

Welsh Language Standards Annual Monitoring Report 1 April 2021 – 31 March 2022

- Introduction

The Welsh Language Commissioner issued a Compliance Notice to ColegauCymru on 25 July 2016.

This Compliance Notice outlined the ColegauCymru duty to meet the statutory Welsh Language Standards established by Welsh Government under the Welsh Language (Wales) Measure 2011. This Measure awarded official status to the Welsh language, with an aim for the Welsh language to not be treated less favourably than the English language.

The introduction of the Welsh Language Standards, which is a list of what organisations must do and deliver in Welsh, ensures that those in Wales who wish to live their lives in Welsh can do so. These Standards create Welsh language linguistic freedom to use for individuals in Wales.

As part of the compliance process, the Welsh Language Standards require ColegauCymru to present an Annual Report, in relation to each financial year (April - March), that reflects on adhering to the demands of the Service Delivery, Policy Making and Operational Standards. Provision is also included within the Standards concerning publishing and publicity of the Annual Report. This Report sets out the progress of the organisation towards complying with the Standards between from 1 April 2021 to 31 March 2022.

ColegauCymru believes that it is responding to the Standards in a positive manner. All staff have received Welsh Language Awareness training as part of their induction and their Welsh language abilities are self-assessed as part of their roles. Regular updates on how to improve working practices, as well as promoting and facilitating Welsh language use are included as part of our regular communication team briefings.

ColegauCymru is committed to encouraging the whole team to use the Welsh language whatever their ability, creating a bilingual working environment where use of Welsh is welcomed and encouraged. We also support learners and less confident speakers to use the language in a non-judgemental and supportive environment.

- Background

The Standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive from several public, charity and statutory bodies, including ColegauCymru. ColegauCymru has a responsibility to provide bilingual services, to ensure the Welsh language is not treated any less favourably than the English language.

ColegauCymru is required to comply with the following standards:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

The Standards aim to:

- Make it clear to organisations what their duties are in relation to the Welsh language.
- Make it clear to Welsh speakers about the services they can expect to receive in Welsh.
- Make Welsh language services more consistent and improve their quality.

• Welsh Language Responsibility

The Communications Manager leads on this work across the organisation. Working with the Director of Policy and Public Affairs, they both ensure procedures are in place to help staff understand their role in assisting ColegauCymru to meet the Standards.

Guidance is available to all staff to assist compliance. The main elements of the guidance notes deal with the practical day-to-day implications of working to meet the Standards, such as how to answer the telephone; how to arrange meetings; and taking participants' language choice into consideration.

Day to day Welsh language compliance matters are managed by Director of Policy and Public Affairs and the Communications Manager.

• Vision for Welsh Language

ColegauCymru and the Welsh Language Commissioner have a good working relationship that sees them supporting each other in the promotion of the Welsh language in post-16 education.

The aim of collaboration and partnership is to highlight and attract publicity around the importance of Welsh language skills in academic and vocational education, increasing provision of the Welsh/bilingual curriculum offer and the crucial role of further education colleges in supporting bilingual communities to thrive and achieve economic sustainability.

- **Developing our Welsh language learning offer**

- All staff are offered Welsh language training to support business operations and individual development. ColegauCymru covers the cost and/or release of staff from work for this purpose.
- We actively promote short online Welsh taster courses to staff.

- **Notable Achievements for 2021/22 period**

1. We completed a self-assessment questionnaire where we assessed the organisation's compliance with some of its statutory obligations in relation to the Welsh Language. This was submitted to the Welsh Language Commissioner's Office.
2. *Welsh Wednesdays* successfully into its second year - a weekly opportunity for colleagues to come together to chat informally in Welsh, regardless of their language level.
3. Introduction of an Issues and Complaints register to formally record all queries and complaints received in relation to the Standards.
4. Introduction of register to formally record requests made by individuals to receive correspondence through the medium of Welsh.
5. Implementation of email signatures highlighting that the organisation welcomes correspondence in Welsh, and that correspondence received in Welsh will not lead to a delay in response.
6. The inclusion of the Working Welsh logo and learner logo in the organisation's email signatures.
7. The Working Welsh logo has also been added to prominent pages on our website.
8. Refinements have been made to our Switchboard answerphone message to ensure that callers are clearly aware that they may leave messages in Welsh.
9. Annual refresher training took place in February 2022 to ensure that colleagues are aware of their responsibilities to comply with the Welsh Language Standards.
10. The National Work Welsh Awards celebrated the achievements of the Work Welsh Scheme learners for the 2021 – 2022 period. With over 60 applications received, ColegauCymru member colleges achieved first prize in two of the six categories. Further details: [National Work Welsh Awards 2022](#). The aim of the Cymraeg Gwaith project is to develop Welsh language skills in the workplace. During the year up to 700 staff from the Further and Higher Education sectors across Wales have had the opportunity to learn Welsh under the scheme.

- **Complaints – in accordance with Standard 141**

Service Delivery - ColegauCymru is subject to 64 Service Standards.

During 2021/22 period, ColegauCymru received one formal complaint in relation to a ColegauCymru document published on a third-party website. The complaint was acknowledged and resolved within 20 working days, in line with the ColegauCymru Complaints Procedure. No further action.

Policy Making - ColegauCymru is subject to 9 Policy Making Standards.

No complaints have been received relating to compliance with the Policy Making Standards.

Operational - ColegauCymru is subject to 42 Operational Standards.

No complaints have been received relating to compliance with the Operational Standards.

- **Welsh language skills and learning - in accordance with Standard 145**

Welsh language skills of ColegauCymru staff as of 31 March 2022. We carried out a Welsh language skills audit of staff resulting in the following findings:

- 7 of the 14 members of staff are fluent Welsh speakers.

- **Recruitment – in accordance with Standard 148**

The number of new and vacant posts advertised during the year which were categorised as posts where:

- (i) Welsh language skills were essential: 2 posts
- (ii) Welsh language skills needed to be learnt when appointed to the post: 0 posts
- (iii) Welsh language skills were desirable: 4 posts
- (iv) Welsh language skills were not necessary: 0 posts

All posts are advertised as either Welsh language skills essential or desirable. We explain the level of skills required to match the responsibilities of the role.

Contacts

Rachel Bowen, Director of Policy and Public Affairs
Lucy Hopkins, Communications Manager

Address: U7, Cae Gwyrdd Greenmeadow Springs, Tongwynlais, Cardiff, CF15 7AB.

Tel: 029 2052 2500 (calls are welcomed in Welsh and in English).

Email: helo@colegaucymru.ac.uk

ColegauCymru welcomes correspondence in Welsh and English. We will respond to correspondence received in Welsh, in Welsh. Corresponding in Welsh will not lead to delay.

Registered Charity Number 1060 182, Registered Company Number 2832103.