



## Oxfam Cymru annual report on Welsh Language Policy – March 2021

Oxfam Cymru published its Welsh Language Policy and Implementation Plan in March 2020. This paper provides an annual report on the policy and progress on its implementation. The Welsh Language Policy<sup>1</sup> and implementation plan<sup>2</sup> are available on the Oxfam Cymru website. This report was written by Rachel Cable, Head of Oxfam Cymru and is publicly available on the Oxfam Cymru website. The paper has been shared with the Welsh Language Commissioner.

### Context

Since the publication of the Welsh Language Policy, Oxfam has undergone a significant organisational restructure<sup>3</sup>, and the organisation's ways of working have changed as a result of the Covid-19 pandemic. Covid-19 has also had a significant impact on charities<sup>4</sup>, and the full extent of the impact of this is yet to be known. Covid-19 is impacting all aspects of life in Wales, and this includes the Welsh language. Oxfam Cymru welcomes the work undertaken to assess this, including the enquiry by the Senedd's Culture, Welsh Language and Communications Committee<sup>5</sup>.

### Implementation progress

This section of the report outlines progress made against the Implementation Plan.

Action	Progress made
Regularly updating Oxfam Cymru staff and volunteers about the development of the Welsh Language Policy.	Good progress made. This activity will continue, including Oxfam GB staff with responsibility for delivering work in Wales.
Organise an internal launch event <sup>6</sup> at Oxfam GB's head office in Oxford in March 2020.	Complete. The Welsh Language Commissioner attended the event, which included an open Q&A session for staff, which was also streamed on Oxfam's global staff intranet. An information stall was also held in the atrium of the head office for staff to find more information.
Address the need for bilingual telephone greetings with Oxfam Cymru, to enable staff to answer the office phone bilingually.	Circumstances have changed this action. Prior to the March 2020 Covid-19 lockdown, Oxfam Cymru had organised a training event for staff with Canolfan Cymraeg, but the event was not able to go ahead due to the first lockdown in Wales. Oxfam GB has since made changes to its physical office footprint, and Oxfam Cymru no longer has a dedicated office in Wales. The main Oxfam Cymru phone line is monitored by the Head of Oxfam Cymru who answers incoming calls bilingually.
Update email signatures and out of office responses.	Ongoing. Oxfam Cymru team members use bilingual email signatures and out of office responses, and will continue to do so.
Outline procedure for responding to Welsh emails or letters, and share this with staff.	Further action needed. A written protocol needs to be developed with a guide as to how to appropriately respond, and what action is needed.
Acknowledge the need for further external translators to help Oxfam Cymru deliver its work under this new Welsh Policy.	Ongoing. Oxfam Cymru continues to monitor the translation service delivered by its approved translators.
Acknowledge the need for budget for Welsh and bilingual resources for Oxfam Cymru, to communicate our work to the public.	Ongoing. In each budget process, translation is factored in to ensure we can continue to communicate our work bilingually.
Identify the need for additional support and resource to deliver workshops in Welsh medium schools.	Ongoing. Whilst Oxfam Cymru does not currently deliver workshops to schools directly, we have secured a grant from the Welsh Government to translate a range of Oxfam GB education resources,

	which will be hosted on The Hwb to support the delivery of the new curriculum in Wales.
Acknowledge the need for continuous dialogue with Oxfam Cymru staff and volunteers to discuss any further training or assistance needed to deliver the policy.	Ongoing. This is addressed through regular staff one to one meetings.
Identify the importance of dialogue between Oxfam Cymru staff and volunteers on any problems/ issues with implementing the policy	Ongoing. Oxfam Cymru strives to create an open and coaching environment, with a range of opportunities to be raised via different forums.
Identify the importance of an annual report to share internally and externally with others including Welsh Language Commissioner’s Office about annual progress.	Ongoing. A staff focus group had been planned for February 2021 to discuss progress, but due to furlough, this will be delayed until February 2022, ahead of the next production of this report. This paper is being submitted to the Welsh Language Commissioner, and will be made available on the Oxfam Cymru website.

### Conclusions and feedback

Despite a challenging environment, Oxfam Cymru has made solid progress with implementing its Welsh Language Policy. Oxfam Cymru’s Welsh Language Policy clearly demonstrates our support and commitment to the language, and aims to ensure that our work is shared bilingually and is accessible to people throughout Wales. Oxfam Cymru welcomes feedback and suggestions on our Welsh Language Policy – please email [oxfamcymru@oxfam.org.uk](mailto:oxfamcymru@oxfam.org.uk).

<sup>1</sup> Oxfam Cymru, Welsh Language Policy, March 2020. Available at <https://oxfamapps.org/cymru/wp-content/uploads/2020/02/OxfamCymruWelshLanguagePolicy-2020.pdf>.

<sup>2</sup> Oxfam Cymru, Welsh Language Policy Implementation Plan, March 2020. Available at <https://oxfamapps.org/cymru/wp-content/uploads/2020/02/ImplementationPlan.pdf>.

<sup>3</sup> Oxfam, Oxfam accelerates new strategic changes to its global operations, May 2020. Available at <https://www.oxfam.org/en/press-releases/oxfam-accelerates-new-strategic-changes-its-global-operations>.

<sup>4</sup> Third Sector, Covid-19 crisis could force one in 10 charities to close within a year, research warns. October 2020. Available at <https://www.thirdsector.co.uk/covid-19-crisis-force-one-10-charities-close-within-year-research-warns/management/article/1698282>.

<sup>5</sup> Senedd: Culture, Welsh Language and Communications Committee, The impact of the Covid-19 outbreak on the Welsh language, December 2020. Available at <https://senedd.wales/laid%20documents/cr-ld13874/cr-ld13874-e.pdf>.

<sup>6</sup> Oxfam Cymru, Welsh Language Policy Launch tweet, March 2020. Available at <https://twitter.com/OxfamCymru/status/1234497956365160449>.