

UNIVERSITY OF SOUTH WALES

Annual report on the Welsh Language Standards

**Based on data collected for the period
1 August 2018 to 31 July 2019**

Mae'r ddogfen hon ar gael yn Gymraeg
This document is available in Welsh

1. INTRODUCTION

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with standards (Welsh Language Regulation (No.6)). The Standards aim to

- provide greater clarity to organisations on their duties on the Welsh language
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure more consistency of Welsh language services and improve their quality.

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh language less favourably than the English language.

From 1st April 2018 the University of South Wales has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice which was issued on 29 September 2017. The Welsh Language Standards supersedes the University's Welsh Language Scheme.

In accordance with the requirements of the Standards, the University must produce an annual report in relation to each financial year, which deals with the way in which the University has complied with the standards. The report must be published no later than 6 months following the end of the financial year to which the report relates. This annual report deals with the period between 1 August 2018 and 31 July 2019.

The matters that must be reported on include:

- How the University has complied with the standards with which we were under a duty to comply during that year (per class of standards – service delivery, policy making, operational, record keeping);
- The number of complaints received (per class of standards – service delivery, policy making, operational);
- Welsh language skills of employees;
- The number and percentage of members of staff who attended training courses offered in Welsh;
- The number of staff who wear a 'Working Wales' badge at the end of the financial year;

- The number of new and vacant posts advertised which were categorised according to various requirements in respect of Welsh language skills.

The report will be available on the University of South Wales's website from 31 January 2019.

2. ACHIEVEMENTS

A weekly informal session was launched for Welsh students to develop their confidence in speaking Welsh through co-operation with Menter Iaith Casnewydd on our Newport campus. A number of 'I have a right' sessions were held for students and staff during December across all of our campuses. Information regarding their rights in relation to the Welsh language standards, as well as information regarding Welsh opportunities and academic provision at the University was provided.

The University was acknowledged for its good practice in the Welsh Language Commissioner's Assurance report 2018-19. The report highlighted an icon created by the University, which is located on all staff desktops and links directly to a range of useful materials regarding the standards. For example, audio clips to help pronounce greetings on the phone, frequently asked questions, and a number of guides. The main purpose of creating this resource was to ensure that all members of staff were able to access the information easily. Adverts were also placed on the university's television screens across each campus in order to raise awareness of the standards and the resources available to assist staff.

3. GOVERNANCE AND MONITORING

3.1 Human Resources Committee

The Human Resources Committee has a duty to advise the University of South Wales Board of Governors on issues relating to the Welsh language and receive regular reports on compliance with the Welsh Language Standards. The Committee is chaired by the Deputy Chair of the University of South Wales Board of Governors.

3.2 Welsh Language Steering Group

The University has a Welsh Language Steering Group, chaired by the University Secretary. The Group has a specific role to develop and enhance the University's use of the Welsh language, particularly in implementing the Welsh Language Standards and monitoring the implementation and compliance of the University Group with the Standards. The Group meets three times a year and includes senior representatives from across the University.

3.3 Welsh Language Co-ordinators

Each academic faculty and central department at the University of South Wales has a Welsh Language Co-ordinator who assists in dealing with any questions or queries with regard to the Welsh Language Standards. These include issues related to educational provision, services for students, or how to deal with members of the public through the medium of Welsh.

Meetings were held at least once a term during the reporting period to discuss implementing, monitoring and complying with the Welsh language standards. During the meetings, co-ordinators have an opportunity to discuss best practice in their own faculty or department; seek advice from the Welsh Unit and/or other co-ordinators; and discuss ways of raising awareness of the requirements and their benefits.

All co-ordinators provide verbal and written reports to the Welsh Language Officer, who is responsible for implementing the standards and monitoring its implementation.

3.4 Monitoring

As agreed by the Welsh Language Steering Group and the Welsh Language Co-ordinators, monitoring work is undertaken internally by the Welsh Language Unit. This is primarily undertaken via mystery shoppers (visits, phone calls and emails) with the aim of identifying good practice and areas that require additional support and development. This work is undertaken once a year by the Welsh Unit and the results and outcomes are reported back to the co-ordinators and the relevant managers and heads of departments. The departments are required to submit an annual update on their individual action plans to the Welsh Unit to monitor progress. The Welsh language co-ordinators are responsible for monitoring compliance within their own areas on a regular basis.

The Welsh Language Commissioner's Office's Assurance Report also provides an independent view, based on their own investigations, in order to inform Welsh speakers to what extent public organisations provide services for them, and the quality of those services; draw the attention of organisations to successful practice; and where compliance arrangements need to be developed. The 2018-19 report, 'Rights in Use' can be read [here](#).

4. COMPLIANCE

4.1. How the University has complied with the Service Delivery Standards

A number of resources and guidelines have been provided to USW staff on the University's intranet 'Cyswllt' and a link has been placed on every desktop at the University with a shortcut to these policies, procedures and guidance documents for convenience. Following feedback from staff additional guidelines in a range of formats continue to be produced in order to help staff and students (see figure 1 below).

Meetings are held with staff at every level, department and faculty across the University throughout the year, in order to understand their needs and provide support in respect of complying with the standards. The Welsh Unit also provides training sessions to staff to develop their confidence when for example, answering the telephone, or understanding the process of arranging meetings for students, staff or the public.

The University has since published its bilingual website and intranet since the relevant standards came into force*. A number of messages were circulated in a timely manner across the University via the intranet; meetings, USW's monthly newsletter; and specific staff forums. Every member of staff who is responsible for creating and/or updating web pages is aware that any web page must be published in Welsh and English at the same time.

The Standards Implementation Plan addresses how the University of South Wales intends to comply with the Standards, which is published on the University's [website](#).

*We received an extension by the Welsh Language Commissioner's office to create bilingual course pages on our website, and these are currently exempt.

Figure 1: The icon (seen in the centre of the icons) is available on every desktop computer

GUIDANCE

Answering the Phone	Bilingual Branding & Signage	Bilingual Branding Guidelines	Bilingual Email Addresses	Chairing Bilingual meetings	Coleg Cymraeg Cenedlaethol
Computer Support	Correspondence in Welsh	Frequently Asked Questions	Making a Complaint	Meetings with Applicants, Prospective Students, Students and the Public	Public Events
Public Lectures	Public Welsh Language Rights	Recording Welsh Language Skills	Staff Badges & Training	Staff Welsh Language Rights	Student Welsh Language Rights
To Bach ^ Circumflex Software	Video Guidance	Welsh Language Coordinators	Welsh Language Rights	Welsh Provision / Submitting Assessments in Welsh	

4.2. How the University has complied with the Policy Making Standards

Every policy that is created or revised follows our Equality Impact Assessment (EIA) procedures. The form includes a section for the Welsh language to be considered in terms of the effect that any new policy, or revision could have on the language. The form is sent to the Equality and Diversity team and recorded. The Welsh Language assessment is discussed with the Assistant University Secretary and Head of the Welsh Language before they are submitted to the University's Equality and Diversity Steering Group.

4.3. How the University has complied with the Operational Standards

The University has developed a policy on using Welsh internally in order to promote and facilitate the use of the language- a copy of the policy can be found [here](#).

All policies relating to the university's recruitment and employment process are available in both English and Welsh on the intranet. Staff are able to identify their preferred language on the HR system, iTrent, and this record is checked when corresponding with staff.

Opportunities for staff to learn Welsh at any level are provided free of charge on our campuses by the Learn Welsh Glamorgan Centre. Staff also have the opportunity to converse in Welsh at an informal event on our Treforest campus every fortnight. A similar event is held in conjunction with Menter Iaith Newport on our Newport City campus. These events provide an opportunity for staff to practice their conversational skills and develop their confidence.

4.4. The number of complaints received (per class of standards – service delivery, policy making, operational)

Complaints about the Welsh language and/or complaints received in English or Welsh about any aspect relating to the standards are dealt with in accordance with the University's complaints policy. The [complaints policy](#) and procedure is

available on the University's website. The policy has been approved by the Welsh Language Steering Group and will be reviewed according to its internal processes.

It should be noted that complaints received from the Welsh Language Commissioner's Office are processed in accordance with the Commissioner's own standards and timeframes. This process is prioritised over our normal published response times.

During the reporting period 1 August 2018-31 July 2019, 6 complaints were received-see Appendix 1.

4.5 Welsh language skills of employees

The new data system provides a detailed breakdown of staff skills in various contexts (reading, writing, and speaking) which provides the University with a clearer picture of the skills across each department and faculty.

STANDARD 158 : NUMBER AND % OF ACADEMIC STAFF THAT ARE ABLE TO TEACH THROUGH THE MEDIUM OF WELSH BY FACULTY

FACULTY	Number	%
LIFE SCIENCES AND EDUCATION	20	1.08
CREATIVE INDUSTRIES	19	1.03
BUSINESS AND SOCIETY*	13	0.70
COMPUTING, ENGINEERING AND SCIENCE	3	0.16
TOTAL	55	2.97

*The University's Welsh for Adults provision is located in the Faculty of Business and Society.

Standard 158 : Number and % of administrative staff that are able to speak Welsh by department

DEPARTMENT	WELSH SPEAKER (FLUENT)	WELSH SPEAKER (NOT FLUENT)	APPROXIMATE PERCENTAGE OF WELSH SPEAKERS (OF TOTAL NUMBER OF STAFF)*
ACADEMIC REGISTRY	7	18	8%
ESTATES & FACILITIES	15	21	16%
LIFE SCIENCES & EDUCATION	3	6	8%
CREATIVE INDUSTRIES	2	4	10%
BUSINESS & SOCIETY	8	3	35%
COMPUTING, ENGINEERING & SCIENCE	6	5	9%
EXECUTIVE	0	4	19%
FINANCE DIVISION	4	11	29%
GOVERNANCE, ASSURANCE & LEGAL	7	4	69%
MARKETING AND STUDENT RECRUITMENT	9	14	24%
STUDENT SERVICES	5	15	14%
ORGANISATIONAL DEVELOPMENT	10	9	37%
RESEARCH AND BUSINESS DEVELOPMENT	6	23	47%
INFORMATION TECHNOLOGY SERVICES	1	1	2%
LEARNING SERVICES	10	25	26%
USW INTERNATIONAL	0	0	0%
TOTAL	75	147	19%

*Every member of staff is able to record their Welsh language skills on our Human Resources system, iTrent. The new data system provides a detailed breakdown of staff skills in various contexts (reading, writing, and speaking) which provides the University with a clearer picture of the skills across each department and faculty. Currently 24% have registered their skills and work continues to encourage staff to complete this.

4.6 The number and percentage of staff who attended training courses offered in Welsh

No staff attended a training course in Welsh that is listed in the compliance notice during the reporting period 1 August 2018-31 July 2019.

4.7 The number of staff who wear a 'Working Wales' badge at the end of the financial year;

laith gwaith lanyards are distributed by the Welsh Unit to all staff who have indicated that they are fluent Welsh speakers, and can be requested via the co-ordinators or by contacting the Welsh Unit. The response has been positive and staff have anecdotally informed the Welsh Unit that the lanyards give individuals the confidence to start conversations in Welsh. Some members of staff have started offering services in Welsh or bilingually as a result of growing confidence and developing their skills.

The demand for lanyards for Welsh learners has increased recently. Staff who do not yet have the confidence to wear a Working Welsh lanyard have noted that they are more comfortable wearing a 'Dysgu Cymraeg/Learning Welsh' badge or lanyard. The 'Learning Welsh' lanyards have been funded by the Welsh Unit, in collaboration with Dysgu Cymraeg Morgannwg.

4 badges and 98 lanyards were distributed during the reporting period.

4.8 New and vacant posts

During 1 August 2018-31 July 2019, 400 vacant posts were advertised and no new roles were created. The posts were categorised as follows:

Advertised Posts	New posts	Vacant posts	Total
Welsh language skills are essential	5	7	12
Welsh language skills are desirable	63	101	164
Welsh language skills are not necessary	118	105	223
Welsh language skills need to be learnt when appointed to the post	0	1	1
Total			400

5. FURTHER INFORMATION

If you have any queries regarding the annual report or any aspect of the University of South Wales's compliance with the Welsh Language Standards, please contact:

Welsh Unit
University Secretary's Office,
University of South Wales
Pontypridd Campus
CF37 1DL
cymraeg@decymru.ac.uk

Appendix 1

Complaints

Date Received	Description of the Complaint	Standard Type	Date Resolved
31.10.2018	Error on a temporary sign	Service Delivery Standards	16.11.2018
9.1.2019	Graduation ceremony	Service Delivery Standards	16.1.2019
17.1.2019	Newspaper advertisement in English only	Service Delivery Standards	5.2.2019
10.4.2019	Correspondence in English only	Service Delivery Standards	15.4.2019
17.4.2019	Error on a poster for Students	Service Delivery Standards	23.4.2019
17.4.2019	Error in an e-mail invitation to an inaugural lecture at the University	Service Delivery Standards	23.4.2019