

# HEFCW Welsh Language Scheme 2010 *7<sup>th</sup> and final Annual Compliance Report*

Covering the period  
December 2016 to March 2018

HEFCW Welsh Language Scheme: finalised November 2010



Noddir gan  
**Lywodraeth Cymru**  
Sponsored by  
**Welsh Government**

# HEFCW Welsh Language Scheme 2010: 7th and final Annual Compliance Report

## Overview

1. Our external policy and communications work, and our internal corporate work, continued to be closely aligned with our Welsh Language Scheme and we worked towards compliance with the Welsh language standards from 1 April 2018. In addition to treating Welsh and English languages on the basis of equality in delivering services to the public in Wales, we continued to make progress in enabling Welsh medium and bilingual higher education. The Senior Communications Manager is the current designated Welsh Language Scheme Officer (WLSO) whose duties were covered by the Senior Research Manager in 2017 during the WLSO's external secondment.
2. We updated our impact assessment procedures to be even better suited to deal with the requirements of the Welsh language standards. As a result of the impact assessment on the Corporate Strategy 2017-2020, we strengthened our explicit commitment to the Welsh Language Standards.
3. We assessed the linguistic skills of all members of staff once again, and we continue to encourage and support staff in developing their abilities in the Welsh language.
4. Our internal Management Board and our Council have been kept apprised of progress in implementing the Welsh language standards, and of final progress against the Welsh Language Scheme.

## Internal policies

5. A new contract for English to Welsh translation was put in place in September 2017 following a mini competition using the Welsh Government's translation framework.
6. In the financial year ending March 2017, we spent £6,437 (previous year £8,680) on written translation, and in the financial year ending March 2018, we spent £8,098. In 2016-17 we spent £593 (previous year £1,074) on simultaneous interpretation, with £813 being spent in 2017-18.
7. During the reporting period, we published a number of documents and reports bilingually, including:
  - Annual Report and Accounts 2016-17
  - The Quality Assessment Framework for Wales (including information on each element of the Framework)
  - Equality Annual Report
  - HEFCW Corporate Strategy 2017-2020
  - Innovation Nation
  - Documents relating to the implementation of the new Welsh language standards
  - Consultation on the 'basket of goods'
  - Notes of monitoring meetings with the Coleg Cymraeg Cenedlaethol.

8. The volume of correspondence and telephone calls received from the public (outside everyday bilingual correspondence and discussions with stakeholders) is low, with a small percentage of that total in Welsh. From members of the public, we received 21 emails and fewer than 10 telephone calls initiated in Welsh.
9. We issued six contracts with a Welsh language clause or requirements, including:
  - English to Welsh language translation services
  - Design of Innovation Nation publication
  - Ensuring due regard to the Welsh language in UK-wide collaborative arrangements with other HE funding bodies on issues relating to quality and the provision of information
  - GO Wales 2017 evaluation
  - WISERD education evaluation.
10. During the reporting period, we:
  - Carried out research work and interviews bilingually.
  - Ensured the UK's National Student Survey (NSS) materials were available bilingually.
  - Developed and finalised a fully bilingual system to deliver and manage the GO Wales Achieve through Work Experience programme, including the public-facing website, the participant system for students and the HE institution delivery staff sections.
11. We ensured that bilingual presentations were available for our public meetings in January 2017 and January 2018, and attendees were encouraged to participate in their language of choice.

## **External policies**

12. The annual report for 2017/18 from the Coleg confirmed that the full funding of £330,000 from HEFCW for the Welsh Medium Scholarships Scheme had been used. In March 2018, following confirmation of Welsh Ministers' intention to terminate funding from HEFCW, our funding for the Coleg Cymraeg Cenedlaethol's scholarship scheme concluded.
13. In April 2018, HEFCW and the Coleg signed a Memorandum of Understanding to continue their working relationship and to ensure efficient and effective co-operation. HEFCW will remain an observer on the Coleg's Board. The Chief Executive of the Coleg is a Member of our Student Opportunity and Achievement Committee.
14. We received one complaint relating to a university's policy in prioritising Welsh medium and Welsh domiciled students in admissions to a certain course.

## Staff

Level of Welsh	2016 Number and %	2017 Number and %	2018 Number and %
1. None	11 (24.44%)	9 (21.43%)	8 (17.39%)
2. Can answer phone with 'bore da' or 'prynhawn da'. Can identify and use basic words such as 'diolch'.	16 (35.56%)	15 (35.71%)	17 (36.96%)
3. Can use or advise colleagues on basic vocabulary such as months of the year, and hold a very basic conversation in Welsh.	6 (13.33%)	7 (16.67%)	5 (10.87%)
4. Can hold a simple conversation about work when engaged with a Welsh speaker in person or on the phone. Will draft sentences or update text with some help required. Can follow most discussions in Welsh without using translation headset.	9 (20%)	8 (19.05%)	11 (23.91%)
5. Can discuss work confidently in Welsh. Can write correspondence, with some checking required. Can proof-read Welsh documents against the English. Helps colleagues with queries about and in Welsh.	3 (6.67%)	3 (7.14%)	3 (6.52%)
6. Can use Welsh confidently and accurately in every aspect of work, and is consistently accurate when advising others on issues relating to written Welsh.	0 0%	0 0%	2 (4.35%)

15. A third of the organisation is interested in undertaking Welsh language training over the next year. The most appropriate arrangements are currently being considered.

### Welsh language standards

16. As we worked towards implementing the standards, we identified areas of compliance, and areas that required further progress. These are outlined in our Implementation Plan, which is available on the ['bilingualism' pages of our website](#). We have also produced a guide for staff, which summarises the actions we all need to take to ensure that we comply with the standards, with new requirements identified as appropriate. We ran a series of drop-in Q&A sessions for staff in the run-up to 1 April 2018 to ensure an appropriate level of understanding throughout the organisation, and to strengthen the collective confidence of staff when using a bilingual telephone greeting.
17. Only two members of staff were not aware of the implementation of the Welsh language standards six months before they were to come into effect.