Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Internal use of Welsh

Published in accordance with section 4(2)(b) of the Welsh Language (Wales) Measure 2011
Date: 20 July 2023

Steps all organisations can take:

Planning and communication

⇒ Develop and publish a policy on promoting and facilitating use of Welsh internally, pursuant to the standards

⇒ Make a statement regarding the aims of the organisation in terms of using Welsh internally, and adopt and convey the statement effectively

⇒ Produce an action plan indicating which steps will be taken to promote and facilitate the use of Welsh internally, alongside a timetable, measuring techniques, and responsibility and accountability arrangements

⇒ Appoint champions to be responsible for promoting and facilitating the use of Welsh in their teams or departments, ensuring their role as champions is clear, and bring them together in a network to discuss their experiences

⇒ Undertake a language use survey to measure the current and potential use of Welsh within the organisation

⇒ Undertake qualitative exercises to gather views, such as interviews or discussion groups, in order to understand the language behaviour of staff

⇒ Put arrangements in place to regularly collate and report on data in order to monitor progress

Changing practices

⇒ Establish a way of working with individual staff in order to identify opportunities to use more Welsh, produce a personal development plan, and provide follow-up support

⇒ Implement the ARFer pack

⇒ Establish Welsh zones within work locations

⇒ Map Welsh speakers within the organisation and adapt the structure and arrangements of offices to create opportunities for staff to use the Welsh language with colleagues or managers

⇒ Consider the use of Welsh internally, recognising the need for Welsh language skills when recruiting for new and vacant posts

⇒ Review the internal communications of the organisation in order to ensure that more, or all, of them are provided in Welsh

⇒ Identify key leaders within the organisation and influence them to use Welsh or facilitate the use of Welsh amongst others, for example, through mentoring, language awareness training, or training on using Welsh in contexts such as meetings

⇒ Arrange regular social and informal opportunities for staff to use Welsh together

Technology and resources

⇒ Install automated and machine text translation software on staff computers, promote it and ensure staff know how to use it, including its integration with email, chat and drafting programmes

⇒ Use simultaneous translation for internal meetings through Teams or Zoom when suitable

⇒ Install a default Welsh interface on the computers of Welsh speakers, or proactively offer them the Welsh interface

⇒ Review IT systems used by staff to ensure their interface is available in Welsh and they allow content to be seen and input in Welsh

⇒ Use the Iaith Gwaith logo or other methods, either face-to-face or online, to make it clear which staff members speak Welsh

⇒ Establish and promote a proofreading service for work drafted in Welsh by staff

Skills and confidence

⇒ Offer the 'Work Welsh' provision of the National Centre for Learning Welsh to develop the skills of staff

⇒ Establish a scheme where staff who are learning Welsh are paired with a mentor who will hold regular conversations with them to give them an opportunity to become more confident speaking Welsh

⇒ Provide training for staff on using Welsh in certain contexts, for example when chairing meetings or hosting training on developing language skills

Introduction

Importance of using Welsh internally

The Commissioner always addresses the principle that persons in Wales should be able to live their lives through the medium of Welsh if they choose to do so. We spend a significant proportion of our lives at work, therefore we want to enable people to use the Welsh language at work to the greatest extent possible.

The Welsh Government strategy, Cymraeg 2050, mentions the workplace as a key space for increasing the use of the Welsh language. It says that "the workplace is central to our day-to-day lives, and provides an important context for an individual's linguistic development", as it is an opportunity for speakers at every level to use and practice the language. The strategy states that "some bodies are already leading the way in this respect and use the Welsh language as the language of internal administration, subsequently increasing the demand for, and opportunities to use, Welsh language skills".

Requirement to have a policy on using Welsh internally

The Welsh language standards impose duties on some organisations to set out how thy will promote and facilitate the internal use of Welsh.

You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.

Welsh Language Standards

This duty applies to all organisations that implement the Welsh language standards, and we will check that organisations comply with the requirements through the usual monitoring work of the Commissioner.

However, there is nothing to stop bodies that are not subject to the statutory duties from taking steps to promote and facilitate the use of Welsh in every area of work. Some of the actions outlined in this document are equally relevant to work in every sector.

Project objectives

The Commissioner is undertaking a project with the aim of ensuring that many organisations implement interventions that will increase the use of Welsh amongst their staff. The project will include:

- o Guidance and support for organisations
- o Engagement and communication work
- o Influencing policy and resources.

This pack is part of the guidance and support offered to organisations. This is based on discussions with organisations regarding their current practices, information about what is happening in other countries, and evidence of previous research and projects. The interventions have been divided into four categories:

- o **Planning and communication** – corporate arrangements organisations can put in place to ensure the efforts succeed
- o **Change in practices** – interventions to encourage staff to change the language they use in different scenarios
- o **Technology and resources** – the infrastructure needed to support staff to use Welsh
- o **Skills and confidence** – interventions to ensure Welsh speakers feel confident to use the language.

Increasing the Welsh capacity of organisations – i.e. increasing the percentage of staff who have Welsh language skills, either through recruitment or training – is likely to impact the use of the language internally. We support the efforts of organisations to increase their Welsh capacity in accordance with the standards by recruiting and improving skills.

In due course, this can lead to organisations being administered mostly or fully in Welsh – this would be highly positive in terms of the status of the Welsh language and would enable more people to live their professional lives through the medium of Welsh. The aim of this project in the first instance is to focus on increasing opportunities for staff members to use Welsh at work.

It is possible that many of the actions in this pack are already being implemented naturally, or may not be necessary, where nearly all staff members speak Welsh.

It is inevitable that the working arrangements of most organisations will have changed due to Covid-19, with more working from home, flexible working, and use of technology meaning we will need to be flexible and adapt to evolving work patterns in order to ensure the changes do not hinder the development of Welsh as a working language.

Implementing this pack

The pack can assist every organisation in developing their policy on the internal use of Welsh, and implement interventions to promote and facilitate the use of the language. We would love to see organisations with lower percentages of Welsh speakers implement the appropriate interventions for their context.

Planning and communication

1 Organisational commitment

1.1 The standards require organisations to have a policy on the internal use of Welsh. The policies of organisations can set out how they will promote and facilitate the use of Welsh, taking into account their specific situation.

1.2 We encourage organisations to make a clear statement which explains the organisation's objective to staff in terms of the use of Welsh internally. Doing so can ensure Welsh speakers are aware there is support to use Welsh, and that non-Welsh speaking staff understand and embrace the organisation's commitment.

1.3 Such a statement can be in the form of a long-term target, for example:

> "By 2025, we want all of our Welsh-speaking staff to report they can use Welsh at work 70% of the time."
>
> "By 2030, we will be an organisation that operates fully in Welsh."
>
> "By 2035, we will double the use of Welsh in the organisation."

1.4 This can also be in the form of an approach, for example:

> "We will support all of our Welsh-speaking staff to use Welsh at work where possible."
>
> "Welsh is the operational language of this organisation."
>
> "We are a truly bilingual organisation, where all of our staff can work in the language of their choice."

1.5 It is important that the organisation then outlines which steps it will take to achieve what the statement says.

1.6 It is also important that the organisation embraces the statement, for example:

o The head of the organisation may communicate the commitment to staff
o The body that manages or scrutinises the work of the organisation, for example the board or council, may formally adopt the commitment
o The commitment may be communicated externally, for example in a press release or by addressing it when recruiting.

ACTIONS

⇒ Develop and publish a policy on promoting and facilitating the use of Welsh internally, pursuant to the standards

2   Action plan

2.1   It will be beneficial for organisations to have an action plan which shows which steps they will take to promote and facilitate the use of Welsh internally. The plan may be part of the policy, an appendix to it, or a separate document.

2.2   The action plan may include:

- o   A description of the actions that will be taken, including the interventions in this document
- o   A timetable for implementing the actions. Implementation may take place across the whole organisation or intensive work can be undertaken with individual teams or departments in turn
- o   Indicators based on data or evidence gathered (see section 6)
- o   Responsibility and accountability, including:
    - ▪   Who will be responsible for coordinating and implementing actions from day to day
    - ▪   Which steps will the organisation's supporting departments need to take (e.g. human resources / translation / learning and development)
    - ▪   Which steps will managers and staff within the organisation's departments need to take
    - ▪   What will be the procedure and timetable for reporting on the implementation of the plan
    - ▪   Who will receive updates and scrutinise the implementation of the plan, for example a head or director, or a specific management board for the project.

ACTIONS

⇒   Produce an action plan indicating which steps will be taken to promote and facilitate the use of Welsh internally, alongside a timetable, measuring techniques, and responsibility and accountability arrangements

3   Internal communication campaigns

3.1   It is important to make it clear to staff that the organisation is eager to promote and facilitate the use of Welsh and that support of the highest level is given to opportunities to use Welsh. Internal communication methods may be used to:

- o Ensure staff are aware of the organisation's commitment to promote and facilitate the use of Welsh internally
- o Incentivise staff to make more use of Welsh in various contexts
- o Inform staff of the available support and resources.

3.2   The methods the organisation are familiar with may be used, and the use of Welsh could be included as part of general internal communication programmes. For example, the following could be used:

- o Intranet
- o Internal emails
- o Email signatures
- o Material exhibited clearly within offices
- o Staff bulletin or newsletter.

3.3   When composing messages, it could be beneficial to consider the principles of the MINDSPACE: Influencing behaviour through public policy framework, published by the Cabinet Office and Institute for Government in 2010, which summarises the most common influences on decisions. For example:

- o "Messenger: We are heavily influenced by who communicates information" – someone in a position of authority or influence may be used, or a colleague staff will relate to
- o "Norms: We are strongly influenced by what others do" – it can be conveyed that using the Welsh language is common within the organisation, and something that increasingly occurs
- o "Defaults: We "go with the flow" of pre-set options" – people can be encouraged to begin meetings or other communication in Welsh
- o "Commitments: We seek to be consistent with our public promises, and reciprocate acts" – people can be encouraged to make a commitment to using Welsh in the workplace.

ACTIONS

⇒ Using internal communication methods to allow and encourage the use of Welsh internally and promoting the available support

4 Championing the use of Welsh

4.1 Responsibility may be given to individuals within teams in terms of promoting and facilitating use of Welsh within the context of their work.

4.2 Some organisations already have Welsh champions for issues pertaining to compliance and public engagement. Their role tends to entail:

- Reminding colleagues of their requirements and supporting them to achieve
- Reporting any problems or successes centrally
- Passing any central messages on to colleagues
- Inspiring colleagues.

4.3 Internal use may be added to their responsibilities, or other suitable individuals may be identified.

4.4 Activities champions could undertake in terms of Welsh and internal use include:

- Making a point of speaking Welsh with colleagues in order to change the language habits in the office
- Conveying messages and information, for example making colleagues aware of the available support and resources, and encouraging them to take advantage of these
- Helping colleagues become more confident in speaking Welsh, for example by offering opportunities to practice or helping to draft text
- Suggesting and implementing ideas for interventions which would work for their colleagues
- Celebrating successes.

4.5 Champions could be brought together in networks to share practice and experiences.

ACTIONS

⇒ Appoint champions to be responsible for promoting and facilitating the use of Welsh in their teams or departments, ensuring their role as champions is clear, and bring them together in a network to discuss their experiences

5 Language awareness training

5.1 The standards require that language awareness training is provided to all staff members, whether they speak Welsh or not:

> You must provide training courses so that your employees can develop—
> (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture)
> (b) an understanding of the duty to operate in accordance with the Welsh language standards
> (c) an understanding of how the Welsh language can be used in the workplace.
>
> **Welsh Language Standards**

5.2 It is already a requirement, therefore, the use of Welsh internally should be discussed in these sessions. If an organisation is actively implementing interventions to promote and facilitate the use of Welsh, language awareness sessions can be a great opportunity to:

o   Make all staff aware of the organisation's commitment to promote and facilitate the use of Welsh internally

o   Ensure non-Welsh speaking staff know how they can act to facilitate the use of Welsh by their colleagues

o   Inform Welsh speakers of the available support and resources, and emphasise that the organisation wants to encourage them to make more use of Welsh

o   Identify staff members who are eager to make more use of Welsh in order to support them.

5.3 New content regarding internal use could be integrated into your current language awareness training.

ACTIONS

⇒   Review the language awareness training of the organisation in order to ensure it promotes and facilitates the use of Welsh internally

6 Data and evidence

6.1 The standards require data to be collected regarding the number of staff members who can speak Welsh, but not regarding the language use of staff.

6.2 Evidence and data collection regarding internal use can be useful to:

o Establish a baseline – when repeating the information gathering exercise, the effectiveness of the implemented interventions can be seen

o Organise the workforce – as stated in section **Gwall! Ffynhonnell y c yfeirnod heb ei ganfod.**, opportunities may be identified to organise the workforce in ways that lead to wider use of Welsh

o Identify staff needs on an individual level – see section **Gwall! F fynhonnell y cyfeirnod heb ei ganfod.**.

Language use survey

6.3 Undertaking a specific survey regarding Welsh language use amongst staff is a way of gathering quantitative evidence about their practices.

6.4 This can either be undertaken as a separate survey or included in other work the organisation undertakes, for example, a satisfaction / skill survey. The responses to a skill survey may be used to identify the staff members who speak Welsh in order to have them complete the language use survey.

6.5 We suggest that the simplest way of acting would be to ask staff to state the percentage of their time at work in which they use Welsh for various activities. They could also be asked what would be their desired percentage of time for using Welsh. The survey could be structured as follows:

Informal verbal discussions with colleagues

Current use   0% -- 100%

Desired use   0% -- 100%

Informal written contact with colleagues (email/messages)

Current use   0% -- 100%

Desired use   0% -- 100%

Drafting internal letters and documents

Current use   0% -- 100%

Desired use   0% -- 100%

Meetings with colleagues

Current use   0% -- 100%

Desired use   0% -- 100%

Organisation / department / team meetings

Current use   0% -- 100%

Desired use   0% -- 100%

Meetings with other organisations

Current use	0% -- 100%
Desired use	0% -- 100%
Drafting official documents and correspondence for external use	
Current use	0% -- 100%
Desired use	0% -- 100%

6.6   The survey could also include qualitative questions, for example:

> What is stopping you from using more Welsh at work?
>
> What support would enable you to use more Welsh at work?

Qualitative methods

6.7   In order to gain a richer understanding of the situation, discussion groups or staff interviews could be conducted. These exercises could also establish the current use of Welsh and the desire to increase this, but the main value of qualitative evidence will be to find out what the barriers and solutions are.

Other indicators

6.8   Data from other sources can be gathered to get an idea of how much Welsh is used internally, for example:

- o The number of staff members who have taken advantage of the Welsh materials offered in accordance with the operational standards
- o The number of staff members who use IT systems in Welsh / have installed a spell checker etc
- o Usage levels of the Welsh version of the intranet.

ACTIONS

⇒ Undertake a language use survey to measure the current and potential use of Welsh within the organisation

⇒ Undertake qualitative exercises to gather views, such as interviews or discussion groups, in order to understand the language behaviour of staff

⇒ Map other data sources which could give an idea of the use of Welsh internally

⇒ Put arrangements in place to regularly collate and report on data in order to monitor progress

Changing practices

7 Personal development of staff members

7.1 By ensuring the use of Welsh is considered in the organisation's staff care and development processes, it can be ensured that individual staff are encouraged and supported to make more use of Welsh in their specific circumstances. In terms of responsibility for this:

o Suitable activities may be included in the guidance for line managers regarding hosting performance management meetings with their staff, making line managers responsible for developing their staff in this area. The benefit of this is that the line manager has a constant relationship with staff and understand their work well

o A mentor or officer associated with the internal use project could be asked to do this. This would be advantageous because this individual would be aware of the support and resources available and be able to offer more expertise in terms of which solutions are likely to work.

7.2 In terms of identifying staff to target:

o The responses to the skill survey could be used to identify the staff members who speak Welsh

o If more specific targeting is needed, the responses to the language use survey could be used to identify the individuals who are most eager, and have the most potential, to make more use of Welsh.

7.3 The staff members' response to the language use survey could be used as a starting point, exploring the areas in which they could use more Welsh.

7.4 The exercise could identify:

o The staff members' regular activities
o How much Welsh is currently used
o How much Welsh could be used
o What needs to happen for more Welsh to be used
o Actions for the staff members and the organisation.

7.5 A personal development plan on the use of Welsh could be produced for staff members, to include their commitments in terms of how they will change their habits, and the organisation's commitments in terms of the support it will provide.

ACTIONS
⇒ Establish a way of working with individual staff in order to identify opportunities to use more Welsh, produce a personal development plan, and provide follow-up support

8 ARFer

8.1 The ARFer programme was developed by Bangor University through funding by the Welsh Government.

8.2 The aim of ARFer is to support staff to use the Welsh language more often with each other in the workplace. It is suitable for everyone within the workplace – staff who are fluent Welsh speakers, staff who understand Welsh but lack confidence to use it and staff who are learning Welsh.

8.3 The ARFer methodology is inspired by the Aldahitz project designed designed by the Soziolinguistika Klusterra company in the Basque Country and it is based on two principles that are rooted in the behavioural sciences:

o Making a commitment to behaving in a certain way
o Capitalising on the significant influence that defaults can have on people's behaviour.

8.4 Fundamentaly, ARFer is a programme that supports individuals and teams of staff to commit to using Welsh as the default language in their office or in some work contexts. The aim is to establish the use of Welsh as the norm.

8.5 ARFer is being developed as an interactive ap that can be used in different work contexts to support change in language behaviours. For more information, contact arfer@bangor.ac.uk

ACTIONS
⇒ Implement the ARFer pack

9 Organising the workforce

9.1 After undertaking a Welsh skill survey and a language use survey, the organisation will know the teams and locations in which the staff with Welsh skills can be found, as well as staff who currently use Welsh often, and those who are eager to use more Welsh.

9.2 Using this information intelligently can be very effective in terms of facilitating the use of Welsh. We want to see organisations thinking about how to organise the workforce in ways that increase the likelihood of people speaking Welsh with each other. Of course, the business maintenance needs will need to be considered alongside the use of Welsh – some organisations will have more flexibility than others to put the suggestions below into practice, for example larger organisations, or ones where many staff members work in the same area or fulfil the same role.

Offices

9.3   If you use 'hot-desking', you could have Welsh zones where Welsh speakers can sit with colleagues from different departments who speak Welsh.

9.4   If the desk pattern is fixed, Welsh speakers could be placed on desks next to each other, in clusters, or in the same rooms.

Work relationships

9.5   Ensuring Welsh-speaking staff members have a Welsh-speaking line manager can mean they have much more opportunities to use Welsh, which may include discussing sensitive matters at times.

9.6   If there are many staff members working in the same area or fulfilling the same role, by dividing them into teams or work units, Welsh speakers could be placed in the same teams as each other.

Recruitment

9.7   It is important that decisions made when recruiting maintain or increase the use of the Welsh language. The standards require that Welsh language skills are taken into consideration when determining job requirements. The Commissioner's good practice advice document for recruitment states that the factors to consider can include:

> 4.3   The following can be considered as part of the criteria when considering the linguistic requirements of a post:
> o   **function** – is there an external contact with which the member of staff is expected to be able to communicate in both Welsh or English; will they be working in a certain geographical area where there is a high number or percentage of Welsh speakers
> o   **the organisation's language policy** e.g. the need for internal administration, or more internal administration, through the medium of Welsh, or a minimum level of Welsh language skills set for specific posts
> o   the **current number** of staff who are available to provide a Welsh language service – an organisation is expected to be able to identify any gaps in language skills to provide services
> o   the need to **deal with other organisations** whose internal administration is undertaken through the medium of Welsh or bilingually.
>
> **Commissioner's good practice advice document for recruitment**

9.8   As we can see, facilitating internal use is a factor that can be considered, and therefore, we want to see organisations contemplate whether the use of Welsh could be promoted and facilitated through the requirements set.

9.9   In practice, the following could be considered:

o   Do other members of the team or department speak Welsh?
o   Did the former post holder speak Welsh?

- o Does the post include being a line manager for a Welsh speaker?
- o Does the post include regular contact with Welsh speakers internally?

9.10 As well as maintaining the current situation, it could be considered whether appointing a Welsh speaker to the role could lead to an increase in the use of Welsh amongst others.

ACTIONS

⇒ Establish Welsh zones within work locations

⇒ Map Welsh speakers within the organisation and adapt the structure and arrangements of offices to maximise opportunities for staff to use the Welsh language with colleagues or managers

⇒ Consider the use of Welsh internally, recognising the need for Welsh language skills when recruiting for new and vacant posts

10 Internal communications

10.1 The standards require that certain materials and correspondence be provided in Welsh, for example, correspondence relating to employment, certain forms and policies, intranet etc. They also require that certain meetings, such as those pertaining to complaints and disciplinary meetings, are held in Welsh on request.

10.2 The organisation can go further to ensure that more is provided in Welsh. This in itself will offer more opportunities for staff to use Welsh. This will send a clear message in terms of the organisation's commitment to using Welsh internally. For example, this could include:

- o Sending emails and letters to all staff in Welsh, especially messages from the head or corporate messages
- o Providing staff bulletins and newsletters in Welsh
- o Holding full staff meetings in Welsh with simultaneous translation (to the extent the staff involved can speak Welsh).

ACTIONS

⇒ Review the internal communications of the organisation in order to ensure that more, or all, of them are provided in Welsh

11   Leading by example

11.1   Many organisations stated that seeing leaders within an organisation using Welsh, especially in formal meetings, can influence lower level staff. This can include:

- o   Heads / directors / senior managers within an organisation using Welsh in meetings
- o   Chairs of meetings using Welsh and facilitating others' use of the language
- o   Elected members, board members etc using Welsh in meetings in which the work of the organisation is scrutinised or the direction of work is determined.

11.2   Seeing such people using Welsh can convey the message that using Welsh for work purposes is valid and that it is encouraged and embraced within the organisation.

11.3   Because of this, it will be beneficial to influence leaders to make more use of Welsh. Methods for achieving this include:

- o   Individual mentoring sessions (see section 7)
- o   Specific language awareness training (see section 5)
- o   Training on using Welsh in meetings (see section 22).

ACTIONS

⇒   Identify key leaders within the organisation and influence them to use Welsh or facilitate the use of Welsh amongst others, for example, through mentoring, language awareness training, or training on using Welsh in contexts such as meetings

12   Social and informal opportunities

12.1   If there are staff members who are less confident speaking Welsh, and they don't often have opportunities to do so in their usual work context, it could be beneficial to bring staff from across the organisation together, specifically to give them an opportunity to practice using Welsh.

12.2   There were a number of examples of organisations doing this in the Closing the Gap assurance report 2019-20, most of which were designed to bring learners and Welsh speakers together:

> 4.4.9   A number of organisations are making efforts to ensure that staff who are learning Welsh have the opportunity to use their skills and speak to fluent speakers:
>
> o   North Wales Fire and Rescue Service has a Welsh language champions scheme, the "Mercher Marfer" (Practice Wednesday) campaign, and subgroups for learners and champions on Workplace Facebook. This year a new resource pack has been created for the

Champions to use in the workplace with learners. The packs include A3 mats, flash cards, games and worksheets designed to help people who are learning Welsh. These resources have been sent to all fire stations and area offices. A 'Learner of the Year' / 'Commitment to the Welsh language' award is also being introduced.
- o Gwent Police has a Welsh learners' network that provides an opportunity to use and practice Welsh
- o North Wales Police has a Welsh language walking group which meets monthly on Sundays to enable Welsh speakers and staff who are learning Welsh to practice their Welsh language skills in their own time
- o South Wales Police has set up an additional 'Siop Siarad' ('Talk Shop') group in Cardiff that allows officers and staff in Cardiff to practice and improve their Welsh in an enjoyable and informal setting
- o Denbighshire County Council has held a staff eisteddfod in order to promote Welsh language culture.

Closing the Gap, The Welsh Language Commissioner's Assurance Report 2019-20

ACTIONS

⇒ Arrange regular social and informal opportunities for staff to use Welsh together

Technology and resources

13   Automated and machine translation

Subject

13.1   The automated and machine translation software that is available for free enables staff to use much more Welsh, and therefore staff could be made aware of them and encouraged and trained to use them.

13.2   Google Translate and Microsoft Translator offer relatively accurate translations from English to Welsh and vice versa. This in itself can help staff to draft text bilingually, for example, by giving them a quick English version of text they have drafted in Welsh, or by helping them check how to create Welsh text.

13.3   The accuracy of translations provided by these types of software has greatly improved over the past few years. It cannot be guaranteed that any text will be completely correct, therefore it should be thoroughly checked before being used externally or for important decisions, but in most circumstances, it will give an accurate account of the original text.

13.4   As well as using the software in a web browser, many add-ins are available which allow for convenient translation within other systems.

13.5   A Google Translate add-in can be installed on websites in order to see the content in Welsh even if the provider has not provided a Welsh version.

13.6   The 'Translator for Outlook' add-in can enable email translation – more information is available [on the Microsoft website](#).

13.7   The Microsoft Teams messaging system can automatically translate all received messages into the set language, whatever the language of the original message – more information is available [on the Microsoft website](#). This works both ways:

o   Welsh speakers can set the system to receive all messages in Welsh
o   Non-Welsh speaking staff can set the system to receive all messages in English, enabling Welsh speakers to send them messages in Welsh.

13.8   There is also a 'Translator' function within many other Microsoft Office programmes, for example Word, Excel, OneNote and PowerPoint – more information is available [on the Microsoft website](#).

13.9   More information about text translation is available in the [Commissioner's advice document](#).

Verbal

13.10 Currently, neither Microsoft nor Google voice translation systems can translate from Welsh to English or vice versa, but it is likely that this will be the case in future. This will make a significant difference in terms of people's ability to use Welsh in meetings, as it will allow non-Welsh speaking staff to use an automated solution to understand Welsh contributions.

13.11 In the meantime, interpreters can facilitate the use of Welsh in meetings. This is also possible in video meetings by using Zoom or Teams.

13.12 More information about verbal translation is available in the Commissioner's advice document, which includes an appendix regarding the translation of video meetings.

ACTIONS

⇒ Install automatic and machine text translation software on staff computers, promote it and ensure staff know how to use it, including its integration with email, chat and drafting programmes.

⇒ Use simultaneous translation, for example Zoom or Teams, for internal meetings where suitable

14   Device interfaces

14.1 A Welsh interface is available on Windows computers. The standards require that staff are offered the Welsh interface. However, organisations can install the Welsh interface on the computers of all Welsh-speaking staff, or they can do this to a certain level, either by default or through an 'opt out' process.

14.2 Welsh Government has decided to do this, stating in its strategy on the internal use of Welsh: "Moving from this 'English as default' situation in ICT will give Welsh speaking staff a great deal more 'contact time' with the Welsh language".

14.3 This can also have a more far-reaching impact by contributing to a change in attitude – seeing the Welsh language on all computers can condition staff to use more Welsh in other contexts.

14.4 Welsh interfaces can be seen on the Commissioner's website.

ACTIONS

⇒ Install a default Welsh interface on the computers of Welsh speakers, or proactively offer them the Welsh interface

15   IT Systems

15.1   It is likely that a large number of staff members use specialist IT systems to undertake their work, for example:

- o   HR record systems
- o   Case management or customer relationship management (CRM) systems
- o   Databases or recording systems
- o   Record and information management systems
- o   Templates for creating documents and correspondence.

15.2   Ensuring these systems facilitate the use of Welsh can increase the use of the language. This can include:

- o   Ensuring system interfaces are available in Welsh
- o   Ensuring the systems allow system content to be read and input in Welsh, translating for non-Welsh speaking members of staff if necessary.

15.3   Systems like Linguaskin can offer a way of providing Welsh interfaces for the organisation's existing systems.

15.4   For systems that are newly procured, please refer to the Commissioner's advice document to produce software and develop high quality bilingual IT services in order to ensure the system enables the use of Welsh from the start. Welsh Government has produced a plan to be included in procurement specifications in order to facilitate this, and it is available here.

ACTIONS

⇒   Review IT systems used by staff to ensure their interface is available in Welsh and they allow content to be seen and input in Welsh

16   Highlight who speaks Welsh

16.1   Staff will not always know which of their colleagues speak Welsh, so making this more obvious can lead to more use of the Welsh language.

16.2   The Iaith Gwaith logo is an effective and familiar way of showing who can speak Welsh. Iaith Gwaith resources and files are available on the Commissioner's website. Those resources include a Iaith Gwaith background for meetings on Zoom, Teams etc.

16.3   Ways of showing who speaks Welsh include:

- o   Giving staff badges / lanyards to wear
- o   Providing a graphic or wording on email signatures which indicates that the sender speaks Welsh
- o   Indicating who speaks Welsh in a staff directory

- o Using a system such as MailTips in Outlook to indicate which staff members speak Welsh – more information is available on the Microsoft website.

17 Drafting and terminology aids

17.1 There are many aids available to help people draft text in Welsh, so these could be shared with staff to enable them to draft more in Welsh.

Cysgliad

17.2 Cysgliad, a package provided by Bangor University, includes:

- o Cysill – a spellchecker which identifies typos and incorrect spellings, drawing attention to them and offering corrections, and a grammar checker which can correct inaccurate mutations, giving the reason why these are considered incorrect
- o Thesaurus
- o Cysgeir – a collection of useful and comprehensive dictionaries, including general vocabulary as well as specialist terminology, which has been developed by Bangor University over the years.

Dictionaries

17.3 Many dictionary and terminology resources are available online for free, including:

- o A Dictionary of the Welsh Language online
- o University of Wales Trinity St David Online Dictionary
- o The Welsh Academy Dictionary
- o Coleg Cymraeg Cenedlaethol Terminology Dictionary
- o Gweiadur
- o Welsh National Terminology Portal
- o Microsoft Language Portal
- o TermCymru
- o Y Termiadur Addysg

Microsoft Office

17.4 The Microsoft Office Add-in Package incorporates additional display, help or proofreading tools, depending on the language you have set.

ACTIONS

⇒ Procure drafting and terminology aids which will help staff use written Welsh, and promote them amongst staff

18   Proofreading

18.1   Some organisations offer staff a proofreading service. The aim of this is that staff can draft materials in Welsh or bilingually, and then qualified translators will look over the content in order to:

- o   Ensure it is correct before it is used
- o   Give the staff member advice on how to create better drafts in future.

18.2   The benefits of this include encouraging more staff to draft content in Welsh, and save the organisation time in terms of translation as it usually takes less time to check text than translate it from scratch.

ACTIONS

⇒   Establish and promote a proofreading service for work drafted in Welsh by staff

19   Promote the provision available in Welsh under the operational standards

19.1   The operational standards require that many things ar provided to staff in Welsh, including:

- o   Enabling staff to use Welsh in relation to complaints and disciplinary processes, and the provision of policies in Welsh
- o   Enabling staff to use Welsh on the computer through the provision of Welsh language spellchecking software, interfaces, email signatures and intranet
- o   Providing training to help staff use Welsh internally, for instance, meetings, interviews and procedures in relation to complaints and development, and within a managerial role, together with Welsh language awareness training; training on the Welsh language standards and using Welsh in the workplace
- o   Providing Welsh language versions of training on specific issues such as health and safety and dealing with the public
- o   Displaying signs and making announcements and audio messages in Welsh.

19.2   Our previous research suggests that organisations provide these in accordance with the requirements, but it was not clear to what extent they were used.

19.3   As part of the project to increase use, organisations could increase the use of this provision, including raising awareness of its availability, and offering the provision proactively or by default.

19.4 When promoting the internal provision, the same principles and techniques as those offered in the Commissioner's advice document on increasing the use of services for the public could be used.

ACTIONS
⇒ Review internal processes and materials to ensure they are provided in Welsh in accordance with the operational standards
⇒ Use internal communication methods to ensure staff are aware of the materials and processes they are entitled to receive in Welsh under the operational standards

Skills and confidence

20 Skills progression

20.1 The operational standards require organisations to offer training that develops the Welsh language skills of staff during work time. Several organisations are developing the Welsh language skills of their staff as part of their commitment to the Welsh language and to improve the skills of their staff to deliver services. It is also however, important to recognise how developing the skills of staff can contribute to increasing the use of the Welsh language within organisations.

20.2 The National Centre for Learning Welsh offers a range of support to develop Welsh language skills in the work and to develop confidence of staff to use Welsh in the workplace.

20.3 There is flexibility in the training provided by the Centre – from taster courses to intensive residential courses that can develop the Welsh language skills of the work force in line with needs.

20.4 There is also support available to employers, including support that is tailored to specific sectors and advice on how to support learners in the workplace.

20.5 The Centre also offers a diagnostic tool for establishing the Welsh learning levels of individuals and facilitating the ability to recognise how best to support that individual to develop skills or to develop confidence as a speaker.

20.6 As part of the project to increase use of Welsh, organisations could increase their use of this provision, including raising awareness of the availability of courses and further support for learners to use their newly developed skills at work.

ACTIONS

⇒ Offer staff the 'Work Welsh' provision of the National Centre for Learning Welsh

21 Peer mentors

21.1 Many organisations implement schemes where fluent Welsh speakers spend some time supporting colleagues who are learning Welsh to make more use of the language in a different context. The aim of this is to increase the confidence of learners in using the Welsh language.

21.2 Every learner who is part of the scheme is paired with a mentor, and they will usually meet regularly to chat – either face-to-face or through video. Mentors

can offer other support as well, for example checking over messages or anything else the leatner has drafted.

22 Training and guidance on using the Welsh language

22.1 First-language Welsh speakers and learners alike can benefit from training with the aim of incentivising and supporting more use of the Welsh language in different contexts.

Chairing meetings

22.2 The role of the chair is vitally important in order to enable and encourage people to use Welsh in meetings. Training for chairs can include matters such as:

- o Setting the tone of the meeting and making it clear that the Welsh language may be used
- o Ensuring the simultaneous translation service works well and satisfies everyone's needs
- o If no interpretation service is available, ensuring non-Welsh speaking attendees understand the contributions made in Welsh.