

Welsh Language Standards Annual Report for 2021-2022

1st August 2021 – 31st July 2022

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1. Introduction

This annual report has been prepared in accordance with the requirements of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards Regulations 2016. It provides an overview of Pembrokeshire College's compliance with its Welsh Language Standards for academic year 2021 – 2022 and reports on how the College has complied with its Service Delivery, Policy Making and Operational Standards during the reporting period, in accordance with the Welsh Language Commissioner reporting requirements.

This report was compiled by the Welsh Language Development Team. It has been published on the College website and is available in both Welsh and English, under Welsh Language Standards. A full version of the College's Welsh Language Standards is also located on this site, under [Compliance Notice](#) (Section 44 Welsh Language (Wales) Measure 2011).

2. Executive Summary

Academic year 2021/22 saw a full return of staff and learners to College premises following the Covid-19 pandemic. Most College activity and promotional events returned to being face-to-face and this also included Welsh language activity.

Staff were reminded of the Welsh Language Standards in the Principal's all staff communications; in faculty and departmental briefings, team meetings, Welsh language training sessions and

within the new staff induction programme.

The Welsh Language Development Team (WLDT) continued to support faculties and departments cross-College to progress with their Welsh Language actions plans. The College also appointed a part-time translator to assist with translation requests, resulting in increased quantity of bilingual materials being produced.

The Marketing department carried out significant changes to the College website, resulting in a much-improved quality of the Welsh website.

Compliance checks (outlined in section 3) were also reintroduced which proved beneficial in identifying areas that required particular attention.

Much promotional work was undertaken through the College's Welsh language and cultural events i.e. Diwrnod Shwmae, Dydd Santes Dwynwen, Dydd Miwsig Cymru a Dydd Gŵyl Dewi and educational trips to S4C's headquarters Yr Egin, Tinopolis, Y Senedd and the Millennium Centre, allowing both learners and staff to engage once again with the language and culture of Wales.

The 'Cymraeg Gwaith' nationally funded scheme aimed at developing the Welsh language skills of staff returned to campus, having being online delivery since March 2020. A total of 24 staff signed up to the scheme in September 2021, compared to 18 in the previous year, all receiving weekly one-to-one mentoring sessions by the Cymraeg Gwaith Tutor. Being on site meant that staff had more opportunities to practice their Welsh with their Welsh speaking colleagues and Welsh speaking learners, giving them a heightened sense of purpose and boosting their confidence. Cymraeg Gwaith is now in its sixth year. It has been and continues to be vital in the College's work of developing the Welsh language skills of its staff and is proving to be very popular indeed.

Delivery of Welsh language activity in the curriculum also returned to face-to-face classroom delivery. Learner participation was much improved compared to the previous year's online provision, with learners more willing to practise Welsh language pronunciation and patterns with their peers. Welsh speaking tutors and Bilingual Support Tutors were able to encourage and support Welsh speaking learners to undertake elements of their studies in Welsh or bilingually more effectively. As a result, the number of learners completing assessments in Welsh or bilingually increased to 944 from the previous year's 907.

Ten learners received the College's Gwobr y Gymraeg – Welsh Language Awards for either completing their qualifications bilingually or for their commitment towards developing their Welsh language skills. Interactive Media learners were successful again in the 2022 National Urdd Eisteddfod's Creating an App competition, sweeping the board in both the Under 19 and Under 25 categories.

Welsh Language Learner Ambassadors in key priority areas supported the College to promote Welsh language opportunities, e.g. producing blogs on their use of Welsh; assisting in open evenings and transition events; creating a video for 'Mae gen i hawl - Welsh Rights Day' and the Urdd's Peace and Good Will message.

The College secured additional funding from Y Coleg Cymraeg Cenedlaethol which enabled it to appoint a part-time Bilingual Support Tutor in Public Services, Childcare and WBL Health & Social Care. These roles contributed significantly to developing the bilingual provision and Welsh language opportunities within these priority areas which lead to an increased number of learners completing Welsh-medium and Welsh language skills development assessment. The Bilingual Support Tutors also facilitated Welsh-medium/bilingual tutorials with Welsh speaking learners.

14 – 16 partnership working with Ysgol Caer Elen came to fruition in September 2021, with 20 Year 10 pupils enrolling on the 2-year Welsh-medium vocational programme in Engineering on College campus.

The activity and development work outlined above has contributed significantly towards expanding the College's Welsh language/bilingual provision and opportunities and in enhancing its bilingual ethos and identity. At the core of this development work are the underlying principles of the Standards which ensure that:

- the Welsh language is treated no less favourably than the English language in its services and operations and;
- that members of the public, learners and staff are able to interact with the College in the language of their choice.

3. Monitoring and Evaluation

The College's Welsh Language Steering Group – Standards oversees compliance monitoring of the Welsh Language Standards. The Group's membership comprises of senior and middle management and officers from both academic and business support departments. Meetings are held termly and are chaired by the Principal. Compliance matters and developments are reported in these meetings and action on the way forward are agreed upon. These meetings also provide an opportunity to share solutions and good practice regarding compliance and Welsh language promotion.

In 2021/22 faculties and business support departments continued to implement their Welsh Language action plans and were required to provide updates on progress in the WLSG – Standards meetings.

Monitoring compliance was also carried out through a secret shopper exercise undertaken end of June by two Welsh Language Ambassadors. The exercise included making telephone enquiries in Welsh and sending Welsh e-mails to various College departments; a check of the College website and social media and a tour around the College to view signage and noticeboards. The exercise confirmed compliance with the Standards in relation to telephone calls, e-mails, website, social media, signage and corporate display materials. However, bilingual content on faculty and departmental noticeboards was inconsistent and lacking in many cases. Welsh content on the Learner Portal was also highlighted as an issue.

Furthermore, the Welsh Language Commissioner's self-assessment questionnaire public sector organisations were required to complete in July 2022 as part of an evidence gathering exercise proved to be a very beneficial exercise to gauge compliance. This involved assessing the level of assurance – either high, medium, low or no assurance – of compliance with many of the Standards.

There were 25 questions in total, of which 13 were graded with a high level of assurance by the WLSG – Standards Group; 9 were graded with a medium level of assurance and 3 were graded with a low level of assurance. Where assurance levels were graded as medium or low the necessary action to be taken was noted in order to improve compliance. The three areas with a low level of assurance related to:

- (i) providing student and staff intranet, and information on virtual learning sites and learning portal sites in Welsh
- (ii) bilingual self-service machines
- (iii) displaying bilingual material and notices

Whilst all corporate display materials and notices are bilingual and fully comply with the Standards, not all materials produced on a departmental level are fully compliant and therefore will need to be addressed.

These three areas will be included in the revised faculty and departmental Welsh Language action plans for 2022/23. Action plans will also reflect the key messages of the Welsh Language Commissioner's Assurance Report, 'Welsh as a Way of Working', issued in October 2022, i.e. the need to promote Welsh Language services effectively and encourage use of these services by Welsh speakers; attract more applications from Welsh speaking candidates in the recruitment process and review the Welsh language impact assessment when formulating and revising policies.

During this reporting period the ongoing day-to-day promotion and development of the Welsh language continued to be undertaken by the Welsh Language Development Team, line managed by the Faculty Head of A-Levels and Skills. The Bilingual Champion focused primarily on providing strategic direction and developing Welsh-medium/bilingual curriculum provision, delivery and support whilst the Welsh Language Development Officer focused on supporting the implementation and compliance of the Welsh Language Standards and providing College teams with a translation service.

The College has maintained a good working relationship with the Welsh Language Commissioner's Office, ensuring attendance in the Commissioner's online workshops such as 'Covid-19 and the Welsh language – effective practices'. Best practice gathered from this activity will be further embedded into implementation of the Standards as the College continues to improve its Welsh services.

3.1 Compliance with the Service Delivery Standards

During 2021/22 staff continued to be made aware of their responsibilities under the Standards and the need to be proactive in offering language choice when delivering services. The Welsh Language Standards information for new staff was updated and included guidance on how to deal with correspondence, telephone calls, meetings, publicity materials, notices and signage, learner and staff entitlements in accordance with the Standards.

Staff were also informed of the College's Welsh language support accessed via the Welsh Language Development Team – translation support, advice and guidance to develop bilingual provision and Welsh language skills development support.

In relation to the Standards relating to telephone calls, the College's main automated switchboard offers language choice and answerphone messages are bilingual. The College's Receptionist, who is a Welsh learner, continues to develop their Welsh language skills under the Cymraeg Gwaith scheme and able to provide a bilingual service. Welsh speaking callers are given the offer to be transferred to a Welsh speaking member of staff. Calls to other College telephone numbers are also answered with a bilingual greeting and again Welsh speaking callers are given the offer to be transferred to a Welsh speaking member of staff.

Guidance about dealing with telephone calls is included in the College's Internal Use of the Welsh Language Policy; is included in the new staff induction programme and staff are reminded in Standards briefings.

With regard to Standards relating to meetings, public meetings and events, there were no requests for Welsh-medium meetings during 21/22 and no public meetings or public lectures were held. The College's open evenings included bilingual presentations and attendees were welcomed to use Welsh at these events. Meetings with Welsh-speaking organisations such as Menter Iaith Sir Benfro, PCC's Dysgu Cymraeg Sir Benfro, Mudiad Meithrin, the Urdd, Sgiliaith, Y Coleg Cymraeg Cenedlaethol, NTFW's Bilingual Champions Network, Colegau Cymru's Cymraeg Gwaith Project Lead were all conducted in Welsh. The Welsh Language Development Team's internal meetings and their meetings with other Welsh speaking staff were also conducted in Welsh.

Standards relating to marketing materials and corporate publicity documents are compliant and are available in Welsh and English. The College website is bilingual and an extensive amount of work was undertaken during 2021/22 to ensure translations were accurate and that all pages were available in Welsh.

Most social media accounts are bilingual; checks are ongoing to ensure postings are compliant, and support provided to teams. The Welsh Language Development Team has a Welsh Facebook page, '[Cymraeg – Coleg Sir Benfro](#)', and is used to promote the College's Welsh language provision and activities and to encourage Welsh digital interaction.

Signs are bilingual; all information on the College 'big' screens is bilingual, however, as stated previously, more work is required to ensure that departmental noticeboards are bilingual. This is being monitored and will continue to be an action for all faculties and departments.

The College's Aspire training programme for staff included Welsh language/bilingual learning training sessions. Sgiliaith delivered training sessions focusing on inclusion and Welsh in the Curriculum. Y Coleg Cymraeg Cenedlaethol also delivered sessions on how to identify and access bilingual resources on national platforms to enhance bilingual learning.

Promotion of the Welsh Language Standards and the Welsh language in general has been continuous. Learner Welsh language rights and Welsh provision have been promoted in College events, i.e. open days/evenings; within the application and interview process, enrolment and the induction programme; on the '[Cymraeg – Coleg Sir Benfro](#)' Facebook page. The Standards and learner rights were also promoted via the Welsh Language Commissioner's 'Mae Gen i Hawl' national campaign held on 7th December 2021.

A College '[Mae gen i hawl](#)' promotional video was produced by one of the Welsh Language Ambassadors and two other learners, promoting the College's Welsh services and opportunities to use Welsh, which was uploaded onto social media.

Reminders were issued to staff before the start of the new academic year, advising teams to continue to be pro-active and have the conversation with Welsh speaking learners regarding tutorials, assessment and extra-curricular opportunities. In 21/22, 13 learners indicated on the enrolment form their preference for tutorials to be conducted in Welsh. These were followed up with the learners, with the Welsh Language Development Team offering to facilitate any

arrangements in the absence of Welsh speaking staff within teaching teams. The College realises that it has more work to do in this area to ensure that the learner's Welsh language preference in tutorials is fulfilled and will continue to review the process through the Faculty Welsh Language action plans.

3.2 Compliance with the Policy Making Standards

Between 1st August 2021 and 31st July 2022, 19 policies were either formulated or reviewed. Managers responsible for these policies were required to complete the College's Equality Impact Assessment form which included the Welsh language to ensure that the policy did not have any negative impact on the Welsh language; that the Welsh language is treated no less favourably than the English language and that there are opportunities for persons to use the Welsh language. All policies include a corporate Welsh language section confirming the College's commitment to provide language choice within the services it provides.

3.3 Compliance with the Operational Standards

Operational Standards relate to matters affecting the relationship between the College and its staff (including during recruitment and appointment). These Standards include encouraging and assisting staff to use their Welsh language skills as part of their day-to-day work and providing support for staff to improve and develop their Welsh language.

As noted above, staff were reminded of their responsibilities under the Standards in communications/briefings, team meetings and in Welsh language training, as per the College's Internal Use of the Welsh Language Policy. Staff can access this policy on the Staff Portal (the College's intranet). It provides guidance on use and facilitating use of the Welsh language within the organisation, including active encouragement to use the language in everyday activity. It also includes standard Welsh language promotion wording for inclusion in various types of communications. Staff can access Welsh language support, guidance and translation from the Welsh Language Development Team.

Under the requirements of the Operational Standards, HR continued to record language preference in relation to staff receiving documents and correspondence personally directed to them. A handful of appraisals were undertaken through the medium of Welsh during 21/22. Several managers reported that they had discussed and identified Welsh language training needs and targets with their staff in order to support implementation of departmental and faculty Welsh language action plans.

3.4 Compliance with the Record Keeping Standards and Supplementary Standards

These Standards relate to ensuring that data is maintained and reported upon in line with the requirements of the Standards to demonstrate the College's compliances. This includes the production of this report. Records relating to the Welsh Language Standards are kept on College's central electronic systems and updated by the WLDO and representatives of the Welsh Language Steering Group – Standards.

4. Staff Welsh Language Skills

In 2021/22 the College employed 535 members of staff out of which 6% of staff were either fluent Welsh speakers or with advanced Welsh language skills. The overall Welsh language skills profile for this reporting period is as follows:

- 11% of staff have no Welsh language skills (Level 00)
- 46% of staff are able to meet and greet in Welsh (Level 01)
- 23% of staff are at Entry level (Level 1)
- 11% of staff are at Foundation level (Level 2)
- 3% of staff are at Intermediate level (Level 3)
- 3% of staff are at Advanced level (Level 4)
- 3% of staff are proficient (Level 5)

Recent data relating to Welsh language skills of newly appointed staff is showing increased Welsh language skills at level 3 and 4 which is very encouraging. A new Welsh language skills survey will be issued to staff in 2022/23 and it is hoped that there will be an increase in staff Welsh language skills, particularly in Level 3 +.

5. Training

In terms of delivering corporate training through the medium of Welsh to staff in the following areas: recruitment and interviewing, performance management, complaints/disciplinary procedures and dealing with the public, as specified in the Standards, no training was delivered during the reporting period in these areas.

Although not a reporting requirement for this report, it is pertinent to note that 61 members of staff participated in various Welsh language/bilingual learning methodologies training in 2021/22, totaling 627.5 CDP hours.

6. Recruitment

In 2021/22 126 new or vacant posts were advertised bilingually, all stating that candidates with Welsh language skills at all levels are particularly welcomed and that the College welcomes applications in Welsh. All recruitment related information was bilingual and the application forms asked individuals to confirm whether they wished to use Welsh at interview.

The requirement by managers to assess the need and level of Welsh language skills in a job vacancy is included in the job requisition form. Further guidance has been added to the job requisition form in order to support managers in their assessment.

The number of posts categorised as requiring Welsh language skills during 21/22 were as follows:

Welsh language skills essential	2
Welsh language skills desirable	114
Need to learn Welsh language skills	2
Welsh language skills not necessary	8

Whilst all new and vacant posts state that Welsh language skills are desirable, the College recognises the need to revisit this aspect and work with managers to determine which levels of Welsh language skills are required for certain posts, placing more focus on spoken Welsh rather than written Welsh, in its attempt to attract more Welsh speaking staff.

Increasing the College's capacity to be able to deliver bilingually continues to be a challenge due

to the national shortage of bilingual workers. However, this requires careful consideration in light of Ysgol Caer Elen's first cohort of Year 11 pupils entering post-16 education in September 2023 and no doubt setting their sights on coming to the College as a possible progression route. The College is very aware of the need to provide linguistic continuity and progression for learners from Welsh-medium/bilingual schools and will need to plan in readiness.

7. Complaints

No complaints relating to the Welsh Language Standards were received during the reporting period.

8. Conclusion and Recommendations

To conclude, the College is continuously moving forward with its bilingual development, within both its curriculum and service delivery provision. It strives to comply with its Welsh Language Standards – it continues to make good progress with its bilingual marketing, ensuring that all publicity materials are in both Welsh and English. Language choice is present in the learner application and enrolment process and also in the College staff recruitment process. It continues to be very successful in securing funding from Y Coleg Cymraeg Cenedlaethol in order to create new and exciting Welsh-medium/bilingual provision and opportunities for its learners and also the Cymraeg Gwaith funding to support staff to develop their Welsh language skills.

The College knows where it is at in terms of compliance and has identified the following as areas for particular attention during 2022/23:

- Ensure that information on faculty and departmental noticeboards are bilingual
- Revisit the assessment of Welsh language needs in posts, focusing on spoken Welsh in order to attract applicants with Level 3 + Welsh language skills to enable the College to increase its bilingual capacity
- Continue to develop Welsh content on the College intranet, providing staff and learners increased language choice
- Increase promotion of the College's Welsh language services and encourage take-up by Welsh speakers

With the continued implementation of the faculty and departmental action plans and the Welsh Language Steering Group – Standards remit to review progress of these plans, the College believes it has a clear process in place. It will enable it to monitor compliance effectively and drive forward developments to ensure improved Welsh language services, with the effect of increased engagement in the Welsh language and growth of the language, in line with the aspirations of 'Cymraeg 2050 – a million Welsh speakers' strategy.

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