

Annual Report on the Welsh Language in Estyn 2018-2019

This seventh annual report includes a summary of progress made between March 2018 and April 2019 against the priorities that we identified in last year's report.

Priorities for 2018- 2019

- 1. Pilot and develop a process of self-assessment and peer assessment within different teams in order to analyse the extent to which we comply with the Welsh Language Standards and how we may improve our performance and services.**
- 2. Contribute to developments to produce a 'tone of voice' or corporate register for Estyn and ensure that the Welsh language is part of this development.**
- 3. Use online Meet & Greet/Basic Welsh training with all relevant staff in order to encourage the use of Welsh both internally and externally.**
- 4. Provide opportunities for relevant HMI to shadow Welsh medium inspections in order to increase the number of inspectors who can inspect in Welsh.**

Introduction

We have made good progress in terms of the above priorities during the year and this report is intended to reflect and exemplify that progress.

In addition to these priorities, it is worth noting that using Welsh in our day to day business is becoming increasingly normalised. Although it is difficult to measure this systematically, it is noticeable for example, by the increased number of messages being sent to all staff bilingually by their peers and from senior managers; the greater use of Welsh by corporate staff with learners both incidentally and in conversations about work; the increasing awareness about the Welsh language requirements; and a general goodwill by nearly all staff towards the language.

During training week, more presentations to HMI by their peers are prepared bilingually and the example set by senior managers is helping to establish and encourage this practice.

It is also worth noting that the Welsh language standards have been an important driver in enabling Estyn to develop the use of Welsh in our day to day work.

- 1. Pilot and develop a process of self-assessment and peer assessment within different corporate teams in order to analyse the extent to which we comply with the Welsh Language Standards and how we can improve the delivery of our Welsh language services.**

This process involves asking a member of the relevant team from the corporate services to confer with colleagues and prepare a brief analysis of how they comply

with the Welsh Language Standards. During the meeting of the Welsh Language Working Group, the standards appertaining to that corporate team are displayed on the screen and the lead member of staff with responsibility for those particular standards talks through them explaining how they are interpreting the standard in their own context. This leads to questions and suggestions from other members of the group, which help to clarify any tricky issues as well as sharpening our collective understanding of the requirements of the standards. This practice has proved beneficial to all concerned and is developing into an effective peer review process. This is helping us to self-evaluate our compliance with the standards.

So far the Human Resources, Communications and Inspection Co-ordinators have undergone this process. **See Appendix 6 for the IC team analysis.**

This process is a standing item on our termly meetings.

2. Contribute to developments to produce a ‘tone of voice’ or corporate register for Estyn and ensure that the Welsh language is part of this development.

This is still a work in progress throughout the organisation. However, the relevance of this to the Welsh language has been raised in meetings and the Welsh Language Working Group has discussed how language register can have different implications for the Welsh language, for example the use of overly formal Welsh in tweets and on social media in general. We have discussed this development with our translation service to ensure that the tone of our Welsh translations are in line with the intended register.

As this work is ongoing it will remain as a priority for 2019-20.

3. Use online Meet & Greet/Basic Welsh training with all relevant staff in order to encourage the use of Welsh both internally and externally.

All new staff receive language awareness training as part of the induction process (see Appendix 5). In addition, all new staff are expected to take advantage of the 10 hour online taster course in Welsh ‘Croeso/Welcome’ which is provided free of charge under the Cymraeg Gwaith/Work Welsh scheme run by the National Centre for Learning Welsh. A further 10 hour course ‘Croeso’n Ôl/Welcome Back’ has also been made available to staff. The courses introduce everyday greetings and phrases and how to answer basic enquiries in person and on the telephone. The feedback from new starters has been positive and generally they feel that it has been beneficial and useful to them.

It is worth noting that HMI have also taken advantage of the opportunities offered through Cymraeg Gwaith/Work Welsh through attending intensive five day courses in Nant Gwrtheyrn. They found the courses beneficial and relevant to their work and praised the standard of teaching. (See Appendix 4).

4. Provide opportunities for relevant HMI to shadow Welsh medium inspections in order to increase the number of inspectors who can inspect in Welsh.

HMI report that after being on intensive courses they feel far more confident in using their Welsh language skills proactively on inspection or during external training and stakeholder events. For example, inspecting Welsh language provision in English medium schools and engaging with stakeholders in the Urdd Eisteddfod. Other examples include engaging with Welsh speakers during FE and WBL inspections and facilitating Welsh speaking groups in update training.

One HMI has shadowed a Welsh medium inspection in the non-maintained sector. The experience was helpful and focussed the mind well on the type of language necessary in order to play an active part in the inspection process. The inspector noted usefully that one of the biggest barriers to inspecting in Welsh (as opposed to learning the language more generally) is the amount of specialised language that we use. On the whole, when speaking, inspectors can control their own language content. As a result, inspectors can operate appropriately with a fairly sound understanding of the main terminology (e.g. the Welsh for the IAs, judgement words etc.). However, inspectors cannot foresee the questions that will be asked by others, including leaders. As a result, it is essential that inspectors develop the broadest understanding possible.

The bespoke residential course for Estyn staff and inspectors in Nant Gwrtheyrn last year, under the Cymraeg Gwaith/Work Welsh scheme, introduced some of this specialised vocabulary. However, inspectors should be made aware that before shadowing inspections in the medium of Welsh they will need to revise and become familiar with the inspection terminology.

Record Keeping

We keep a record, by following the financial year, of the number of complaints that relate to compliance with the Welsh language standards (whether the complaint is about the standards with which we have a duty to comply or not). During 2018-19, no complaints were received about our Welsh language services.

We monitor the quality of our Welsh language services closely and keep a record of what we do to ensure that we comply with the policy-making standards. We keep a record (following an assessment of Welsh language skills) of the number of employees who have Welsh language skills (see appendices 1 and 2 below). We also keep a record of the number and percentage of staff members who attended training courses through the medium of Welsh and/or language awareness courses (see appendix 5 below).

We keep a record of the number of vacancies where Welsh language skills are assessed as being essential, desirable, not necessary, or there is a need to learn Welsh.

Six recruitment campaigns took place during 2018-19.

- Policy Officer - Welsh language skills desirable
- Assistant Director - Welsh language skills desirable
- Finance Officer - Welsh language skills desirable
- Information research Officer - Welsh language skills desirable
- Her Majesty's Inspector - a number of posts were advertised with the Welsh language essential for some of them.
- Higher Statistical Officer - Welsh language skills desirable

Priorities for 2019-20

- 1. Continue with and develop further a process of self-assessment and peer assessment within different teams in order to analyse the extent to which we comply with the Welsh Language Standards and how we may improve our performance and services.**
- 2. Contribute to developments to produce a 'tone of voice' or corporate register for Estyn and ensure that the Welsh language is part of this development.**
- 3. Continue to provide opportunities for relevant HMI to shadow Welsh medium inspections in order to increase the number of inspectors who can inspect in Welsh. To ensure that corporate staff learning Welsh have sufficient opportunities to utilise their language skills in the workplace.**
- 4. To identify opportunities that improve our performance and appearance as a bilingual organisation. For example, producing lanyards that incorporate the Working Welsh logo and Estyn branding.**

Appendices

Appendix 1: Number and percentage of staff in the organisation's services who are able to speak Welsh as at 31 March 2019 (full-time equivalent)

- By department
- By job grade

| Staff | Number of staff As at 31/03/2019 | Number of Welsh speakers As at 31/03/2019 | Percentage |
|---------------------------------------|-------------------------------------|---|------------|
| HMCI | 1 | 1 | 100% |
| Strategic Directors | 2 | 1 | 50% |
| Inspection staff | | | |
| Assistant Directors | 6 | 4 | 67% |
| HMIs | 48 | 19 | 40% |
| Als (secondments) | 6 | 1 | 17% |
| Als (fixed term) | 2 | 0 | 0% |
| Total (excluding HMCI) | 64 | 25 | 39% |
| Corporate staff | | | |
| Director of Corporate Services | 1 | 0 | 0% |
| Grade 7 | 4 | 2 | 50% |
| Senior Executive Officers | 3 | 0 | 0% |
| Higher Executive Officers | 8 | 3 | 38% |
| Executive Officers | 20 | 6 | 30% |
| Administrative Officers | 13 | 3 | 23% |
| Total | 49 | 14 | 29% |
| Total Inspection and Corporate | 114 | 40 | 35% |

Appendix 2: Inspection staff who are able to inspect through the medium of Welsh as a percentage of all inspection staff (full-time equivalent)

| | 31 March 2016 | 31 March 2017 | 31 March 2018 | 31 March 2019 |
|--|---------------|---------------|---------------|---------------|
| Inspection staff who are able to inspect through the medium of Welsh | 25 | 22 | 25 | 25 |
| Total inspection staff | 64 | 64 | 60 | 64 |
| Percentage | 39% | 34% | 42% | 39% |

Appendix 3: Number of peer inspectors by medium 2018/19

| | Welsh | English |
|------------------------------------|--|------------|
| ACL | 2 | 11 |
| All-age schools | 13 | 8 |
| FE | 9 | 64 |
| All-age independent | 0 | 26 |
| Mainstream Independent | 0 | 29 |
| Independent Special (Inc. College) | 1 | 17 |
| LA | 8 | 17 |
| Maintained special | 1 | 21 |
| Primary | 114 | 307 |
| PRUs | 0 | 7 |
| Secondary | 56 | 140 |
| Initial Education and Training | 1 | 11 |
| Work-based learning | 1 | 28 |
| Welsh for Adults | 14 | 0 |
| Total | 220 32% 30% without WfA | 686 |

November 2017

| | Welsh | English |
|--------------------------------|--------------------------|------------|
| ACL | 0 | 2 |
| All-age schools | 7 | 3 |
| Consortia | 2 | 13 |
| FE | 15 | 97 |
| All-age independent | 0 | 11 |
| Private independent | 0 | 2 |
| LA | 3 | 8 |
| Maintained special | 2 | 21 |
| Non-maintained schools | 1 | 0 |
| Primary | 100 | 312 |
| PRUs | 0 | 4 |
| Secondary | 46 | 138 |
| Initial Education and Training | 0 | 2 |
| Work-based learning | 1 | 13 |
| Total | 177 28% | 626 |

Appendix 4: Welsh language training 2018-2019

| Type | Number of staff | Provider | Location | Days |
|---|-----------------|---|----------------|------|
| Internal courses that were conducted in the office | | | | |
| Entry | 5 | Learn Welsh Glamorgan (University of South Wales) | Anchor Court | 25 |
| Foundation | 7 | Learn Welsh Glamorgan (University of South Wales) | Anchor Court | 40.5 |
| External courses | | | | |
| Sylfaen exam | 2 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 1 |
| Summer Course: Foundation 2 CDS401 | 1 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 10 |
| Entry Welsh - Residential | 1 | Learn Welsh Nant Gwrtheyrn | Nant Gwrtheyrn | 5 |
| Intermediate - Residential | 1 | Learn Welsh Nant Gwrtheyrn | Nant Gwrtheyrn | 5 |
| Advanced - Residential | 1 | Learn Welsh Nant Gwrtheyrn | Nant Gwrtheyrn | 5 |
| Foundation 1 & 2 Blended | 1 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 2 |
| Cwrs Canolradd 2 | 1 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 2 |
| Intermediate 1&2 (Blended Learning) | 1 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 5 |
| Intermediate Welsh Part 1 | 1 | Learn Welsh Glamorgan (University of South Wales) | Church Village | 5 |
| Welsh Sadwrn Siarad | 1 | Learn Welsh Cardiff (Cardiff University) | Cardiff | 5 |

Total: 16 members of staff and 110.5 days
(20 members of staff and 98 days in 2017 – 18)

Appendix 5: Number of staff who received Welsh language induction training and specific training through the medium of Welsh

All staff, including temporary staff or agency staff, receive Welsh language induction training as part of their induction programme by the HMI who is responsible for the Welsh language. This is scheduled by the human resources department as part of the induction programme for new staff. This training includes raising a broad awareness of the history of the language and its place in the history of Wales, understanding the requirements of the Welsh language standards and an understanding of the way in which Welsh can be used in the workplace.

During 2018-2019, sixteen new members of staff joined Estyn in different posts. (Six members of inspection staff and ten members of corporate staff.) Training was provided to all of them.

Appendix 6 – Report prepared by Inspection Co-ordinators for peer review

Standard 1 – If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.

Although this Standard is met, team members should be reminded that any Welsh only correspondence/emails received **MUST** be responded to through the medium of Welsh. For any bilingual correspondence/emails, these should also be responded to bilingually.

ACTION REQUIRED: Remind ICs that Welsh correspondence/emails must be responded to accordingly

Standard 4 – When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.

During the notification call providers are asked their preferred language to communicate and the IC will respond accordingly. They are also asked if they require a bilingual version of the report, irrespective of the language of the provider. When notifying the LA of a Core Inspection, their notification letter needs to be bilingual as this is the first correspondence regarding the inspection. If a provider requires any follow up visits, the follow up team can use the preferred language to communicate to the provider and LA as the 'Initial Notification has been made for the Core Inspection. We need to discard the list of language preferences that are currently being used on the Team.

ACTION REQUIRED: When preparing documentation for Core Inspections, all LA letters are to be prepared bilingually

Standard 5 – If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.

ACTION REQUIRED: Just to reiterate that if unsure, send correspondence bilingually – Welsh first.

Standard 52 – You must provide the interface and menus on every page of your website in Welsh.

With regards to VIRs, we have ensured that where possible, titles/menus/text are bilingual when transferring from Welsh to English. However, some areas of the VIR are English only and although efforts have been made to change this, it is not possible.

ACTION REQUIRED: Is there a possibility that this could be reviewed when upgrading services

Standard 117 - You must ensure that — (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.

With regards to VIRs, we have ensured that where possible, titles/menus/text are bilingual when transferring from Welsh to English. However, some areas of the VIR are English only and although efforts have been made to change this, it is not possible.

ACTION REQUIRED: Is there a possibility that this could be reviewed when upgrading services

Standard 124 – You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.

The IC Team currently employ Welsh speaking ICs for both Core Inspections and Follow Up visits. While this is the case, we can meet this Standard and deliver the training within the team. Without Welsh speaking ICs, this would not be the case.

NO ACTION REQUIRED

ADDITIONAL NOTES

Email Templates – Although email templates are bilingual, ICs need to check their sectors that the Welsh text is first in the body of the email and in the Subject heading. **ACTION REQUIRED:** ICs to check their Sectors

Emailing Ministers, MPs and AMs – this correspondence should always be bilingual irrespective of the provider's preferred language. **ACTION REQUIRED:** Ensure that any correspondence already prepared is correct and bilingual.

ICs email address is English only, can we have a Welsh version too. **ACTION REQUIRED:** Contact Information Services

Naming of documents in the VIRs – can we name the Welsh documents appropriately instead of 'cy' on the end of the name please? **ACTION REQUIRED:** ICs to agree a way forward.

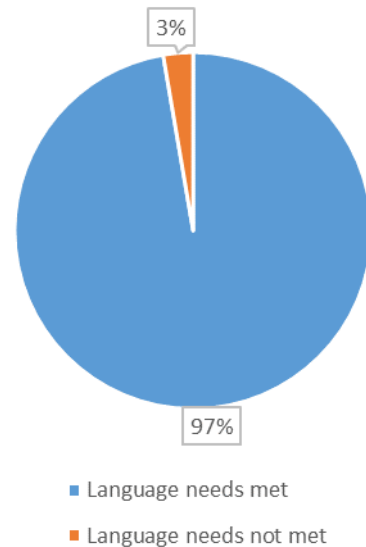
Appendix 7: Analysis of how external training/stakeholder engagement meets delegates Welsh language requirements

1,338 delegates responded in total: 1,302 (97%) felt that the event they attended met their language needs, while 36 (3%) felt that their language needs weren't met¹.

A number of the 36 delegates who chose 'no' failed to give any context to their answer. Of those who did provide further context, the following reasons were the most common:

- not enough Welsh was used during the event - 11 comments
- complaints about simultaneous translation (felt excluded by Welsh being spoken, switching between languages was distracting, headset was broken) - 6 comments
- delegate wanted English to Welsh translation to be made available (this is not a service that simultaneous translators provide) - 2 comments

These comments largely came from delegates attending larger or more high profile events, such as the thematic report conferences and National Stakeholder forum.



¹ Although the figures are the same as for delegate satisfaction, the 3% who felt that their language needs weren't met are not necessarily the same people who rated the training as 'adequate' or 'unsatisfactory'.