

ANNUAL REPORT

COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

2024-25



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1. Introduction

Grŵp Llandrillo Menai was established in 2012 as a result of mergers between Coleg Llandrillo, Coleg Menai and Coleg Meirion-Dwyfor.

It employs approximately 1500 staff and delivers courses to around 21,000 students, including over 1,500 higher education students, across Anglesey, Conwy, Denbighshire and Gwynedd. The Grŵp aims to support the economy of North Wales by equipping local people with the skills and qualifications needed to ensure the competitiveness and success of the region. Our new strategic plan can be found [here](#).

Grŵp Llandrillo Menai (the Grŵp) is committed to providing a fully bilingual service to learners and members of the public. In particular, the Grŵp recognises the importance of ambitious developments that will foster an environment that will promote the use and growth of the Welsh language among learners, staff and key stakeholders.

The Welsh Language (Wales) Measure 2011 places a duty on Grŵp Llandrillo Menai (Grŵp) to comply with the Welsh language standards. The standards explain how an organisation should use the Welsh language in different situations.

In accordance with the requirements of the standards, this is the publication of the Grŵp's 2024/25 annual report on its implementation of [of the Welsh Language Standards](#) The report outlines how the Grŵp complied with the Welsh Language Standards during the period 1 August 2023 to 31 July 2024.

The Grŵp's Welsh Language Policy outlines our intention to provide bilingual services to learners and the public and to expand the range of higher education, further education and work-based provision available to learners. The policy also outlines the Grŵp's intention to grow our bilingual workforce through the recruitment process and by offering training and support to the Grŵp's current staff. To support our Welsh Language Policy, the Grŵp has a comprehensive bilingual development action plan which identifies clear and measurable targets to further develop as a fully bilingual organisation.

Publication Date: 31 January 2025

2. Background / context of the report

The Welsh Language (Wales) Measure 2011 places a duty on Grŵp Llandrillo Menai (the Grŵp) to comply with the Welsh language standards. A standard explains how an organisation is expected to use Welsh in different situations.

In accordance with the requirements of the standards, this is the publication of the Grŵp's 2024/25 annual report on its implementation of [the Welsh Language Standards](#). The standards are divided into four areas:

- Service delivery
- Policy making
- Operational
- Record keeping

The Grŵp's arrangements for overseeing compliance with the standards and promoting and facilitating the use of Welsh language services can be found [here](#).

ARRANGEMENTS FOR AUDITING AND MONITORING COMPLIANCE

Contact details for submitting inquiries: WelshStandards@gllm.ac.uk
safonauCymraeg@gllm.ac.uk

Senior Responsible Officer: Angharad Mai Roberts, Director of Bilingual Development, Learning Resources and Skills

Executive responsibility delegation arrangements: The Grŵp's Panel Iaith oversees the Welsh Language Policy. Panel Iaith meetings are held twice a term. The chair of the Panel Iaith will cascade information to the Grŵp's Tîm Strategol (Strategic Team) meetings and the Bilingual and Equality Development Manager will report back to the Tîm Rheoli (Management Team) meetings when managers need to be updated on any developments, good practice, or any areas / issues that require further attention or support. All staff are considered responsible for ensuring compliance with the Welsh Language Standards in accordance with the Grŵp's Welsh Language Policy, and awareness of the standards is part of the induction training given to all new staff. Since January 2022, the Grŵp's staff have had access to a Welsh language awareness e-learning resource through the Grŵp's Moodle platform. This e-learning course has been added to the list of compulsory courses for staff in the Grŵp's CPD plan in order to ensure compliance with our Welsh Language Policy and the Welsh Language Standards.

The Grŵp's Panel Iaith approves this report. The report is then be presented to the Tîm Strategol and the Governors.

Monitoring: Monitoring is undertaken internally by the Bilingual Development department. This is done via secret shopper methods (visits, phone calls, emails, and desktop work, e.g. checking documents and social media content) with the aim of identifying good practice and areas that require additional support or training. This work is undertaken throughout the year and the results and outputs are reported to the Panel Iaith and the relevant managers and principals. Follow-up action is taken where issues of non-compliance are identified.

In addition, the results of the Welsh Language Commissioner's monitoring work and the Welsh Language Commissioner's Assurance Report are used to provide an independent perspective, to identify good practice and areas for improvement.

The Grŵp's complaints procedure can be found on our [website](#), which sets out the procedure for dealing with complaints about compliance with Welsh language standards.

3. Matters Arising During the Reporting Period

Grŵp Llandrillo Menai is proud to be a fully bilingual organisation that aims for the highest level of compliance with the Welsh Language Standards.

During the period of this report Grŵp Llandrillo Menai has continued to grow its bilingual services and provision, and has developed new ways of increasing the use of the Welsh language across the organisation. Some of the successes seen during this reporting period include:

- The appointment of a fourth Welsh language facilitator (funded by the Coleg Cymraeg Cenedlaethol) to work with the creative industries and business departments at Coleg Llandrillo to ensure that learners have every possible opportunity to present their work in Welsh and receive appropriate support to work through the medium of Welsh
- 14 Work Welsh classes at different levels that were attended by 72 members of staff
- Intensive Welsh language courses at Entry level offered to staff for the first time, with 4 learners taking the WJEC Entry exam in June 2024.
- The Grŵp's Welsh Language Policy has been reviewed and strengthened
- 95% of staff have informed us of their Welsh language skills on our internal human resources system (up from 91% last year)
- 12 members of staff have received Welsh language awards for their efforts to learn the language or for promoting the Welsh language within their departments

3.1. Service Delivery Standards

Below is a summary of how the Grŵp complied with the Service Delivery Standards between 1 August 2023 and 31 July 2024:

Area	Standard Number	(December 2023)
Correspondence (letters, inquiries etc.)	1-7	<p>In general, the Grŵp's practice is to correspond bilingually.</p> <p>The Grŵp has an in-house translation department. Any correspondence, or public documents, are translated and/or proofread by a member of the translation team to ensure language accuracy.</p> <p>The practice is to respond to all Welsh correspondence in that language (unless the person has stated that there is no need to reply in Welsh). The practice is to ensure that there is no delay in answering correspondence received in Welsh.</p> <p>A record of the language choice of all registered learners and apprentices is kept on the Grŵp's ICT systems</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>
Telephone calls and reception service	8-22 65-72	<p>All reception staff greet bilingually when answering a call on a main telephone number (or one of the main telephone numbers), or any helpline or call centre numbers. The main telephone answering service (or services) plays a bilingual automatic message to say that a message can be left in Welsh. Arrangements are in place in Rhyl and Abergele to transfer an inquiry to a Welsh speaking member of staff. No similar arrangement is needed in CM and CMD.</p> <p>Staff are available to provide a Welsh language service at the reception areas of all Grŵp campuses.</p>

		<p>Bilingual staff wear the Grŵp's 'Welsh' lanyard to convey to visitors that they speak Welsh and can offer a reception service in Welsh. Signs are displayed in the reception areas welcoming individuals to use the Welsh language.</p> <p>Reception staff who are not fully fluent, or lack confidence, are offered Welsh lessons to further develop their skills and confidence.</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>
Meetings	24-36	<p>Grŵp staff have received guidance and training on the need to conduct meetings in Welsh when inviting people to meetings. Update training is offered regularly as part of our CPD scheme as well as induction for new staff which includes training on the requirements of the Welsh language standards.</p>
Publicity and marketing, documents and forms	37-38 43-54 73-79	<p>All publicity and marketing materials produced, and all materials displayed in public by the Grŵp are produced/displayed bilingually.</p> <p>Documents and marketing materials are translated and/or proofread by a member of the translation team to ensure language accuracy.</p> <p>Anything that is produced corporately (prospectuses etc.) indicates that we are happy to receive correspondence in Welsh or English.</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>
Public events	40-42	<p>All information produced in relation to graduation and awards ceremonies are produced bilingually. Guest speakers are invited to speak in Welsh and simultaneous translation is provided when speeches and presentations are made in Welsh.</p>

Online presence	55-64	<p>The Group's website is fully bilingual with the option to choose a language when opening the website. Individuals can change from the Welsh version to the English version by selecting a language at the top of the page as needed. The marketing team check the website from time to time to ensure that there are no inconsistencies between the Welsh and English versions. The Grŵp's website is also monitored as part of our internal audit.</p> <p>All messages are published bilingually on all the Grŵp's official social media platforms.</p> <p>The marketing department has developed guidelines for marketing staff on translating social media posts and articles from English to Welsh. If any post or article in Welsh is incorrect, these will be amended immediately and recorded on a spreadsheet kept by the line manager. Training is provided if a team member continues to make mistakes.</p> <p>The Grŵp's internal translation department has received training on how to write in Welsh for the web and social media during 2023/24.</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>
Procurement	80-84	<p>Invitations to tender are published in Welsh where the subject matter of the contract suggests that it should be published in Welsh, or if the anticipated audience, and their expectations, suggests that the invitation should be published in Welsh.</p> <p>No tenders were published in Welsh in 2023/24 and no Welsh tender responses were received. However, if the context of the tender required or expected use of the Welsh language, then the tender would be published in Welsh.</p> <p>This is something that Procurement is committed to and has demonstrated in previous years.</p>
Promoting the Welsh language	85-87	<p>Learners at the Grŵp are made aware of their rights under the Welsh Language Standards during their induction period and during tutorial sessions.</p> <p>The Grŵp also participates annually in the 'Use your Welsh' campaign and 'Welsh Language Rights Day' with awareness raising activities held across all campuses.</p>

		All the Grŵp's promotional activities are undertaken in both Welsh and English, or bilingually.
Learners and learning opportunities	88-93	<p>Learners at the Grŵp are made aware of their rights under the Welsh Language Standards during their induction period and during tutorial sessions.</p> <p>The Grŵp also participates annually in the 'Use your Welsh' campaign and 'Welsh Language Rights Day' with awareness raising activities held across all campuses.</p> <p>Learners also have access to the 'Support with Welsh' website that was developed internally to provide information about the learners rights to use Welsh, and to provide links to useful tools and resources.</p> <p>The Grŵp's Coleg Cymraeg Cenedlaethol branch officers promote the value of Welsh as a skill amongst learners, and organise a variety of events and activities to provide learners with a wide range of opportunities to practice and use their Welsh in informal and social situations.</p> <p>Four Welsh Language Facilitators have been employed to support four of the Coleg Cymraeg Cenedlaethol's priority areas:</p> <ul style="list-style-type: none"> ● Sport and Public Services (Coleg Llandrillo) - until July 2024 ● Public Services (Coleg Llandrillo) and Animal Care (Glynllifon) - until July 2024 ● Health & Social Care (Coleg Llandrillo, Further Education and Learning in the Workplace) - until July 2024 ● Creative Industries and Business (Coleg Llandrillo) - until July 2024

3.2. Policy Making Standards

Below is a summary of how the Grŵp complied with the Policy Making Standards between 1 August 2023 and 31 July 2024:

Area	Standard Number	(December 2023)
Policy formulation or modification of existing policy	94-104	<p>All new and revised policies are assessed for their impact on the Welsh language. Where necessary, policies are returned to the originator if amendments are required to ensure the Welsh language is not treated less favourably than English. The Panel Iaith scrutinises the Welsh language impact assessments of all policies.</p> <p>The Strategic Curriculum Group considers changes to courses or the introduction of new courses. As part of that process the impact on the Welsh language is considered.</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>

3.3. Operational Standards

Below is a summary of how the Grŵp complied with the Operational Standards between 1 August 2023 and 31 July 2024:

Area	Standard No	Update (December 2023)
Welsh Language Policy	105	The Grŵp has a Welsh Language Policy (last updated July 2023) and an accompanying Operational Procedure on the Welsh language and Bilingualism. Both documents are available to staff via the Grŵp Portal.
Employees	106-111 119-126 134 141-144	The Grŵp's HR system (MyView) allows staff to self-declare their Welsh language skills and record their preferred language of communication. The 'MyView' interface is available in both Welsh and English and staff can choose which language to use when they log into the system. The MyView system is used to record annual leave, absences, TOIL, performance review, and provides access to payslips and P60s; all of which can be viewed in Welsh if Welsh is chosen at login. The system has been updated so that letters with
Computer Software and Online Systems	127-133	

a circumflex display correctly (as previously this was not the case).

All services, processes and documentation relating to staff employment are available in Welsh.

Bilingual members of staff are provided with the Grŵp's 'Welsh' lanyard and all members of staff are expected to wear the lanyard whilst at work.

Those staff who are not fluent have the opportunity to attend Work Welsh courses during their working hours, or to undertake a self-study Welsh learning course. During the period of this report, an intensive Welsh learning course (5 hours per week) began at Entry level. Other, informal, opportunities to practice and develop Welsh language skills are also offered to staff, including 'Dros Baned' (a chat over tea/lunch break), and 'Welsh buddies' (where staff are paired with a fluent Welsh speaker and meet regularly for a chat).

Intensive Welsh course for Staff

Grŵp Llandrillo Menai offers an intensive Welsh learning course for staff. This means that staff can attend Welsh lessons for 5 hours a week, instead of the usual 2 hours. This course is offered as part of our new recruitment policy and the Human Resources department is asked to

		refer new members of staff, who are one level of Welsh below the requirement of the job description, to our language tutors.
Training for staff	135-140	All staff are offered opportunities to develop their Welsh language skills, from beginners up to proficiency level. Staff have the option of attending a weekly 2hr lesson with a Welsh tutor during their normal working day, or completing an online self-study course. The Grŵp now also offers an intensive Welsh language course for staff. This course is mainly offered to new staff in order to improve their Welsh as quickly as possible to meet the needs of the job, but it is also available to existing Grŵp staff (with the agreement of their line manager).
Job vacancies and appointment of new staff	145-149	The Group also offers a comprehensive CPD programme for staff. Many courses offered and presented are available in Welsh/bilingual. Where courses listed in the compliance notice are delivered, a Welsh/bilingual option will be available to staff.
Signs	150-152	2 training sessions were held for teaching and assessment staff on our Seren Iaith resource in June 2024. The aim of these training sessions

		<p>was to update staff on the resources available to incorporate the Welsh language into their teaching and learning sessions and to encourage the social use of the Welsh language among the Grŵp's learners. 24 members of staff attended the sessions.</p> <p>The result of the internal audit for 2023-24 is shown in Appendix 1.</p>
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3.4. Record keeping and supplementary matters

Below is a summary of how the Grŵp complied with the Record Keeping Standards between 1 August 2023 and 31 July 2024:

Area	Standard No	Update (December 2023)
Record keeping - complaints	154 - 156 164, 170 176	All complaints received are managed by the Grŵp's Director of Governance and Information. Details of all complaints, subsequent investigations and findings are recorded.
Records - employees	158-162	The Grŵp's HR department manages all records relating to staff and recruitment. Staff can self-declare their Welsh skills through 'My View', our HR portal. Since September 2022 staff can complete the

		<p>National Centre for Learning Welsh's 'Learn Welsh Level Checker' to assess their Welsh language skills if they wish. Since September 2022, the 'Learn Welsh Level Checker' is compulsory for all new members of staff who are recruited to a position where learning Welsh is a condition of employment.</p>
Recording and reporting	<p>157 163 165-169 171-175 177-182</p>	<p>The Bilingual Development team, which reports to the Panel Iaith, is responsible for monitoring compliance and providing support, guidance and training to staff as required. An internal audit of compliance is conducted annually and regular spot checks are conducted to test compliance, with any issues arising reported to the Panel Iaith and relevant managers.</p> <p>Following the annual audit, an action / quality development plan is created which is monitored by the Panel Iaith.</p>

3.5. Employee Welsh Language Skills

The tables below outline the information held by the Grŵp about the Welsh language skills of its staff

Written	Academic Services						Corporate Services						Grŵp					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	138	37%	148	38.9%	139	39.6%	44	30%	49	31.0%	44	29.1%	563	36%	656	36.1%	544	35.2%
Intermediate B1	39	11%	37	9.7%	27	7.7%	12	8%	14	8.9%	11	7.3%	165	11%	178	9.8%	137	8.9%
Basic A2	102	28%	95	25.0%	85	24.2%	38	26%	36	22.8%	36	23.8%	386	25%	449	24.7%	367	23.7%
Entry A1	9	2%	-	-	-	-	7	5%	-	-	-	-	56	4%	-	-	-	-
Linguistic Courtesy	63	17%	-	-	-	-	41	28%	-	-	-	-	301	19%	-	-	-	-
No Welsh	-	-	71	18.7%	65	18.5%	-	-	46	29.1%	48	31.8%	-	-	376	20.7%	331	21.4%
Not known	19	5%	29	7.6%	35	10.0%	4	3%	13	8.2%	12	7.9%	80	5%	160	8.8%	168	10.9%

Understanding:	Academic Services						Corporate Services						Grŵp					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	153	41%	163	42.9%	156	44.4%	53	36%	62	39.2%	54	35.8%	671	43%	760	41.8%	636	41.1%
Intermediate B1	49	13%	41	10.8%	31	8.8%	10	7%	11	7.0%	10	6.6%	170	11%	196	10.8%	148	9.6%
Basic A2	101	27%	106	27.9%	92	26.2%	48	33%	44	27.8%	47	31.1%	385	25%	471	25.9%	395	25.5%
Entry A1	9	2%	-	-	-	-	5	3%	-	-	-	-	58	4%	-	-	-	-
Linguistic Courtesy	41	11%					26	18%					188	12%				
No Welsh	-	-	43	11.3%	39	11.1%	-	-	30	19.0%	31	20.5%	-	-	236	13.0%	205	13.3%
Not known	17	5%	27	7.1%	33	9.4%	4	3%	11	7.0%	9	6.0%	79	5%	156	8.6%	163	10.5%

Spoken	Academic Services						Corporate Services						Grŵp					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	145	39%	156	41.1%	151	43.0%	51	35%	58	36.7%	50	33.1%	637	41%	733	40.3%	618	39.9%
Intermediate B1	37	10%	31	8.2%	23	6.6%	10	7%	12	7.6%	11	7.3%	145	9%	157	8.6%	117	7.6%
Basic A2	109	29%	110	28.9%	95	27.1%	40	27%	36	22.8%	36	23.8%	393	25%	476	26.2%	391	25.3%
Entry A1	11	3%	-	-	-	-	6	4%	-	-	-	-	60	4%	-	-	-	-
Linguistic	48	13%	-	-	-	-	35	24%	-	-	-	-	235	15%	-	-	-	-

Courtesy																		
No Welsh	-	-	53	13.9%	46	13.1%	-	-	39	24.7%	42	27.8%	-	-	292	16.1%	252	16.3%
Not known	20	5%	30	7.9%	36	10.3%	4	3%	13	8.2%	12	7.9%	81	3%	161	8.9%	169	10.9%
	370		380		351		146		158		151		1551		1819		1547	

Written	Busnes@						Coleg Llandrillo						Coleg Menai a Choleg Meirion-Dwyfor					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	109	42%	119	42.2%	99	40.4%	34	10%	37	10.8%	43	11.3%	236	55%	246	51.9%	216	52.2%
Intermediate B1	34	13%	34	12.1%	29	11.8%	29	9%	29	8.5%	27	7.1%	51	12%	49	10.3%	43	10.4%
Basic A2	59	23%	65	23.0%	48	19.6%	121	36%	131	38.2%	135	35.3%	65	15%	75	15.8%	62	15.0%
Entry A1	5	2%	-	-	-	-	16	5%	-	-	-	-	19	4%	-	-	-	-
Linguistic Courtesy	47	18%	-	-	-	-	116	34%	-	-	-	-	34	8%	-	-	-	-
No Welsh	-	-	56	19.9%	51	20.8%	-	-	113	32.9%	136	35.6%	-	-	43	9.1%	31	7.5%
Not known	5	2%	8	2.8%	18	7.3%	24	7%	33	9.6%	41	10.7%	28	6%	61	12.9%	62	15.0%

Understanding	Busnes@						Coleg Llandrillo						Coleg Menai a Choleg Meirion-Dwyfor					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	135	52%	142	50.4%	117	47.8%	47	14%	48	14.0%	56	14.7%	281	65%	276	58.2%	250	60.4%
Intermediate B1	31	12%	30	10.6%	27	11.0%	43	13%	46	13.4%	44	11.5%	37	9%	49	10.3%	36	8.7%
Basic A2	55	21%	68	24.1%	57	23.3%	131	39%	147	42.9%	152	39.8%	49	11%	64	13.5%	46	11.1%
Entry A1	8	3%	-	-	-	-	20	6%	-	-	-	-	16	4%	-	-	-	-
Linguistic Courtesy	24	9%	-	-	-	-	75	22%	-	-	-	-	22	5%	-	-	-	-
No Welsh	-	-	34	12.1%	26	10.6%	-	-	69	20.1%	89	23.3%	-	-	24	5.1%	20	4.8%
Not known	6	2%	8	2.8%	18	7.3%	24	7%	33	9.6%	41	10.7%	28	6%	61	12.9%	62	15.0%

Spoken	Busnes@						Coleg Llandrillo						Coleg Menai a Choleg Meirion-Dwyfor					
	2023-24		2022-23		2021-22		2023-24		2022-23		2021-22		2023-24		2022-23		2021-22	
Fluent B2/C1	127	49%	136	48.2%	116	47.3%	45	13%	47	13.7%	55	14.4%	267	62%	270	57.0%	243	58.7%
Intermediate B1	29	11%	27	9.6%	19	7.8%	29	9%	31	9.0%	28	7.3%	40	9%	40	8.4%	36	8.7%

Basic A2	64	25%	74	26.2%	62	25.3%	124	36%	141	41.1%	148	38.7%	55	13%	70	14.8%	49	11.8%
Entry A1	5	2%	-	-	-	-	20	6%	-	-	-	-	18	4%	-	-	-	-
Linguistic Courtesy	29	11%	-	-	-	-	98	29%	-	-	-	-	25	6%	-	-	-	-
No Welsh	-	-	37	13.1%	30	12.2%	-	-	91	26.5%	110	28.8%	-	-	33	7.0%	24	5.8%
Not known	5	2%	8	2.8%	18	7.3%	24	7%	33	9.6%	41	10.7%	28	6%	61	12.9%	62	15.0%
Total	259		282		245		340		343		382		433		474		414	

As seen in the tables above, there has been a change in the reporting procedure of the language skills of the Grŵp's staff during 2023/24. Our Human Resources systems changed to ask staff to report their language skills as follows - Fluent, Intermediate, Basic, Entry or Linguistic Courtesy. These labels have been agreed in order to reflect the language levels of our recruitment policy and the National Welsh Learning Centre. Since our new recruitment policy has come into force, the Grŵp no longer advertises jobs or asks individuals to report 'No Welsh'. Instead, we categorise it as 'Linguistic politeness'. These labels enable managers to easily identify individuals with language skills below the job description, and enable us to identify ongoing professional development opportunities.

In 2023/24, on average 626 or 40% (a reduction of 90 in number, but not in %) of the Grŵp's employees indicated that they were fluent in Welsh (across all three skills). 241, or 16% (an increase of 262, 16% from 2021/22) of staff stated that they had Welsh skills at Linguistic Courtesy level. The Welsh language skills of Grŵp employees are collected on our internal human resources system

(MyView). All staff are required to update the relevant section on their personal profile. The number of staff who have not completed this section has risen slightly to 12% during 2023/24, compared to 9% in 2022/23/ The requirement to complete this form continues to be included in staff annual review

forms and therefore we should see a continued reduction in the number of staff who have not yet completed the form. We attribute the higher number of staff who are fluent and those who have no Welsh skills to having a more accurate picture of staff skills, due to staff completing their information on our systems.

The restructuring of provision has led to Coleg Menai / Coleg Meirion-Dwyfor seeing an increase in the number of staff as all the Grŵp's Adult and Community Education provision is now under these colleges.

As previously mentioned, the Grŵp has clear workforce development plans which include developments in our Recruitment Policy and an Intensive Welsh Language Learning Programme for staff.

3.6. Recruitment and New Vacancies

Our recruitment data is held in academic years, and therefore covers 01/09/23 - 31/08/24. During this period we managed 392 recruitment processes. Of these 59 posts (19%) were advertised as requiring skills to understand fluent Welsh. 61 jobs (19%) were advertised as requiring linguistic courtesy. Intermediate was the most used language level. 130 jobs were advertised as requiring skills to understand and speak Welsh at an Intermediate level (41%). The definitions of our recruitment policy were used to draw up these requirements. At present, the Grŵp does not use the 'No Welsh skills required' category.

The 'Staff Recruitment and Selection Policy' (September 2022) strengthens the Grŵp's commitment to developing a bilingual workforce, making Welsh skills essential for all posts, but distinguishing between the different skills (understanding, speaking and literacy), and levels as appropriate to each job role.

All advertised jobs include essential elements of Welsh language skills. This may include a combination of essential and desirable skills or all essential skills. Below, there is data regarding the recruitment processes implemented during the 2023/24 reporting period.

Language level *** Skill	Fluent	Intermediate	Basic	Entry	Linguistic Courtesy	Not recorded	TOTAL
Spoken	59	130	15	48	61	3	316
Understanding	59	130	17	45	62	3	316
Literacy	58	128	16	48	63	3	316
TOTAL	176	388	48	141	186	9	

In addition to a recruitment policy that emphasises Welsh language skills, the Grŵp has an intensive Welsh language learning programme for staff. This is now part of our recruitment policy and is offered if there are potential employees with lower Welsh skills than were asked for in the advertisement. Following our first intensive Welsh learning course, 5 individuals sat the WJEC Entrance exam in June 2024 and all of them passed. 2 applications were received from the Human Resources department, where individuals were appointed with language skills one level lower than what was advertised. 2 intensive Welsh learning courses were started, one at Entry level and one at Foundation level in September 2024. These learners will sit WJEC's Welsh for Adults exams during the 2024-25 academic year.

3.7. Welsh language training for employees

Training Area	No. attending Welsh language sessions	% attending Welsh language sessions	No. attending English language sessions	No. attending bilingual sessions	% attending bilingual sessions
Recruitment and interviewing	N/A	N/A	N/A	N/A	N/A
Performance management	N/A	N/A	N/A	N/A	N/A
Complaints and disciplinary procedure	N/A	N/A	N/A	N/A	N/A
Dealing with the public	N/A	N/A	N/A	N/A	N/A
Staff induction	N/A	N/A	N/A	23	100%
Health and safety	N/A	N/A	N/A	587	100%

3.8. Language training and language awareness for employees

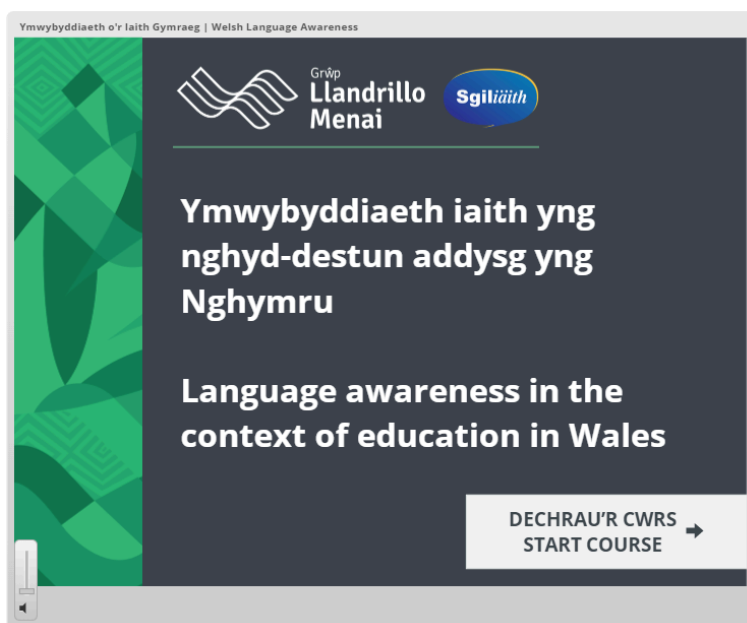
The Grŵp is committed to supporting staff to develop their Welsh language skills and provide a range of courses for staff through the Work Welsh programme. These classes are available to staff during working hours. Staff have the option of attending 2hr weekly lessons with a tutor or completing an online self-study course. The Work Welsh scheme runs from April to March each year and data is collected accordingly.

Our first learners completed their intensive Entry course during 2023/24 after they started in April 2023. 4 individuals completed the course with all passing the WJEC Entry exam. The numbers were small as it was a new venture, but it has proven to be successful. A course will be available at Entry level and at Foundation level during 2024/25. It will be necessary to continue to review these new courses regularly to ensure that staff who are appointed to positions where improving their Welsh language skills is a condition of employment attend the lessons and make appropriate progress. The Panel Iaith will need to review the procedure for referring new staff from the human resources department to the bilingualism department.

	September 2023 - July 2024	
	No. of classes	No. on course
Tutor led courses		
Entry 1	3	30
Entry 2	2	19
Foundation	1	8

Intermediate	2	10
Higher	1	3
1: 1 (Management team)	3	3
Online, self-study courses		
Entry	1	7
Foundation	1	1
Intensive Welsh Course for Staff		
Entry	1	5
Total	15	86

The language awareness e-learning resource for staff has now been incorporated into the Grŵp's procedures. The resource is hosted on the Grŵp's Moodle site and is part of the Grŵp's mandatory CPD training for staff.



The resource includes:

- An overview of the history of the Welsh language and the impact of this history on the language today
- An update on the position of the Welsh language in education in terms of policies, legislation and strategies
- Information about support with the Welsh language at Grŵp Llandrillo Menai

By the end of this reporting period, 63% of staff have completed the course, an increase of 21% since August 2023 (42% completed during the 2022-23 reporting period).

3.9. Complaints

The Grŵp did not receive any complaints relating to our compliance with the Welsh language standards during the year 2023-24. If any complaints are received, they will be dealt with in accordance with our complaints policy. A copy of the complaints policy is available on our website.

Conclusions and recommendations

The Grŵp is fully committed to complying with the Welsh Language Standards and the content of the report shows that we have made progress with groups of standards across several areas.

Our internal auditing process is now firmly established and allows us to monitor and assess our level of compliance with the Welsh language standards, as set out in our compliance notice. The process also enables us to identify any corrective actions that are needed and any training and development requirements.

The Panel Iaith is instrumental in leading on compliance issues and driving positive change in the use of Welsh across the organisation. The Panel Iaith led the review of the Grŵp's Recruitment Policy looking specifically at the Welsh language skills requirements of all new posts in order to strengthen the Grŵp's commitment to developing a bilingual workforce. This process has involved detailed consultation with staff, learners and other stakeholders to ensure that the policy is robust and workable. The new policy has been effective since September 2022 and is supported by a new intensive Welsh learning programme for staff. The new Recruitment Policy and the intensive Welsh language programme for staff is monitored by the Panel Iaith and regular reports are submitted to the Panel on the number of staff attending the intensive course. We are in the process of moving from applying for a job by email (PDF application form) to a completely online process. This process has caused a delay in the practicality of implementing the new recruitment policy and therefore it will be necessary to monitor the situation carefully to ensure that positions are advertised and that appointments are made in accordance with the policy.

The bilingual development team, under the supervision of the Panel Iaith, will continue to monitor and review compliance, and provide training and support to all departments, to ensure that the Welsh language is not treated less favourably than English in the Llandrillo Group Menai. Based on the findings of the latest audit the focus in 2024/25 will be on:

1. Continuing to conduct an annual internal audit (Director of Bilingual Development, Learning Resources and Skills)
2. Monitor and provide suitable support to learners in order to encourage and enable them to continue to develop their Welsh skills and to present assessment work through the medium of Welsh.
3. Monitor the implementation of the Grŵp's recruitment policy, including references to the bilingual team for intensive Welsh lessons (Director of Human Resources)
4. Monitoring the implementation of an intensive Welsh course for staff (Director of Bilingualism Development, Learning Resources and Skills)
5. Review marketing material, with emphasis during the next period on the new website (Head of Learner Services)

6. Ensure that all members of staff complete the online language awareness course
7. Offer an update to Grŵp Managers on the legal requirements of the Welsh language standards
8. Remind all staff of their individual responsibilities under the requirements of the Welsh Language Standards through an effective Grŵp-wide communication campaign (Tîm Polisi)
9. Produce and distribute a new lanyard to identify the language skills of staff and learners - Welsh speakers or Welsh learners.

Appendix 1

Welsh Language Standards - Internal Compliance Audit 2023/24

Grŵp Llandrillo Menai received a [Notice of Compliance](#) by the Welsh Language Commissioner's Office 29/09/2017. This compliance notice outlines our responsibilities under the Welsh Language Standards. This internal audit was completed during the period December 2023 - March 2024, to check that the Grŵp complies with the Welsh Language Standards and to identify any training needs that may exist.

The following table outlines the steps taken, and the responses received, during the internal audit.

Category	Subcategory	Action and result of internal audit	Action
Services	Correspondence	<p>E-mail</p> <p>A Welsh email and an English email were sent to 42 email addresses in the Grŵp.</p> <ul style="list-style-type: none"> • Contact was made in Welsh and a prompt Welsh answer was received from 15. • Contact was made in English and an English reply was received from 19. • There was no reply to the Welsh or English message from 6 email addresses and so another message was sent. • Contact was made in Welsh and an English reply was received by 2. 	<p>LJ has informed the manager of the department where no response was received in Welsh.</p> <p>LJ contacted the relevant Manager to check the emails and an English reply was received.</p>
		<p>Online contact form</p> <p>A message was sent in Welsh through the 'Contact us' page on the website and a Welsh reply was received.</p> <p>This form contains a message stating that correspondence in Welsh is welcomed.</p>	
		<p>Webchat</p> <ul style="list-style-type: none"> • A 'webchat' message was sent in Welsh and a reply was received in Welsh. • The Welsh 'webchat' message includes Welsh text on the chat start button - "Contact us" 	
	Phone calls	62 Welsh telephone calls were made to main switchboards across the Grŵp.	

		<ul style="list-style-type: none"> A Welsh language service was received on all occasions. 	
Receptions	<p>9 sites were visited as part of the audit. On each occasion there was a service in Welsh and reception staff wore lanyards indicating that they could communicate in Welsh.</p> <p>On one occasion, the member of staff did not speak Welsh fluently but explained this in Welsh and offered a Welsh language service from another member of staff - "Mae'n ddrwg gen i, dw i'n dysgu Cymraeg. Wyt ti eisiau siarad efo rhywun Cymraeg?" were the words used.</p>		
Signs	<p>We looked at signs at 7 sites.</p> <ul style="list-style-type: none"> Signs on 4 sites were fully bilingual. Signs on 2 sites were mainly bilingual, although there were some cases where they were only in English. Signs were bilingual on one site, but several cases of English only posters and signs were identified. 		LJ has contacted the relevant managers to check the posters. The managers have contacted the members of staff responsible for the posters. The English posters have been removed and bilingual ones put up in their place.
Forms	<p>12 online forms were looked at.</p> <ul style="list-style-type: none"> 7 were bilingual, the other 5 were available in Welsh and English, and stated this clearly. Welsh forms on the Grŵp's Welsh website state that an English version of the form is available and English forms on the English website state that a Welsh version is available. 		
Publicity and marketing	<p>26 press releases on the Grŵp's website were looked at.</p> <ul style="list-style-type: none"> 25 of them were available in Welsh. One included English content 		LJ has contacted the Department Manager to resolve the problem.
Website	<p>The Grŵp's website page was looked at.</p> <ul style="list-style-type: none"> The Grŵp's website page is fully bilingual A choice of language is given on the website page. 		LJ has contacted the staff member so that the language choice is made before accessing the website.

	Social media	<p>Official/corporate and departmental social accounts within the college were looked at. 11 posts were reviewed across three different platforms - X (Twitter), Facebook and Instagram.</p> <ul style="list-style-type: none"> • 9 were bilingual, and 1 was in English only. • 11 of the accounts reviewed published bilingually or in Welsh and English separately, and 1 in English only. • The Welsh was correct in terms of meaning and expression in 11 of the posts. • The Welsh had been placed so that the Welsh was likely to be read first. • 2 of the 11 social media accounts no longer exist. 	<p>LJ has contacted the owner/manager of each of the departmental social accounts to inform them of the Standards and to offer guidance and support</p> <p>LJ reported to the Manager that 2 of the 11 accounts do not exist.</p>
	Public events	<p>12 public events were attended. Everything was bilingual in terms of promoting the event, e.g. a bilingual e-mail and press release in Welsh and English were shared on the Grŵp's news section. Streams on social media promoted award winners bilingually.</p>	
Operational	Appointment of new staff	<p>12 vacancies were reviewed.</p> <ul style="list-style-type: none"> • All of them were advertised in Welsh and a bilingual job description was available, with the Welsh appearing first. • The application form is bilingual and includes a box for the applicant to request an interview/assessment in Welsh. • The application form requires a self-assessment of applicants' Welsh language skills asking them to indicate if they have Advanced, Intermediate, Basic, Entry or Linguistic Courtesy skills for Speaking, Understanding and Literacy 	
	Staff training	<p>10 training events were reviewed on STEPS, 9 were online events and 1 was a face-to-face event.</p> <ul style="list-style-type: none"> • The summary for 10 of the courses was bilingual. • The language of training for the 10 events was not specified. • Language errors were noted on one advertisement 	<p>SP has contacted MN to ask for the language of the course to be included in the advertisement.</p> <p>LJ has contacted the Staff Development Manager to update this.</p>
	Staff intranet	<p>The following systems were reviewed:</p> <ul style="list-style-type: none"> • Grŵp Portal • Grŵp Profile (Messages to Group) • EDRAC for Learners 	<p>LJ has contacted the IT department in order to translate some terms from Welsh to English on My</p>

		<ul style="list-style-type: none"> ● EDRAC for Staff ● Proactis ● My View ● OneFile ● Learner Welfare Hub ● Study Skills and IT Support <p>2 of the systems were English only. Another 7 were available in Welsh or partly in Welsh but the Welsh was not always correct and contained a number of English words that had not been translated.</p>	View
Policy Making	Decisions and policy documents	<p>6 policies that have been published on the Portal were randomly reviewed.</p> <ul style="list-style-type: none"> ● All 6 policies were available in Welsh or bilingually. ● All 6 policies with the Welsh title were on the Welsh side of the Portal. ● An impact assessment on the Welsh language had been completed for all 6 policies. 	Continue to review the policies in progress.