

Annual Report on the Welsh Language in Estyn 2019-2020

This eighth annual report includes a summary of progress made between March 2019 and April 2020 against the priorities that we identified in last year's report.

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 Welsh language 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.**

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.

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

This was exemplified in our response to the COVID-19 pandemic. Despite having to close the office at the end of the reporting period we continued to engage bilingually, externally and internally, as normal. This included fully bilingual engagement through social media and redirecting our telephone switchboard to relevant staff working from home to ensure that we offered a bilingual telephone service.

1. Continue with and develop further 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 may improve our performance and 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 person 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. If necessary, team representatives are asked to consider issues raised and return to the next meeting after discussing them with colleagues in the same team. This process has proved beneficial to all concerned and led to an effective peer review process leading to an effective self-evaluation of our compliance with the standards.

This process is a standing item on our termly meetings.

During the reporting year we concentrated on one team, namely Knowledge and Information Services. The work of this group was prioritised as our Sharepoint system was upgraded during the year. This system is used by all our staff to store and communicate information. Inspections are also undertaken using virtual platforms. Sharepoint is essential to our business internally and externally and is referenced under a number of Welsh Language Standards, for example, those dealing with electronic media. Relevant members of the Sharepoint team attended meetings to inform the working group of progress and to ensure that the new system would comply with the Welsh Language Standards. The agreed baseline was that the new system must be at least equal to the previous one regarding Welsh language content and the aim was to improve on it. This was achieved and Welsh language content and functionality has improved. During this process we engaged with the compliance department from the Welsh Language Commissioner's Office in order to ensure that we adhered to legislation and made improvements where possible.

Following this process the Welsh Language Commissioner's Office informed us that they would be including our self and peer-assessment process as an example of effective practice in guidelines to be published.

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.

During the reporting year Estyn produced detailed 'tone of voice' guidelines for staff. The Welsh Language Working Group contributed meaningfully to discussions regarding this document and how it would be applied in the Welsh language. Bilingual versions of these guidelines are available to staff and in the Welsh language version there is an additional section on how to use the different forms of the second person i.e. 'you', appropriately in Welsh given the grammatical differences between Welsh and English.

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.

During the reporting year a number of staff attended Welsh lessons either in the office or through attending external courses. However, while the numbers of staff was the same as in the previous reporting year the number of hours/days was lower. This was mainly due a reduction in the number of residential courses attended. During the last month of the reporting period the COVID-19 pandemic meant that face-to-face classes stopped due to the office closing. However, the Welsh for adults sector responded quickly to the situation and transferred most of its provision to distance or online learning. Estyn staff received regular updates on these new modes of provision and were encouraged to continue with or begin to learn Welsh during the lockdown period.

During the year the Welsh Language Working Group discussed at length how best to ensure that corporate staff have sufficient opportunities to utilise their Welsh language skills in the workplace. As a result, we will become part of a trial project, in partnership with Canolfan Bedwyr, Bangor University to introduce a toolkit aimed at increasing the internal use of Welsh within the organisation. This will form one of our main aims for 2020 – 21.

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.

There have been positive developments regarding increasing the use of Welsh on the new Sharepoint system (see Aim 1 above).

In addition, we produced bespoke Estyn lanyards for the first time that identify fluent Welsh speakers and Welsh learners. These are now widely used by relevant inspection and corporate staff and have received a positive reaction externally and have led to Welsh speaking staff being easily recognisable to the public and partner organisations.

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 2019-20, 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.

Two recruitment campaigns took place during 2019-20.

- Administrative Officer - Welsh language skills essential
- Inspection co-ordinator - Welsh language skills essential
- Recruitment of new HMI postponed due to COVID-19

Priorities for 2020-21

- 1. Continue with and develop further the process of self-assessment and peer assessment by developing greater individual responsibility within and across 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. To implement the ARFer toolkit from the Autumn Term 2020 onwards in order to utilise the Welsh language skills of fluent speakers and learners within the organisation and further normalise the use of the Welsh language. (See appendix 8 for definition of the ARFer project).**
- 3. To identify opportunities that improve our performance and appearance as a bilingual organisation. For example, investigating the use of technology available in Welsh and how it could improve our use of the Welsh language internally and externally.**

Appendices

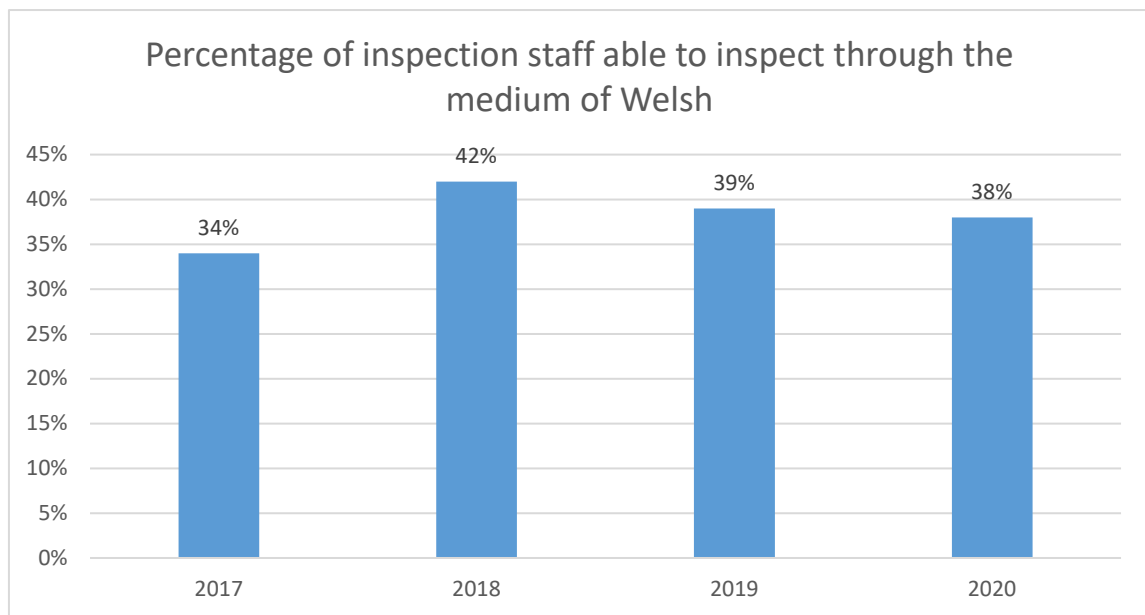
Appendix 1: Number and percentage of staff in the organisation's services who are able to speak Welsh as at 31 March 2020 (full-time equivalent)

- By department
- By job grade

Staff	Number of staff As at 31/03/2020	Number of Welsh speakers As at 31/03/2020	Percentage
HMCI	1	1	100%
Strategic Directors	2	1	50%
Inspection staff			
Assistant Directors	6	4	67%
HMIs	57	20	35%
Als (secondments)	2	1	50%
Total inspection staff	65	25	38%
Corporate staff			
Director of Corporate Services	1	0	0%
Grade 7	3	2	67%
Senior Executive Officers	2	0	0%
Higher Executive Officers	6	2	33%
Executive Officers	20	5	25%
Administrative Officers	12	2	17%
Total	44	11	25%
Total Estyn staff	112	38	34% (35% in 18/19)

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 2017	31 March 2018	1 March 2019	31 March 2020
Inspection staff who are able to inspect through the medium of Welsh	22	25	25	5
Total inspection staff	64	60	64	65
Percentage	34%	42%	39%	38%



Appendix 3: Number of peer inspectors by medium 2019/20

	Welsh and English	English only
ACL	0	10
All-age schools	13	7
FE	15	97
Mainstream Independent	0	25
Independent Special (inc. College)	2	26
LA	9	12
Maintained special	3	16
Primary	101	243
PRUs	0	6
Secondary	42	122
Initial Education and Training	0	4
Work-based learning	2	20
Welsh for Adults	19	0
Youth Offending/Prisons	0	4
Total	206 (34%) 32% in 2018/19	592

Appendix 4: Welsh language training 2019-2020

Type	Number of staff	Provider	Location	Days
Internal courses that were conducted in the office				
Mynediad	5	Learn Welsh Glamorgan	Anchor Court	25
Canolradd	5	Learn Welsh Glamorgan	Anchor Court	25
External courses				
Intermediate 1&2 (Blended Learning)	1	Cardiff University	Cardiff	1
Intermediate Welsh Part 1	1	Learn Welsh Glamorgan	Church Village	1
May Day Course (Sylfaen)	1	Learn Welsh Cardiff	Cardiff	2
Advanced Course - Welsh	1	Learn Welsh The Vale	Vale of Glamorgan	7.5
Foundation Course Part 1 & 2 (Blended)	1	Cardiff University	Cardiff	7.5
Welsh for beginners	1	Learn Welsh Glamorgan	Cardiff	3

Total: 16 members of staff and 72 days
(16 members of staff and 110.5 days in 2018-19)

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 awareness 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 2019-20, 22 new members of staff joined Estyn in different posts. (12 members of inspection staff and 10 corporate staff.)

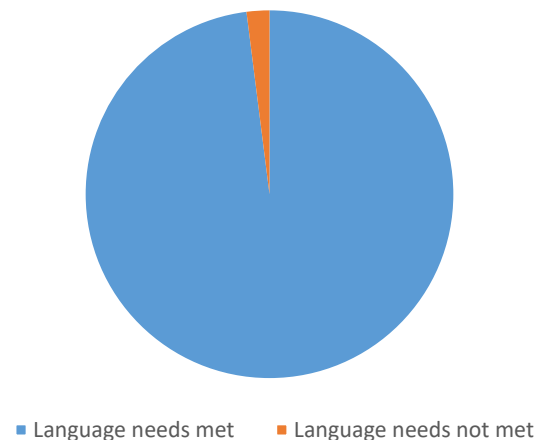
Appendix 6: Analysis of how external training/stakeholder engagement meets delegates' Welsh language requirements

1,130 delegates responded in total: 1,105 (98%) felt that the event they attended met their language needs, which is higher than last year's figure of 97%. 25 (2%) felt that their language needs weren't met.

Of the 25 delegates who answered 'no' to this question, 7 didn't give any context to their answer. The delegates who did give context mentioned:

- no simultaneous translator was provided and one should have been present - 7 comments
- technical issues with simultaneous translation service – 5 comments¹
- not enough Welsh was spoken by Welsh speaking HMI who were present – 4 comments
- delegate would've preferred the training in Welsh, but not enough Welsh speakers registered - 1 comment

The comments about a lack of simultaneous translation came from delegates at stakeholder forums. There is a growing demand for this service at our forums, and we suggest to lead HMI that we provide the service every time we run these events.



¹ Unfortunately these delegates didn't report these issues to us on the day of the event.

Appendix 7: Social media engagement through the medium of Welsh

Estyn communicates bilingually on social media. The charts below show the percentage who view messages in English (EstynHMI) and Welsh (EstynAEM).

According to the 2011 Census 19% of the population in Wales could speak Welsh.

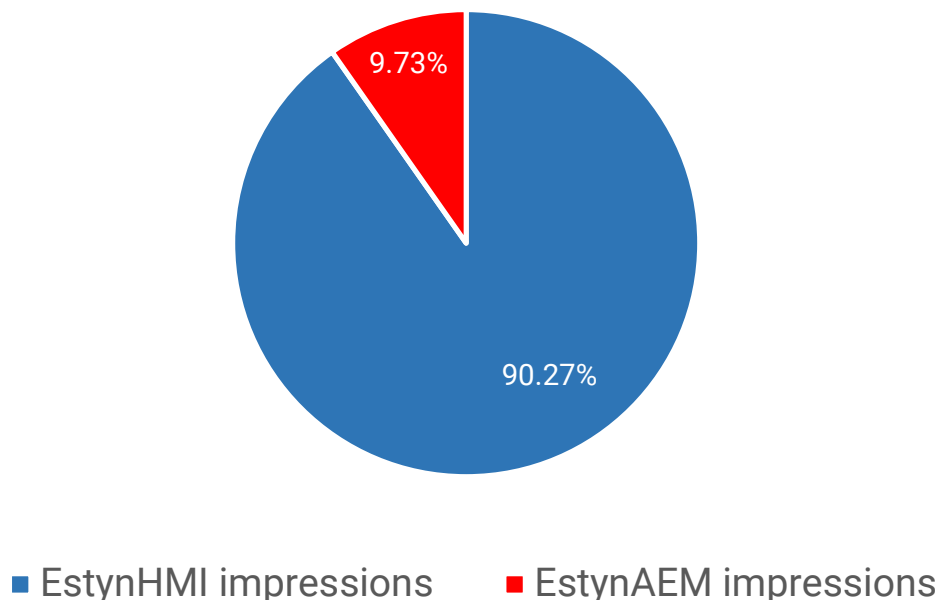
However, in the survey of Welsh Language Use in Wales 2013-15 (Welsh Government & Welsh Language Commissioner, 26 November 2015) the figures showed that 18% of all Welsh speakers who use Facebook used Welsh and 12% of all Welsh speakers who use Twitter used Welsh.

<http://www.comisiynyddygydraeg.cymru/English/Publications%20List/Adroddiad%20-%20Y%20defnydd%20o'r%20Gymraeg%20ynghymru,%202013-15%20-%20Saesneg.pdf>

The figures below show that engagement levels with Estyn's social media is higher than the 2013-15 figures would suggest and engagement levels in Welsh on Facebook are significantly higher.

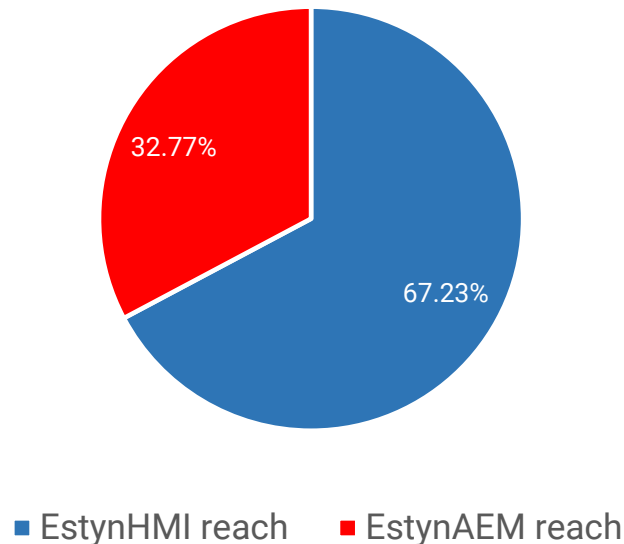
Impressions represent views of the Twitter feed.

Twitter impressions



Facebook reach represents the number of views of Estyn's Facebook page.

Facebook reach



Appendix 8: Definition of the ARFer project

Bangor University has established the ARFer project aimed at ensuring a better understanding of language use amongst co-workers in order to introduce tailor-made interventions and support to encourage the use of Welsh in a bilingual workplace

ARFer

The ARFer programme is a methodology inspired by the Aldahitz project designed by Soziolinguistika Klusterra in the Basque Country. The project is based on two principles that are rooted in the behavioural sciences:

- making a commitment to behaving in a certain way
- capitalising on the significant influence that defaults can have on people's behaviour

Essentially, ARFer is a programme that asks individuals to make a commitment to using Welsh as the default language with the aim of establishing the Welsh language as the norm.

The following factors are key to the scheme's success:

- investment in a programme that supports the wish of staff to use the Welsh language
- the importance of creating a context that enables staff to use Welsh
- the importance of supporting Welsh speakers (as well as learners) to use Welsh at work
- the importance of understanding patterns of language use before any attempt at influencing them.