

UNIVERSITY OF SOUTH WALES

Annual report on the Welsh Language Standards

**Based on data collected for the period
1 August 2022 to 31 July 2023**

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 2022 and 31 July 2023.

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, record keeping);
- 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 2024.

During the reporting period the University has operated a hybrid working system, with colleagues working a combination of on and off campus.

2. ACHIEVEMENTS

'I Have A Right' Welsh Language Awareness Day

In December 2022 the university celebrated the 'I Have a Right' Welsh Language Awareness Day by sharing stories on our social media pages, staff and student intranet sites.

Diwrnod Shwmae

In October 2022, stalls were arranged across our campuses with Welsh cakes provided to staff and students to celebrate Diwrnod Shwmae.

St David's Day

The Welsh Unit had a presence on the university's campuses on 1 March 2023. Information about the opportunities to study and socialise through the medium of Welsh were promoted to our students. Staff were also informed about the various Welsh language courses available to study via Learn Welsh Glamorgan.

International Festival

On 2 June 2023 the university held an International Festival on the campus for staff, students and their families. The Welsh Unit promoted Welsh cultural and food traditions that takes places on St David's Day.

Tafwyl

In July, the university attended the Tafwyl festival in Cardiff to promote our range of courses available to study.

Welsh Standards Training Sessions

The Welsh Unit conducted a series of staff development roadshows to different teams across the university during the summer term. The focus was on maintaining awareness of the Standards. Positive feedback was received, and the Unit will continue with these sessions throughout 2023-24 academic year.

3. GOVERNANCE AND MONITORING

3.1 Culture, People and Values Committee

The Culture, People and Values Committee advises the University of South Wales's Board of Governors on matters relating to the Welsh language and the university's compliance with the Standards. The Committee receives regular reports on any issues relating to the Welsh language which is attended by the University Secretary.

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 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, and the legal rights of students, staff and the public.

The Welsh Language Co-ordinators meetings are held three times a year and is chaired by the Welsh Language Officer. The meetings provide an opportunity to discuss any new developments, such as reports or information requests from the Welsh Language Commissioner's Office. It is also an opportunity to provide feedback on our annual monitoring performance; share best practice; seek advice from the Welsh Unit and other co-ordinators; and discuss ways of promoting and maintaining awareness of the Standards in their respective areas.

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, emails and reviewing the website and social media accounts) 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.

Once a year all departments and faculties are required to submit an annual update on their individual action plans to the Welsh Unit in order to monitor their compliance with the standards. The Welsh language co-ordinators are responsible for leading this work in their respective areas and to continue to review their departments or faculties performance on a regular basis.

4. COMPLIANCE

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

Meetings are held with staff at every level, department and faculty across the university throughout the year, in order to ensure colleagues understand from an operational point of view, what each standard means in order to remain compliant.

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](#).

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

Equality Impact Assessment (EIA) forms have to be completed when considering, producing and amending policies, strategies, projects, restructuring and redundancies. The assessments are sent to the Equality and Diversity Team and the Welsh Language Unit for consideration and approval, before they are submitted to the relevant university committee. The committee considers the EIA along with the paper and once approved, the EIA is sent to the University's Equality and Diversity Steering Group to note, which is chaired by the University Secretary.

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 continue to be provided online, free of charge by the Learn Welsh Glamorgan Centre. Staff also have the opportunity to converse in Welsh at an informal, online event which are held weekly.

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.

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 2022 - 31 July 2023, 1 complaint was received- see Appendix 1.

4.5 Welsh language skills of employees (Standard 158)

Our HR 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.

Out of 2026 members of staff, 65% have partially completed their skills record, which explains why there are differences in the total completion rate in each of the categories below. 713 have yet to do so.

The Welsh Unit proactively reminds colleagues to complete their record throughout the year, via the Welsh Language Coordinators and their line managers. The percentage scores have been rounded up to 1 decimal place.

Skill Criteria: Ability to read in Welsh

Level 0	No ability.
Level 1	Understand very short, basic text.
Level 2	Understand routine text and the gist of non-routine text on familiar job-related matters.
Level 3	Understand most job-related routine and non-routine text when standard language is used.
Level 4	Can read most work-related material.
Level 5	Can fully understand all work-related material.

Professional & Academic Staff: Ability to read in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	40	44	9	5	4	4	106
Estates & Facilities	90	35	1	1	7	3	137
Life Sciences & Education- <i>Professional Staff</i>	28	35	6	2	0	49	120
Life Sciences & Education- <i>Academic Staff</i>	146	96	20	7	14	13	296
Creative Industries- <i>Professional Staff</i>	10	18	0	1	0	1	30
Creative Industries- <i>Academic Staff</i>	85	55	20	0	5	20	185
Computing, Engineering & Science- <i>Professional Staff</i>	14	9	1	1	5	0	30
Computing, Engineering & Science- <i>Academic Staff</i>	139	66	16	7	6	9	243
Executive	0	1	1	0	0	0	2
Finance Division	36	20	4	2	2	2	66
Governance, Assurance & Legal	1	9	3	0	0	6	19
Future Students	45	30	7	1	3	11	97
Student Services	44	27	9	3	8	0	91
Human Resources	13	6	1	1	0	2	23
Research & Innovation Services	7	20	4	0	0	1	32
Information & Technology Services	41	19	1	1	4	5	71
Learning Services	38	44	9	1	1	5	98
Centre for the Enhancement of Learning & Teaching	8	2	2	1	1	0	14
Corporate Communications	2	4	0	0	2	0	8
Enterprise & Engagements	12	16	2	2	1	0	33
FE Partnerships & Apprenticeships	2	2	0	0	0	1	5
Planning, Performance and Transformation	8	3	2	1	2	0	16
Total	809	561	118	37	65	132	
%	47	33	7	2	3	7	
Total staff completed skills record							1722

Skill Criteria: Ability to write in Welsh.

Level 0	No ability.
Level 1	Able to pass on a simple message, make simple requests or fill in simple forms with basic information.
Level 2	Able to write short texts on familiar job-related matters.
Level 3	Able to write job-related routine and non-routine text.
Level 4	Able to write different types of texts in styles that are appropriate to the reader in mind.
Level 5	Able to write fluently, correctly and precisely, adapting style according to the audience.

Professional & Academic Staff: Ability to write in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	52	37	7	5	1	3	105
Estates & Facilities	94	30	2	6	2	3	137
Life Sciences & Education- <i>Professional Staff</i>	141	20	4	1	0	46	212
Life Sciences & Education- <i>Academic Staff</i>	176	64	17	8	6	14	285
Creative Industries- <i>Professional Staff</i>	14	12	2	0	0	1	29
Creative Industries- <i>Academic Staff</i>	109	42	9	4	1	18	183
Computing, Engineering & Science- <i>Professional Staff</i>	21	12	4	1	3	0	41
Computing, Engineering & Science- <i>Academic Staff</i>	154	58	11	5	5	7	240
Executive	4	1	1	0	0	3	9
Finance Division	40	16	5	0	3	1	65
Governance, Assurance & Legal	2	9	1	0	0	6	18
Future Students	50	23	5	2	3	8	91
Student Services	50	21	10	4	0	1	86
Human Resources	15	4	2	0	2	0	23
Research & Innovation Services	13	15	2	0	0	1	31
Information & Technology Services	45	16	4	0	1	5	71
Learning Services	55	30	6	1	3	3	98
Centre for the Enhancement of Learning & Teaching	8	2	3	1	0	0	14
Corporate Communications	0	4	0	1	1	0	6
Enterprise & Engagements	15	12	3	0	0	1	31
FE Partnerships & Apprenticeships	2	2	0	0	0	1	5
Planning, Performance and Transformation	7	2	1	2	0	0	12
Total	1067	432	99	41	31	122	
Skills %	60	24	6	2	1	7	
Total staff completed skills record							1792

Skill Criteria: Ability to speak and listen in Welsh.

Level 0	No ability.
Level 1	Can hold a basic conversation in Welsh.
Level 2	Can hold a simple work-related conversation.
Level 3	Can converse in some work-related conversations.
Level 4	Can converse in most work-related conversations.
Level 5	Fluent.

Professional & Academic Staff: Ability to speak and listen in Welsh							
Dept/ Faculty	0	1	2	3	4	5	Total
Academic Registry	43	46	12	5	3	2	111
Estates & Facilities	94	32	7	4	3	3	143
Life Sciences & Education- <i>Academic Staff</i>	177	103	24	9	11	14	338
Life Sciences & Education- <i>Professional Staff</i>	31	38	5	0	2	51	127
Business & Creative Industries- <i>Academic Staff</i>	99	68	18	1	4	19	209
Creative Industries- <i>Professional Staff</i>	12	20	1	0	0	1	34
Computing, Engineering & Science- <i>Academic Staff</i>	138	66	21	6	7	7	245
Computing, Engineering & Science- <i>Professional Staff</i>	16	20	2	3	3	0	44
Executive	2	1	0	0	0	0	3
Finance Division	33	26	2	3	3	1	68
Governance, Assurance & Legal	0	11	0	1	1	5	18
Future Students	44	34	5	4	2	10	99
Student Services	53	31	10	3	4	1	102
Human Resources	12	8	1	1	2	0	24
Research & Innovation Services	7	21	2	1	0	1	32
Information & Technology Services	39	47	6	3	0	5	100
Learning Services	39	46	6	3	0	5	99
Centre for the Enhancement of Learning & Teaching	8	2	3	1	0	0	14
Corporate Communications	2	4	1	0	2	0	9
Enterprise & Engagements	10	18	4	0	1	0	33
FE Partnerships & Apprenticeships	1	3	0	0	0	1	5
Planning, Performance and Transformation	7	5	1	0	2	0	15
Total	867	650	131	48	50	126	
%	46	35	7	3	3	7	
Total staff completed skills record							1872

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 our Compliance Notice during the reporting period 1 August 2022-31 July 2023.

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

'Working Welsh' lanyards are distributed by the Welsh Unit to all staff who have indicated that they are fluent Welsh speakers and to those who are learning Welsh. These can be requested via the co-ordinators or by contacting the Welsh Unit.

There were 16 requests received for a badge or lanyard during the reporting period.

4.8 Welsh Language Training

The university proactively encourages colleagues to learn Welsh and courses are provided by the Learn Welsh Glamorgan Centre, which is based on the university's Treforest campus. During the reporting period 53 colleagues registered to study Welsh. The classes are taught online which enables colleagues to attend from various campuses.

4.9 New and vacant posts

For the period 1 August 2022-31 July 2023, 132 vacant posts were advertised and two new roles were created. The posts were categorised as follows:

Advertised Posts	New posts	Vacant posts	Total
Welsh language skills are essential	2	5	7
Welsh language skills are desirable	0	125	125
Welsh language skills are not necessary	0	0	0
Welsh language skills need to be learnt when appointed to the post	0	0	0
Total			132

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
Tŷ Crawshay,
Treforest Campus
CF37 1DL
cymraeg@decymru.ac.uk

Appendix 1

Complaints

Date Received	Description of the Complaint	Standard Type	Date Resolved
18.7.23	<p>Lack of information regarding accommodation for Welsh speakers on the website.</p> <p>The Contact Us web page omitted the message about welcoming calls in Welsh on our main telephone numbers.</p> <p>Welsh web page included links to our English social media platforms.</p>	Service Delivery Standards	27.7.23