

August 2019

Archwilydd Cyffredinol Cymru  
Auditor General for Wales

# Welsh Language Report 2018-19



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU



We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

**Wales Audit Office  
24 Cathedral Road  
Cardiff  
CF11 9LJ**

# Detailed report

## Introduction

- 1 This annual report on the Welsh language outlines the work we have done to promote the language within the Wales Audit Office during 2018-19 and gives a snapshot of our current situation.
- 2 We received our [compliance notices in respect of the Welsh Language Standards](#) (the standards) in July 2016. The imposition date for many fell in January 2017, a further 14 standards came into effect during 2017-18 and eight in 2018-19.
- 3 We are required as part of the standards to publish an annual report on how we have complied with specific standards and in general during the previous financial year. Even though the primary function of this report is to assess compliance, it also provides an opportunity for us to reflect on what we have done to promote the use and awareness of the Welsh language during the previous year and identify how we improve further.
- 4 The Wales Audit Office and the Auditor General for Wales both received separate compliance notices. This annual report reports on our performance in respect of both sets of standards and will be shared via our social media platforms as well as being made available on our website and all our offices.
- 5 We outline our [arrangements for complying with the standards on our website](#). The Wales Audit Office employs a full time Welsh Language Officer who is responsible for the day-to-day management of the standards and promoting the Welsh language internally. The Director of Corporate Services is responsible for the strategic overview and corporate governance matters relating to the Welsh language.
- 6 We have carried out a wide range of activities during the previous year to promote the Welsh language within the Wales Audit Office and we set details out below. More can be done, and we plan to build on the work of the previous year. Key to this will be a Welsh Language strategy which has been developed over the year and will come into effect in the spring of 2019. It sets out our current position, our ambitions and our proposed actions to realise those ambitions.

## Communicating standards with staff

- 7 Communicating the requirements of the standards to staff is important to ensure they understand the Welsh language provision available to them – including learning opportunities, technology and HR material. It is also important for ensuring staff understand their responsibilities under the standards, for example when answering external phone calls or correspondence.
- 8 When new staff arrive at the organisation, they receive a dedicated induction session where they are introduced to the standards in relation to their work and employment with us. Non-Welsh speaking new starters are also required to complete the National Centre for Learning Welsh's Work Welsh online course where they are taught some basic Welsh for the workplace and Welsh language awareness. More information on this can be found in [paragraph 18](#).
- 9 We have provided staff with numerous tools and guidance on the standards that impact on the way they work. For example, we provide guidance and templates for email signatures and 'out of office' emails, including a comprehensive list of job titles. A suite of Welsh language technologies is also available for staff upon request that includes 'Cysill' and 'Cysgeir', Welsh Language Microsoft Office spell check and 'To Bach'.
- 10 Our policy on using the Welsh language internally outlines the relevant standards that have an impact on our staff's day-to-day responsibilities. These include answering telephone calls and replying to correspondence, respecting the language preferences of our audited bodies and members of the public, and the considerations for displaying posters and signage around our offices. We have also added that any all-staff emails must be bilingual with the Welsh positioned so that it is likely to be read first. The policy also outlines the new rights staff have under the standards such as the availability of Welsh language technologies, their access to Welsh language training, and training through the medium of Welsh. It also highlights their rights to have HR documents, as well as disciplinary and grievance meetings, in Welsh.
- 11 The Welsh language policy is readily available for staff to read on our intranet and was publicised throughout the year using all-staff emails from directors and through news articles on the intranet. This policy is due to be reviewed and updated in August 2020.

- 12 Throughout the year, we reminded staff through awareness sessions, inductions and all-staff emails from directors the need to answer calls with a Welsh greeting. We continued our 'Bore da/Prynhawn da' campaign, with posters and electronic screens in our offices, and sessions with staff to practice and remind them to answer calls with the appropriate Welsh phrases.
- 13 To encourage staff to communicate with each other in Welsh over email, we have utilised the MailTip function of Outlook to automatically notify the sender if the recipient is 'happy to communicate in Welsh' or is learning, together with an indication of which level they are at. This has increased knowledge amongst staff of who else can speak Welsh and we have received anecdotal feedback that it has encouraged and reminded staff to practice their written Welsh with colleagues, especially amongst learners.

## Recruitment

- 14 When recruiting within the audit teams, recruiting managers review the Welsh language capabilities of the whole team and take into consideration the percentage of Welsh speakers already within the team, and the responses from bodies to our triennial language preference survey. As of the end of the 2018-19 financial year, we are conducting the latest version of the survey and are encouraging the few organisations that haven't done so yet, to complete it.
- 15 When a new or vacant post arises, the recruiting manager must fill out a business case and return it to the HR department. A section within the business case asks for the required Welsh language skills for that role based on our [Welsh Language Matrix](#) which is itself based on the Centre for Learning Welsh levels. If a manager wishes to change the Welsh language requirements for a vacant role, they must provide a reasoning behind any change.
- 16 During 2018-19 we advertised for 50 new or vacant positions, recruiting internally and externally across 23 separate campaigns. The Welsh language skills for two of these positions were advertised as 'essential' with the other 48 positions advertised as Welsh 'desirable'. We were unsuccessful in recruiting a Welsh speaker for both Welsh essential roles due to no Welsh speakers with the required skills applying. We subsequently re-advertised for one role as Welsh desirable, and the other role was not re-advertised.

## Welsh language skills and training

- 17 The Welsh language skills of the Wales Audit Office staff at the end of the 2018-19 financial year is outlined in [Table 1](#). Since 2014-15 we have seen an increase of seven Welsh speakers at Advanced or Proficient level, which means a total of 12% of the organisation are Welsh speakers. The Welsh language skills of our staff are self-evaluated and recorded on the Employee Self-Service portal.

**Table 1: Welsh language skills of all Wales Audit Office staff**

The number of Wales Audit Office staff at awareness, entry, foundation, intermediate, advanced or proficiency level of listening, reading, speaking and writing Welsh

	Listening	Reading	Speaking	Writing
0 – Awareness	207	211	211	212
1 – Entry	6	5	7	9
2 – Foundation	10	7	5	4
3 – Intermediate	8	8	10	9
4 – Advanced	11	13	3	5
5 – Proficiency	22	20	28	25
<b>Total</b>	<b>264</b>	<b>264</b>	<b>264</b>	<b>264</b>

- 18 During 2018-19, a total of 39 members of staff took part in Welsh language awareness and/or learning training as shown in [Table 2](#). These include the new members of staff that are required to undertake the National Centre for Learning Welsh's 'Croeso' online course as part of their induction.

**Table 2: Welsh language training**

The Welsh language training provided for staff during 2018-19

	Dates	Delegates	Total learning hours
Welsh language awareness induction	Various dates April 2018 – March 2019	28	14
Work Welsh Online ‘Croeso’ course	April 2018 – March 2019	36 22 completed	248 hours completed
Weekly classes	September 2017 – June 2018	3	180
	September 2018 – June 2019	1	60

- 19 We have explored registering staff on other courses to those we have previously used. One learner has started Say Something in Welsh in March and has given positive feedback and so we will be looking at promoting that method further for those who wish to learn Welsh but not in a classroom setting.
- 20 To acknowledge the commitment needed for a member of staff to learn a new language, in June 2016 new procedures on time and financial commitments were agreed by senior management. Courses are fully paid for by the Wales Audit Office, and staff can use up to five days of their allocated training allowance for learning Welsh (with time provided by the Wales Audit Office being matched by the individual’s own time). The procedure also outlined that any staff member whose Welsh language requirement for their role is ‘essential’ is exempt from matching the Wales Audit Office’s time with their own.
- 21 We have other initiatives to encourage staff to practice their Welsh. A regular lunchtime session is held to allow staff to have discussions in Welsh with other learners and fluent speakers and to help prepare for Welsh language exams. It is also an opportunity for non-Welsh speakers to attend to ask about opportunities to learn Welsh and to practice using simple phrases and words. We also have ‘Word of the Moment’ on our screens around the offices which include a phonetic spelling of the words and their translation as shown in **Figure 1**.

Figure 1: word of the moment

Examples of posters placed on screens around our offices to highlight Welsh words



## Policy Making

- 22 We have undertaken Welsh language impact assessments in relation to 12 policies and policy decisions during the year as listed in [Table 3](#). These impact assessments are required of all new and reviewed policies to ensure positive effect on opportunities to use Welsh and to ensure the Welsh language is treated no less favourably than the English language. Incidentally, the current Welsh Language Officer sits on the Equality Interest Group who are consulted with on all policies.

Table 3: policies and policy decisions

Policy
Trade Union Time Policy
Procedure for National Security and Safeguarding Checks
Grievance Policy
Dignity and Respect Policy
Disciplinary Policy
Gender Identity and Transitioning Policy
Considerations for accessing sensitive or personal internet based material in the course of our work for the Wales Audit Office
Menopause Guidance
Draft behavioural framework
Real-Time recording
Equality and Diversity Policy
Wales Audit Office Board Travel and Subsistence Policy

## Complaints

- 23 During 2017-18, we received a query from the Welsh Language Commissioner's office regarding our assessment centre for audit trainees and the ability for candidates to undertake them in Welsh. We acknowledged that our disclaimer on our website was misleading and have now clarified the text.

Wales Audit Office

24 Cathedral Road

Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

We welcome telephone calls in  
Welsh and English.

E-mail: [info@audit.wales](mailto:info@audit.wales)

Website: [www.audit.wales](http://www.audit.wales)

Swyddfa Archwilio Cymru

24 Heol y Gadeirlan

Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn Testun: 029 2032 0660

Rydym yn croesawu galwadau  
ffôn yn Gymraeg a Saesneg.

E-bost: [post@archwilio.cymru](mailto:post@archwilio.cymru)

Gwefan: [www.archwilio.cymru](http://www.archwilio.cymru)