

# Annual Report

## Welsh Language Standards

1 April – 31 July 2018



Grŵp  
**Llandrillo**  
**Menai**

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## 1. FOREWORD

<b>1.1. Purpose of the report</b>	<p>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.</p> <p>This is the Grŵp's first annual report on its implementation of the Welsh Language Standards. The standards are divided into four areas:</p> <ul style="list-style-type: none"><li>- Service delivery</li><li>- Policy making</li><li>- Operational</li><li>- Record keeping</li></ul> <p>The report outlines how the Grŵp has complied with the standards within the above areas from 1 April to 31 July 2018.</p> <p>Following receipt of our compliance notice for the Welsh Language Standards, a new Welsh Language Policy has been developed which builds on the work already underway within the Grŵp (under the old Welsh Language Scheme).</p> <p>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 fosters an environment to promote the use and growth of the Welsh language amongst learners, staff and key stakeholders.</p>
<b>1.2. Date of publication</b>	31 January 2019
<b>1.3. Contact details for submitting inquiries</b>	SafonauCymraeg@gllm.ac.uk

## 2. COMPLIANCE SUPERVISION ARRANGEMENTS

<b>2.1. Details of responsible senior officer</b>	Angharad Lloyd-Williams, Head of Bilingual Development and Learning Resources
<b>2.2. Arrangements for delegating operational responsibilities</b>	The Grŵp's Panel Iaith (Language Panel) oversees the Welsh Language Policy. It is considered that all staff are responsible for ensuring compliance with the Welsh Language Standards in accordance with the Grŵp's Welsh Language Policy.

### 3. ASSESSMENT OF COMPLIANCE

#### 3.1. The quality of Welsh language services

The table below presents details on the quality of Grŵp Llandrillo Menai's Welsh language services. In particular, how the Grŵp meets Service Delivery Standards under the Welsh Language Standards. The Grŵp operates 87 Service Delivery Standards.

Presented below are the standards that have been highlighted as those which posed some challenges or were not already operational (under the Grŵp's Welsh Language Scheme) and the progress made in relation to those specific standards.

Standard Group	No.	Situation prior to 1 April 2018	Action needed	Current situation
Standards in relation to correspondence sent by a body	7	The Grŵp did not have such statements in correspondence or publications that invite individuals to correspond with the college in Welsh.	<p>Establish when and where correspondence or publications invite individuals to correspond with the college.</p> <p>Create guidance and wording to be included in correspondence and publications.</p>	<p>Systems have been established which means that any correspondence or publications inviting individuals to correspond with the college informs them that we welcome correspondence in Welsh, that we will answer correspondence in Welsh, and that correspondence in Welsh will not lead to delays.</p> <p>As with all of the standards, this situation needs to be monitored closely in order to ensure that no correspondence is sent without an invitation to correspond with us in Welsh.</p>
Standards relating to telephone calls made and received by a body	8, 9, 11, 16, 17, 19, 20, 21	<p>Staff answering a main telephone line did not always greet in Welsh.</p> <p>Furthermore, not all staff who answer a main telephone line were always able to deal with the telephone call in Welsh.</p> <p>We did not have a procedure to ask external individuals of their preferred language when making telephone calls and keeping a record of that language choice.</p>	<p>Ensure that any member of staff answering a main telephone line greets bilingually.</p> <p>Ensure that staff who answer a main telephone line (and who can not deal with the call in Welsh) can transfer the call directly to someone who can handle the call in Welsh.</p> <p>Assess where you need to offer and keep a record of language choice for receiving telephone calls from the college.</p> <p>Set up a procedure for keeping a language choice record for receiving phone calls.</p>	<p>Canllawiau wedi eu rhannu (yn ogystal â hyfforddiant) i aelodau staff sy'n ateb prif linell ffôn. Guidance shared (as well as training delivered) with staff who answer main telephone lines.</p> <p>Following an assessment, it was noted that there was a need to ensure that the Business @ department asks for language preferences for receiving telephone calls and to keep a record of that option. The procedure has now been established. The Grŵp maintains a record of its learners' language choice through eDrac (learner intranet).</p>

Standards about meetings held by a body that are not open to the general public or for students within a specific cohort / Meetings between a body and more than one invited person	24, 24A, 26, 27, 27A, 27D	We did not have a system to ask if (external) individuals invited to meetings wished to contribute to those meetings in Welsh.	<p>Arrange for all Group managers to be aware of the requirements and communicate those requirements to their staff.</p> <p>Offer training sessions to staff as required.</p> <p>Share relevant information and guidance through the Grŵp Portal (staff intranet).</p>	<p>All the Grŵp's managers have received guidance on the linguistic requirements when inviting individuals to meetings.</p> <p>Training has been provided across the organisation and all the guidelines (including a set of common questions) are available to staff on the Grŵp Portal.</p>
Standards regarding receiving visitors to the body's buildings	68, 69, 69A, 71	All Coleg Menai and Coleg Meirion Dwyfor sites reception services were available bilingually. Not all Coleg Llandrillo reception services staff were bilingual.	Train reception staff to develop their Welsh language skills at Coleg Llandrillo sites.	Training is underway (standards 69 and 69A are not operational until October 1st 2019).
Standards relating to the submission of written work in Welsh	90	We did not have a consistent approach for informing learners that they had the right to submit written work in Welsh.	Ensure there is a statement in course handbooks and that the information is shared with learners as part of the induction period.	'Rights' campaign introduced across the college. Consistent approach established as part of induction period.
Standards relating to student accommodation	92, 92A	We did not have a system for allocating a building (or part of a building) specifically for Welsh speakers.	<p>Review the accommodation application form.</p> <p>Review the procedure for choosing a placement in accommodation (on Glynllifon site) for learners allocating part of the building specifically for Welsh speakers.</p>	Glynllifon has a Welsh ethos and atmosphere. Most learners who choose to stay in the accommodation are Welsh speakers. However, a section within the accommodation has been allocated specifically to those learners who declare a wish to be in accommodation that has been reserved for Welsh speakers.
Standard relating to the allocation of a personal tutor	93	The Grŵp did not ask learners if they wished to have a personal tutor who speaks Welsh.	Assess the procedure for the 2018-19 academic year to enable the allocation of a Welsh speaking personal tutor when learners have indicated a wish to have a Welsh speaking personal tutor.	The vast majority of our learners who are Welsh speakers are allocated a Welsh speaking personal tutor. Any remaining Welsh speaking learners who request a Welsh speaking personal tutor can be provided with this support through alternative arrangements. Our new HR system will allow us to assess our ability to fully meet this standard.

### 3.2. Policy Decisions

12 new or amended policies were submitted to the Grŵp 's corporation board for consideration during the reporting period (01.04.2018 - 31.07.2018). An impact assessment was carried out on the Welsh language when considering any changes to policies or the introduction of a new policy.

The process for carrying out an impact assessment has been reviewed which means that the Grŵp 's Language Panel is now responsible for approving the contents of all impact assessments on the Welsh language as part of any new policy (or amendments to existing policies). It was seen that the policy decision-making procedure needed to be strengthened so that the Grŵp's Head of Biligual Development and Learning Resources provided advice to individuals (and make a start on the impact assessment) at the beginning of the policy writing (or updating) process.

The following standards require the Grŵp to act on elements that were not part of the previous Welsh Language Scheme and the actions taken to meet those standards:

Standard Group	No.	Situation prior to 1 April 2018	Action needed	Current situation
Standards relating to the consideration of the effects of policy decisions made by a body on the Welsh language	100	We did not specifically outline that the process for awarding a grant or bursary would include consideration of the impact on the ability to use Welsh.	Adjust wording on the tuition fees policy and include wording on the Grŵp's website (to be implemented as part of the policy).	Grŵp website has been modified.  Grŵp policy contains details of a specific bursary which is a condition to carry out work in Welsh.
	104	The Grŵp operates a Strategic Curriculum Group (SCG) that oversees any changes to the curriculum (or courses). Consideration of the impact on the Welsh language was discussed as part of the SCG's work.	Strengthen the process by asking programme area managers to complete a specific section of the form (application for modifying or changing any course) justifying that their decision does not have a negative impact on the Welsh language (or if there are potential negative effects, clarification of actions to overcome those negative effects).	Application form to adapt the curriculum including a specific section on potential negative or positive effects on the Welsh language (for consideration by the Strategic Curriculum Group).

### 3.3. Using Welsh in the Grŵp's internal administration

Details of the use of Welsh in the internal administration of the Grŵp are presented below. In particular, how the Grŵp meets Operational Standards under the Welsh Language Standards. The Grŵp implements 48 Operational Standards.

Those standards that have been highlighted are those that posed some challenges or were not already operational (under the Group's Welsh Language Scheme) and the progress made in relation to those specific standards.

Standard Group	No.	Situation prior to 1 April 2018	Action needed	Current situation
Standards relating to the use of Welsh within an organisation's internal administration	105, 109, 140, 142, 143, 146, 148,	<p>The Grŵp operated a Welsh Language Scheme that discussed the use of Welsh in the organisation's internal administration. However, we did not have a specific policy for those purposes.</p> <p>We did not have a process for asking an employee if they wanted to receive documents that outline their performance objectives in Welsh (this was a random process depending on the line manager's linguistic skills).</p> <p>The Grŵp offered Welsh language awareness training to its staff under its previous Welsh Language Scheme (through Sgiliaith). However, we did not offer training on our duties within the Welsh Language Standards.</p>	<p>Create a new Welsh language policy that implements the requirements of the Welsh Language Standards on the internal administration of the Grŵp.</p> <p>Create a section on the Grŵp Portal (staff intranet) specifically for staff to receive further information on the Welsh Language Standards together with internal operating guidelines.</p> <p>Modify the wording of some internal documents to ensure that staff are able to indicate their wish to receive documents that outline their performance needs in Welsh.</p> <p>Offer training to staff on our duties within the Welsh Language Standards.</p>	<p>The Grŵp has implemented its new Welsh Language Policy (available on the Grŵp 's website and on the college staff intranet). The policy deals with the internal administration of the Grŵp and outlines the duties and rights of staff under the Welsh Language Standards.</p> <p>A section on the Welsh Language Standards is available to all staff through the Portal. There are a variety of guides available to staff on the Portal, including:</p> <ul style="list-style-type: none"> <li>• Welsh Language Standards Regulations</li> <li>• Frequently asked questions</li> <li>• Useful phrases</li> <li>• Template for a bilingual email signature and out of office response</li> <li>• A guide for managers</li> <li>• Grŵp Welsh language policy</li> <li>• Learner and staff map (which refer learners and staff to the relevant standards depending on the issue in question)</li> </ul> <p>Training on our duty to comply with the Welsh Language Standards is available to staff.</p>

### 3.4. Employee Welsh Language Skills

The following data reports on the number of employees who have Welsh language skills, giving a breakdown of the level of skills per service. The Grŵp has implemented a new system through the human resources department for collecting the data below and it is intended that the data will be complete (i.e. the final column will not be required on each of the tables) by the period of the next annual report.

<b>Coleg Llandrillo</b>	<b>Number of staff</b>	<b>Fluent</b>	<b>Intermediate</b>	<b>Basic</b>	<b>None</b>	<b>No information</b>
<b>Understanding Welsh skills</b>	452	59	41	153	135	64
<b>Spoken Welsh skills</b>		58	38	144	148	
<b>Written Welsh skills</b>		43	41	116	188	

<b>Coleg Menai a Choleg Meirion Dwyfor</b>	<b>Number of staff</b>	<b>Fluent</b>	<b>Intermediate</b>	<b>Basic</b>	<b>None</b>	<b>No information</b>
<b>Understanding Welsh skills</b>	509	278	36	62	28	105
<b>Spoken Welsh skills</b>		274	37	65	26	
<b>Written Welsh skills</b>		237	54	71	40	

<b>Academic Services</b>	<b>Number of staff</b>	<b>Fluent</b>	<b>Intermediate</b>	<b>Basic</b>	<b>None</b>	<b>No information</b>
<b>Understanding Welsh skills</b>	249	105	19	61	35	29
<b>Spoken Welsh skills</b>		102	18	63	37	
<b>Written Welsh skills</b>		96	19	56	49	

<b>Corporate Services</b>	<b>Number of staff</b>	<b>Fluent</b>	<b>Intermediate</b>	<b>Basic</b>	<b>None</b>	<b>No information</b>
<b>Understanding Welsh skills</b>	234	69	20	43	62	40
<b>Spoken Welsh skills</b>		69	16	45	64	
<b>Written Welsh skills</b>		60	19	42	73	

Business@	Number of staff	Fluent	Intermediate	Basic	None	No information
Understanding Welsh skills	205	91	29	39	30	16
Spoken Welsh skills		90	23	43	33	
Written Welsh skills		84	22	39	44	

### 3.5. Training in Welsh to Employees

The Grŵp provides an annual central service for in-house training for its staff. In addition, departments operate individual arrangements for supporting staff to attend training (or when arranging external trainers to visit their teams). The data below presents data for training sessions in the areas outlined under Standard 135 and which has been collected centrally through the staff development department. **No training was offered in the areas of recruitment and interviewing, performance management, complaints and disciplinary procedures and dealing with the public internally during the reporting period.**

Training Area	Number of Events	Number attended Welsh sessions	Percentage of total number of staff attending the course who attended the Welsh version
Staff induction	4	38	84.4%
Health and safety	31	95	29%

### 3.6. Welsh language awareness and skills training

The table below outlines the number of staff who have attended training related to developing their language skills or raising awareness of the Welsh language and the requirements of the Welsh Language Standards (it should be noted that it is a practice of the Grŵp to ask managers to hold short training sessions to update staff on new policies and procedures as part of team meetings and we have not recorded those activities).

Training area	Number of staff attended
Cymraeg Gwaith – Entry	22
Cymraeg Gwaith – Foundation	7
Cymraeg Gwaith – Intermediate	5
Cymraeg Gwaith – Higher	5
Improving written Welsh	18
Welsh Language Standards	31 (managers)
Seren Iaith Training	113

### 3.7. Recruiting to new and empty vacancies

Data for recruiting vacancies and new vacancies across Grŵp Llandrillo Menai during the academic year (August 2017 - July 2018) are presented below.

### 3.7.1.Full Time Vacancies

	Number of posts advertised	Advertised: Welsh essential	Advertised: Welsh desirable	Number of application forms received	Number of application forms fluent Welsh speakers	Number of application forms intermediate Welsh speakers	Number of application forms foundation Welsh speakers	Number of Welsh fluent appointments	Number of intermediate Welsh appointments	Number of foundation Welsh appointments
Coleg Llandrillo	14	2	12	32	12	3	15	3	0	0
Coleg Menai	23	16	7	44	28	5	9	8	0	1
Coleg Meirion Dwyfor	15	15	0	37	32	2	2	13	1	0
Gwasanaethau Academaidd	8	3	5	24	8	4	9	3	1	1
Gwasanaethau Corfforaethol	15	3	12	64	24	8	17	3	3	1
Busnes@	23	4	20	106	31	13	44	3	1	6
Grŵp Llandrillo Menai	98	43	56	307	135	35	96	33	6	9

### 3.7.2.Part Time Vacancies

	Number of posts advertised	Advertised: Welsh essential	Advertised: Welsh desirable	Number of application forms received	Number of application forms fluent Welsh speakers	Number of application forms intermediate Welsh speakers	Number of application forms foundation Welsh speakers	Number of Welsh fluent appointments	Number of intermediate Welsh appointments	Number of foundation Welsh appointments
Coleg Llandrillo	41	1	40	92	18	8	47	7	2	12
Coleg Menai	43	30	13	92	54	6	16	22	1	4
Coleg Meirion Dwyfor	37	27	10	35	28	1	4	14	1	2
Gwasanaethau Academaidd	21	8	13	62	22	5	24	9	2	4
Gwasanaethau Corfforaethol	35	3	32	108	38	15	26	10	5	12
Busnes@	10	3	7	22	9	0	7	1	2	0
Grŵp Llandrillo Menai	187	72	115	411	169	35	124	63	13	34

### 3.8. Complaints

Number of complaints received directly through the Grŵp 's complaints process:

Department	Number of complaints
Learner services (recruitment)	1

The above complaint related to the application process to attend a course in the Grŵp and the allegation that an application received in Welsh had been treated less favourably. The result of the internal investigation had shown that it was not the language of the application that had resulted in the delay in receiving communication from the Grŵp.

### 3.9. Compliance Supervision Arrangements

The Grŵp Panel Iaith (Language Panel) is responsible for monitoring the Welsh Language Standards. The panel is chaired by the Principal of Coleg Menai and Coleg Meirion Dwyfor and has an appropriate membership for any actions required to ensure that we comply with the Standards.