

Welsh Language Report 2021-22



This annual report has been prepared in accordance with Welsh Language Standards 152, 158 and 164, and will highlight how the Auditor General for Wales and Audit Wales have complied with the Welsh Language Standards which were imposed on them by the Welsh Language Commissioner, set out in the appropriate Compliance Notices.

[Auditor General for Wales Compliance Notice](#)

[Audit Wales Compliance Notice.](#)

This document has been prepared as part of work performed in accordance with statutory functions. As well as outlining general compliance, this report also contains the specific information required by the Standards to be published annually. This includes data on the number of complaints we have received, the Welsh language levels of our staff, the training we offer through the medium of Welsh, and the level of Welsh we require on all vacant and new posts we have advertised during the financial year.

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and Audit Wales are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to Audit Wales at infoofficer@audit.wales.

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.

Contents

Introduction

Communicating standards with staff

Internal Policy

Recruitment

Welsh Language Skills

Welsh language skills training

Policy Making

Complaints

Detailed report

Introduction

- 1 This annual report on the Welsh language outlines the work done to promote the language within Audit Wales during 2021-22 and gives a snapshot of our current situation. Even though the primary function of this report is to assess compliance, it also provides an opportunity for both reflection and forward planning.
- 2 Scope and opportunity to progress the Welsh language strategy and agenda at Audit Wales has been limited and Audit Wales continued to face several challenges during 2021-22 presented by the on-going situation with the pandemic, COVID restrictions and continued advice to work from home.
- 3 This resulted in limited opportunities to engage with staff face to face for the delivery of training and engaging with clients and stakeholders. In addition, the vacant Welsh Language Officer post meant there were limited opportunities to progress the agenda, although the organisation continued to promote the language and opportunities.
- 4 As with every organisation, Audit Wales needed to focus on adapting to new ways of working whilst continuing to deliver audit services to our clients and stakeholders, ensuring everyone stayed as safe as possible. Despite the restrictions associated with the pandemic, we have been able to engage with our partners in new ways, reflect on our internal processes, and adapt to new ways of working which look set to continue as we adapt to hybrid working.
- 5 The Welsh Language Standards continue to provide Audit Wales with a framework within which to work and work towards Welsh Government's aspiration of delivering bilingual public services and reaching a million Welsh speakers by 2050 as per the Cymraeg 2050 Strategy.
- 6 Compliance arrangements relating to the Standards are published on the website, and a Welsh Language Officer works within Audit Wales and is responsible for the day-to-day management of the standards and promoting the Welsh language internally. The Executive Director of Communications and Change is responsible for the strategic overview and corporate governance matters relating to the Welsh language.

- 7 Audit Wales continues to invest in the Welsh language, both to support internal compliance with standards, workforce development and to facilitate partnership and client relationships. This annual report provides updates on positive progress made this year, as well as identifying areas for continued development

Communicating Standards with Staff

- 8 Communicating the requirements of the standards to staff is important, it ensures an understanding of their responsibilities under the standards, for example when answering external phone calls or correspondence.
- 9 It is also important to the success of the Welsh language strategy and workforce development that they understand the Welsh-language provision available to them – including learning opportunities, technology, and HR material.
- 10 New starters 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 Welcome online course where they are taught some basic Welsh for the workplace and Welsh-language awareness.
- 11 Staff are provided with numerous tools and guidance on the standards that impact on the way they work. This includes templates for email signatures, "out of office" message and a comprehensive list of job titles.
- 12 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'. We have recently changed how we provide 'Cysill' and 'Cysgeir' to staff by actively including it in the build of new or updated laptops for all staff regardless of language requirements.

Internal Policy

- 13 Our policy on using the Welsh language internally outlines the relevant standards that have an impact on our staff's day-to-day responsibilities.
- 14 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.

15 The policy also outlines the 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.

Recruitment

16 During 2021-22, Audit Wales advertised 45 new or vacant posts, recruiting internally and externally. The Welsh-language skills for 12 of these positions were advertised as 'essential' and 33 positions advertised as Welsh 'desirable'. We were successful in recruiting for all Welsh essential posts.

17 Of the 12 Welsh essential post, 7 were apprentices and graduate trainees, 3 were in audit services, and 2 within corporate services.

18 Within our apprentice and graduate recruitment campaigns, we have a commitment that at least 20% of our posts will be Welsh essential. With all other recruitment, any campaigns that are recruiting for 3 or more positions will have at least 20% of vacancies being Welsh essential.

Welsh Language Skills

19 The Welsh-language skills of our staff are self-evaluated and recorded on the Employee Self-Service portal. Towards the end of each financial year, we encourage all staff to update and record their Welsh language skills and to match themselves against the Welsh Language Skills Matrix, which is aligned to the ALTE Framework.

Welsh-language skills of staff at Audit Wales as at end of 2021-22 financial year are as follows:

Table 1: Welsh-language skills of all Audit Wales staff

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

Caveat: not all data relating to staff linguistic ability has migrated to new system.in time for annual reporting.

	Listening	Reading	Speaking	Writing
0 – Awareness	107	113	113	113

1 – Entry	11	6	9	9
2 – Foundation	16	5	5	3
3 – Intermediate	5	6	6	5
4 – Advanced	5	8	2	5
5 – Proficiency	17	14	18	17
Total	161	152	153	152

20 We also show the number of Welsh language skills broken down in the organisation by audit services and corporate services in **Tables 2 and 3** respectively.

Table 2: Welsh-language skills of Audit Wales staff within our audit services

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

	Listening	Reading	Speaking	Writing
0 – Awareness	87	91	91	91
1 – Entry	8	4	5	5
2 – Foundation	5	2	4	3
3 – Intermediate	4	5	5	4
4 – Advanced	5	8	2	5
5 – Proficiency	15	12	16	15
Total	124	122	123	123

Table 3: Welsh-language skills of Audit Wales staff within our corporate services

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

	Listening	Reading	Speaking	Writing
0 – Awareness	21	22	22	22
1 – Entry	3	2	3	4
2 – Foundation	3	3	1	0

3 – Intermediate	3	1	1	1
4 – Advanced	0	0	0	0
5 – Proficiency	2	2	2	2
Total				

21 We have seen a slow increase in the percentage of Welsh language skills within Audit Wales. This has been through a mixture of changes to the overall levels of staffing, staff self-reporting a progression in their Welsh language skills and updating their profiles accordingly, and through the recruitment of Welsh speaking staff.

Training

Welsh language skills training

22 During 2021-22, staff took part in the courses as shown in Table 4.

Table 4: Welsh-language training

Course	Delegates
Work Welsh Online 'Croeso' courses Part 1	17
Work Welsh Online 'Croeso' courses Rhan 2	13
Work Welsh Online 'Gwella' course Rhan 1	2

Course	Delegates
Work Welsh Online 'Gwella' course Rhan 2	2

Policy Making

23 We have completed Welsh-language impact assessments in relation to nine policies and policy decisions from 1 April 2021- 31 March 2022. These impact assessments are required for all new and reviewed policies to ensure a positive effect on opportunities to use Welsh and to ensure the Welsh language is treated no less favourably than the English language.

Table 5: Policies and policy decisions

The policies and policy decisions that were subject to Welsh-language impact assessments during 2021-22.

Policy
Management of Change Policy
Performance Policy
Procurement Strategy
Changes to travel and subsistence scheme
Trainee Pay
Travel Allowance Options
Salary pay uplift relating to removal of travel allowance

Sickness Policy

Corporate Services Restructure

Complaints

- 24 During 2021-22, we did not receive any complaints through the Welsh Language Commissioner but received one via a member of the public in relation to a couple of issues on the website. The issue was rectified, and the complainant contacted.



Audit Wales

24 Cathedral Road
Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

E-mail: info@audit.wales

Website: www.audit.wales

We welcome correspondence and telephone calls in Welsh and English.
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.