

HEFCW Welsh Language Scheme 2010 *4th Annual Compliance Report*

Covering the period
December 2013 to November 2014

HEFCW Welsh Language Scheme: finalised November 2010



Noddir gan
Lywodraeth Cymru
Sponsored by
Welsh Government

Overview

1. It is HEFCW's opinion that our external policy and communications, and our internal corporate work, continue to be closely aligned with our Welsh Language Scheme over the reporting period. HEFCW has treated the Welsh and English languages on the basis of equality in delivering services to the public in Wales and we have continued to make significant progress in our role in delivering Welsh medium and bilingual higher education.
2. During the reporting period, we have continued to assess the impact of policies on the Welsh language through our impact assessment procedures. These procedures have been updated, although they have not yet been launched to all staff.
3. We have assessed the linguistic skills of all members of staff, and we encourage and support staff in developing their abilities in the Welsh language.
4. During the reporting period, we started to consider the possible future implications of additional Welsh language responsibilities on HEFCW in the form of Welsh language standards.
5. The Senior Communications Manager is the current designated Welsh Language Scheme Officer (WLSO) who oversees HEFCW's reporting on Welsh language responsibilities. The Student Experience Manager is responsible for monitoring part 2 of the Welsh Language Scheme.
6. This report excludes information already provided to the Welsh Language Commissioner's office through the Welsh language standards questionnaire, submitted on 6 February 2015.

Monitoring

7. HEFCW funds higher education (HE) in Wales, develops policies relating to universities and HE in Wales within a remit set by the Welsh Government, and advises the Welsh Government on the needs of universities. HEFCW also often works in wider UK, European and international contexts. Public contact is limited, and HEFCW's duties will evolve after the Higher Education (Wales) Bill is passed.
8. This compliance report has been endorsed by HEFCW's Management Board and Council. HEFCW's Management Board met three times in January 2015 to consider the potential implications of the proposed Welsh language standards and to complete the standards questionnaire as an organisation.
9. The activities set out in Part Two of the Scheme relate to Welsh medium provision in universities. Progress in this area has been regularly reported to and discussed by HEFCW's Council and its Student Experience, Teaching and Quality Committee.

Delivering services

10. A new contract for English to Welsh translation was put in place in September 2014, based on the Welsh Government's translation framework. This will be reviewed annually.
11. In the financial year ending March 2014, we spent £4495.33 on written translation and some £500 on simultaneous interpretation for meetings.

Website

12. There were 311,515 HEFCW website page hits from outside the office from December 2013 to November 2014. Of these, 61,558 (19.8%) were on Welsh pages.

GO Wales website

13. The bilingual GO Wales (Graduate Opportunities Wales) website was maintained by the GO Wales team outside HEFCW, and it ensured that the Welsh language side of the site was kept up to date. The information provided by third parties was displayed on the website in the language in which it is received.

Publications

14. The Welsh Language Scheme listed the publications which HEFCW produced bilingually in 2010.
15. During the 2013-14 reporting year, we published bilingually: our Annual Report and Accounts 2013-14, the Equality Annual Report 2012-13; initial teacher training performance information data; Participation Rates to 2009/10; Equalities monitoring 2012/13; the Welsh Studies circular; and the widening access to HE publication.
16. We submitted bilingual evidence to the National Assembly's:
 - Enterprise and Business Committee follow-up Inquiry into Science, Technology, Engineering and Mathematics (STEM) Skills.
 - Finance Committee in July 2014.
 - Children, Young People and Education Committee on the Higher Education (Wales) Bill in June 2014.

Communications and public relations

17. Staff have helped to ensure that the Welsh language is appropriately taken into consideration (on websites, news items etc) by HEFCW when working jointly with higher education funding bodies and other organisations based outside Wales. Examples are on areas such as the Research Excellence Framework 2014, the National Student Survey, the Unistats website and communications, HESA data surveys (eg Destinations of Leavers from Higher

Education survey, Longitudinal Destinations of Leavers from Higher Education Survey), and proposed new quality assurance arrangements.

Corresponding with the public

18. Members of the public contact HEFCW using info@hefcw.ac.uk, or email staff directly.
19. All HEFCW-initiated public correspondence is bilingual. Staff members contacted by the public in Welsh will make a note of this, for future reference and for collation by the WLSO at the end of the reporting year.
20. The volume of correspondence and telephone calls received from the general public is low, with a small percentage of that in Welsh. From members of the public, HEFCW received, in Welsh:
 - no more than a dozen emails.
 - fewer than five hard copy letters
 - one freedom of information request and
 - no more than a dozen telephone calls.

We also received:

- one audit report in Welsh.
 - 25 invoices on bilingual templates, but none completed in Welsh only.
 - no expenses claims in Welsh.
21. Emails are written and discussions are held in Welsh frequently - often daily - with stakeholders such as staff at universities or in the Coleg Cymraeg Cenedlaethol, staff at bodies associated with HE, journalists or Welsh tutors. Members of staff who can work bilingually regularly carry out parts of their work Welsh. We do not keep a separate count of their communications in Welsh as it is a normal and integral part of their day-to-day work.
 22. Therefore, the numbers in paragraph 20 above do not include, for example, regular correspondence or conversations in Welsh between individuals in HEFCW and:
 - staff in Y Coleg Cymraeg Cenedlaethol, universities and organisations associated with HE.
 - HEFCW's Welsh language training provider.
 - Journalists and researchers, and communications practitioners at universities.

Working with partners

23. When we engage a consultant to carry out work that involves talking or writing to staff from universities, we ensure that the consultant can handle requests to communicate in Welsh.

24. During the reporting period, we:

- provided to the Coleg Cymraeg Cenedlaethol information which includes module titles through the medium of Welsh as part of a wider data sharing agreement relating to Welsh medium and Welsh language data taken from the HESA student record.
- assisted HESA (Higher Education Statistics Agency) in checking the comparability of its destinations of leavers surveys in Welsh and in English.
- worked with IPSOS Mori on an ongoing basis to ensure that the National Student Survey, and accompanying materials, were fully bilingual in Wales.
- continued with our service level agreement (SLA) with the Quality Assurance Agency (QAA) for Higher Education. The QAA has its own Welsh Language Scheme, and the Agency reported on its implementation in its annual report under the SLA. Documents provided bilingually by the QAA included the institutional review correspondence; institutional review reports; report on the outcome of a concerns investigation; and conference papers.
- attended the Coleg Cymraeg Cenedlaethol's conference.

Meetings

25. The 2014-15 HEFCW annual public meeting was held outside the reporting period. This is the only HEFCW meeting fully open to the public at large.

26. HEFCW has been involved in arranging events where bilingual invitations, papers, presentations, workshops or breakout groups were available, along with simultaneous interpretation (eg the Widening Access conference in early December 2014).

27. HEFCW staff attended a number of meetings of *Y Panel Cydgysylltu Safoni Termau a Geiriadura*, which was chaired by the Welsh Language Commissioner. Staff also attended Welsh medium initial teacher training competence certificate meetings, and Coleg Cymraeg Cenedlaethol board meetings.

Third Party Arrangements

28. HEFCW has guidance for contract managers on how to develop specifications for to procure goods and services. If a contract has Welsh language requirements, both the contract and the Welsh language element of the contract are managed and monitored in the same way as other contracts.
29. The evaluation of the Coleg Cymraeg Cenedlaethol's progress to date was undertaken bilingually by Old Bell3 Ltd, and the final report was submitted in Welsh and in English.

Staff-related Issues

30. HEFCW provides free Welsh language training for all staff in work time. Staff can outline their Welsh language training requirements in their personal development plans as part of their six monthly performance reviews, through the Welsh language skills audit or on induction.
31. Twelve members of staff are currently undertaking some form of Welsh language training,

HEFCW's policies for Welsh Medium Provision

Y Coleg Cymraeg Cenedlaethol

32. HEFCW's mainly supports Welsh medium higher education through the Coleg Cymraeg Cenedlaethol.
33. The Coleg's new three year strategic plan for 2014/15 to 2016/17 has been published. The Coleg established an Academic Board and launched its first five-year Academic Plan in September 2012. Increasingly, its decisions on developments and funding are made in line with the Academic Plan.
34. HEFCW was remitted in 2013-14 by Welsh Government to commission an evaluation of the outcomes of the Coleg and its activities to date. The report, published in January 2015, noted that the Coleg had made significant progress in expanding the range of Welsh medium study opportunities available. The report made a number of recommendations around further increasing the take up of Welsh medium courses.
35. The Academic Staffing Scheme funds institutions to employ Welsh medium academic staff. 74 appointments have been made to the Academic Staffing Scheme from a target of 100 by 2015/16.
36. The Coleg has established an undergraduate and masters scholarship scheme to encourage more students to study more of their course through the medium of Welsh. In 2013/14 there were 196 undergraduate level scholarships and 17 masters level scholarships awarded, totalling £305,000.

37. In 2013/14 we allocated some £6.5 million to the Coleg. The Scholarship scheme is funded separately.

38. We provide a grant letter to the Coleg each year, setting out our expectations and any particular priorities. We have observer status on the Coleg's Board of Directors and have established regular monitoring meetings to discuss progress. These are held three times a year, and also cover wider issues about future policy and developments. The Chief Executive of the Coleg has observer status on HEFCW's Student Experience and Teaching Quality Committee.

Complaints

39. No complaints were received over the reporting period.

Implementation Plan

40. Updated (see below).

Progress against revised two-year action plan – December 2013 to November 2015

Outcome	Action	By date and R/O	Progress
Delivering services			
Staff understand how to provide services to the public in Welsh and English.	To update the Welsh Language Scheme Guidelines.	Senior Communications Manager December 2014	Awaiting for more information about Welsh Language Standards before proceeding
HEFCW understands stakeholders' perception of how it delivers its services in Welsh and in English.	To carry out a third survey of stakeholders and partners.	June 2015	In process of drafting spec.
A fully functioning and effective external translation service benefits HEFCW's day to day work.	To consider further renewing HEFCW's current contract arrangements and/or joining the Welsh Governments external translation framework, as their timetable permits.	Senior Communications Manager / Senior Procurement Manager June 2014	New arrangements – contract with a single supplier – effective from early September 2014, for review annually.
The Welsh language implications of all new or revised policies are considered.	Welsh language issues to be written into HEFCW's revised Impact Assessment process, and revised guidance to be launched to all staff.	Equalities Manager May 2014	Process revised but not yet launched.
Staff and future translators have easy access to the Welsh terms for common higher education-related phrases.	To update HEFCW's glossary of terms.	Senior Communications Manager	Ongoing.

Outcome	Action	By date and R/O	Progress
		December 2014	
Digital			
HEFCW's updated website is available in Welsh and in English simultaneously.	To ensure that any revision of HEFCW's website ensures that Welsh and English pages mirror each other and are available simultaneously.	Senior Communications Manager January 2015	HEFCW's Welsh and English pages are updated simultaneously. This will continue for any changes to the website.
Any HEFCW-generated digital content aimed at the public is available bilingually.	To consider the Welsh language requirements of any future digital content policies.	Senior Communications Manager March 2015	HEFCW has not yet formulated a digital content policy.
ICT			
HEFCW's autosignatures and out of office messages give the public a clear message that they are welcome to correspond with us in Welsh or in English.	To review and re-issue guidelines on using autosignatures and out of office messages, including how to enable stakeholders to identify Welsh speakers or Welsh learners within HEFCW. Ensure all HEFCW owned tablets/mobile phones include the standard bilingual autosignature at the bottom of messages.	Head of ICT and Facilities July 2014	Not yet implemented. New implementation date: April 2015

Outcome	Action	By date and R/O	Progress
HR			
<p>Future applicants know that they can apply for posts in Welsh and in English, and that they will work for an organisation which provides services to the public in Welsh and in English.</p>	<p>To underline our commitment to providing services in Welsh and in English to future applicants in a revised vacancy advert, that clearly states our position in welcoming applications in Welsh and English.</p>	<p>HR December 2015</p>	<p>All application packs are distributed bilingually. Adverts state that applications are welcome in Welsh and English. During 2015 the aim is to review the application pack and information provided to candidates and this will be taken in to account as part of that review.</p>
<p>Staff are able to identify which posts require Welsh language skills.</p>	<p>To make all job descriptions available to all staff in a central location. (All job descriptions clearly identify where Welsh Language Skills are required.)</p> <p>To create a Welsh Language Skills 'map', based on the organisation chart, that identifies the posts within the organisation that are Welsh essential and Welsh desirable.</p> <p>To continue to ensure that when gaining approval to recruit to a post, the Welsh</p>	<p>HR December 2014</p>	<p>Achieved</p> <p>A Welsh Language Skills map is in place but requires review, the aim is to complete this by July 2015</p> <p>Ongoing</p>

Outcome	Action	By date and R/O	Progress
	skills that are required are considered, through completing the Welsh Skills section on the Authorisation to Recruit form.		
All members of staff have an opportunity to improve their Welsh language skills, thus upskilling the whole of HEFCW in this area.	To continue run the annual Welsh language skills survey and share the outcomes with HR.	Senior Communications Manager / HR	Ongoing
	To continue to offer Welsh language training.	Every autumn.	Ongoing
Staff are exposed to Welsh internally, which helps strengthen language skills.	To consider which internal processes, including electronic forms or systems that are being introduced in or revised from 2014, can be created bilingually.	HR December 2015	No developments to report
Office			
HEFCW's external signs, and internal signs in areas where the public or visitors may have access and are under HEFCW's control, are bilingual.	To ensure that any future changes to HEFCW's accommodation include having due regard for bilingual signs and notices where the public and visitors have access and HEFCW has control of the areas.	HEFCW December 2015	Ongoing
Callers to the Switchboard are greeted in both English and Welsh by any member of staff on reception duty.	All staff on reception duty rota to include a greeting (bore da/prynhawn da) in Welsh as part of answering the phone.	Head of ICT and Facilities December 2014	Achieved

Outcome	Action	By date and R/O	Progress
Procuring external expertise			
To ensure that Welsh language services or issues are appropriately taken into consideration in external projects or when using external consultants, including within HEFCW's procurement processes.	Where HEFCW engages external consultants to undertake studies or reviews in the HE sector in Wales, we will specify any requirements concerning the provision of Welsh language services or the consideration of Welsh medium issues, as appropriate, to the particular projects concerned.	HEFCW Senior Procurement Manager / Contract Manager December 2015	Ongoing
Public information and publications			
Students can access information about their courses using Welsh or English, including which specific courses are available through the medium of Welsh.	To continue to work with HEFCE and others to ensure that: <ul style="list-style-type: none"> • the Unistats website functions effectively for users in both English and in Welsh. • The Unistats website is kept up-to-date. • That institutions provide information in Welsh on courses, including Welsh medium courses, through the Key Information Sets. 	Head of Student Experience December 2015	Ongoing
The public is clear what HEFCW	To revise the Publication Scheme, which will include references to documents	Council Secretary	On schedule

Outcome	Action	By date and R/O	Progress
documents are readily available in Welsh.	available in Welsh.	March 2015	
Staff are aware, through the revised Welsh Language Guidelines, how and when to make HEFCW documents available through the medium of Welsh, including executive summaries or introductions to large, specialist English-language documents, reports or pieces of research are widely available in Welsh.	To revise the Welsh Language Guidelines.	Senior Communications Manager December 2014	New date to take account of future Welsh language standards: November 2015
Welsh medium higher education			
Ensure universities have a robust and realistic Welsh medium target to which to work.	To review the current Welsh medium target as part of revising the current Corporate Strategy, and to monitor through our Annual Monitoring Statement process.	HEFCW June 2015	Ongoing
Universities continue to aim for or exceed their targets for recruitment to Welsh medium modules, and that Welsh medium higher education is on offer to students.	To continue our support for the Coleg Cymraeg Cenedlaethol. To continue to include Welsh medium higher education in fee plans for full-time undergraduate and PGCE students. To continue to incentivise part-time and postgraduate Welsh medium teaching through continuing to apply the premium as funds allow.	HEFCW December 2015	Ongoing

Outcome	Action	By date and R/O	Progress
To monitor institutional and sector performance on Welsh medium enrolments.	Request institutions to submit information on progress as part of HEFCW's request for Annual Monitoring Statements.	HEFCW December 2015	Ongoing
More Welsh medium modules are offered at universities across Wales.	Continue to fund Y Coleg Cymraeg Cenedlaethol; including undergraduate and masters scholarship schemes.	HEFCW December 2015	Ongoing
To provide support to Y Coleg Cymraeg Cenedlaethol to enable it to deliver its Strategic Plan and Academic Strategy.	To continue to fund Y Coleg Cymraeg Cenedlaethol.	HEFCW December 2015	Ongoing
To provide the higher education sector with data to inform the planning and development of Welsh medium provision.	Provide analyses of data on Welsh medium provision, Welsh speaking students and Welsh medium staff at sector and individual institution level.	HEFCW Annually in May	Ongoing
Monitoring and implementation			
The Chief Executive and his management board is fully apprised about issues and developments in HEFCW providing services in Welsh and in English.	Senior Communications Manager to report to CEO at quarterly meetings. Annual monitoring paper to Management Board to coincide with WLS Compliance Report.	Senior Communications Manager December 2014	Ongoing Annual monitoring report in March 2015, following submission of Welsh Language Standards Questionnaire to Welsh Language Commissioner's office.

Outcome	Action	By date and R/O	Progress
HEFCW continues to be accountable for adhering to its 2010 Welsh Language Scheme.	To produce an Annual Compliance Report for the Welsh Language Commissioner's office.	Senior Communications Manager March 2015	Achieved
To ensure an accurate record of interactions in Welsh is kept in preparation for the implementation of the Welsh Language Standards.	To consider how to encourage easy record-keeping via HEFCW's intranet site.	Senior Communications Manager / Head of ICT and Facilities December 2015	Ongoing