 1 indicated that an English document was available, the other did not indicate this. 		
Publicity and marketing	<p>We looked at 14 press releases on The Grŵp's website.</p> <ul style="list-style-type: none"> • 10 of them were completely Welsh. • One contained an English heading but the main text was in Welsh. • One contained a Welsh headline but an English main text. • There was no Welsh version for 2 of them. • 10 statements included a link to another page of the website, and 6 of them went to an English page rather than a Welsh one. • There were a number of language/typing errors in one statement. 		<p>CJ and SE have contacted the marketing department to resolve the problems.</p>

	Website	<p>We looked at 9 pages on The Grŵp's website.</p> <ul style="list-style-type: none"> • There were 3 pages with no Welsh at all. • There was one example of a misspelling on the Welsh side. • There were two examples of English titles on the Welsh side. • There was one example of an English video being used on the Welsh side. 	CJ and SE have contacted the marketing department to resolve the issues.
	Social media	<p>We looked at official/corporate and departmental social accounts within the college. 13 publications were reviewed across three different platforms - Twitter, Facebook and Instagram.</p> <ul style="list-style-type: none"> • 7 had bilingual biographies, 1 was bilingual except for the words 'Award Winning' on the Welsh side, 1 was only in English, and 5 had no biography. • 12 of the reviewed accounts have published bilingually or with a separate publication for Welsh and English and 1 in English only. • The accuracy of the Welsh language was correct in terms of meaning and expression in 11 of the publications. There was no Welsh translation of an English text in 1 publication. There was an incorrect translation in 1 publication. • The Welsh had been placed so that the Welsh was likely to be read first. 	<p>CJ to contact the owners/managers of some of the departmental social accounts to inform them of the Standards and offer guidance and support.</p> <p>CJ contacted relevant managers in March. CJ to contact again ASAP</p>
	Public events	<p>One public event was attended. Everything was bilingual in terms of promoting the event, e.g. a bilingual e-mail and press release in Welsh and English were shared on the Grŵp's news section, the Twitter feed also promoted the winners bilingually.</p>	
Action	Appoint new staff	<p>15 vacancies were reviewed.</p> <ul style="list-style-type: none"> • All of them were advertised in Welsh and a Welsh job description was available. • Welsh language errors were found in the jobs section, in one job title and job descriptions: <ul style="list-style-type: none"> ◦ develop their Welsh skills ◦ LECTURER OF PLANNING • The application form is bilingual and includes a box for the applicant to request an interview/assessment in Welsh. 	<p>CJ has contacted Dewi Parry to correct a misspelling in the Jobs Home Page.</p> <p>SW to meet with the senior human resources officer to discuss language errors in job titles and descriptions.</p>
	Staff training	<p>15 training events were reviewed on STEPS, 8 were online events and 7 were face-to-face events.</p> <ul style="list-style-type: none"> • A summary of the course for 14 of them was bilingual - 1 in English only. • 6 of the training events were held in English only, and another 9 were bilingual. • None of the events are exclusively Welsh. • 'Online' is used. 'Online' was not used at all. 	
	Staff intranet	<p>The following systems were reviewed:</p>	SW has contacted the IT

		<ul style="list-style-type: none"> • The Grŵp Portal • Porth y Grŵp (Safety Organiser) • Group Portal (Students' Section) • MyView • Dashboard • AD Portal • Proactis <p>5 of the systems were English only. Another 4 were available in Welsh or partly in Welsh but the Welsh was not always correct and contained a number of untranslated English words.</p>	department in order to translate some terms from Welsh to English on The Grŵp Portal.
Formulation of Policy	Decisions and policy documents	<p>6 policies that have been published on Y Porth were randomly reviewed.</p> <ul style="list-style-type: none"> • All 6 policies were available in Welsh or bilingually. • All 6 policies with the Welsh title were on the Welsh side of the Portal. • All 6 policies with an impact assessment on the Welsh language had been completed. 	Continue to review policies in progress.