

## **INTRODUCTION**

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Standards have been introduced for the Welsh language. They provide a legal framework giving individuals in Wales the right to receive certain services through the medium of Welsh.

Wales Millennium Centre is subject to these standards, and as from the 25<sup>th</sup> of July 2017, we have been complying with a total of 146 standards.

Providing services in Welsh is nothing new to us, we have always taken our responsibility towards delivering services bilingually seriously, and we are committed to achieving the standards.

We are proud of our Welsh heritage and culture – the language is an important part of the Centre's identity and part of what makes us unique.

Our commitment to the language is clear, we will promote opportunities to use Welsh with us and make sure that the language isn't treated less favourably. When at the Centre, our visitors can expect to be welcomed in Welsh and we will:

- Communicate in Welsh and English
- Respect and remember language choices
- Promote our shows and events bilingually in print and online

Whilst this report fulfils a requirement of the standards, we are proud to publish our second annual report for 2017-18, the first to cover a 'full year' of operation under the standards.

### **The standards**

Our Compliance Notice, dated July 2016, includes a total of 146 standards, 118 of those came into force on the 25<sup>th</sup> of January 2017 with the remaining 28 coming into force on the 25<sup>th</sup> of July 2017.

### **Overview**

As a team, all at the Centre have taken a shared responsibility and have worked hard to achieve the standards, we also aim to make the process as natural and friendly as possible, we believe that this has helped us succeed.

In line with the requirements of the 'supplementary standards' relating to reporting, the following sections focus on specific standard classes:

### **Service Delivery standards**

#### **Overview and Compliance**

We have a total of 66 standards within this class, and we believe that we are successfully complying with all of their requirements.

## What we do well...

The **highlights** of the work we have undertaken during the year in this area include:

- Ensuring that our new website fully complies with the standards. We are proud of what we achieved and the new website hosts a specific section on our Welsh language standards and our commitment to the language.
- We provided briefings and refresher sessions to staff about the requirements of the standards, ensuring that key messages are re-enforced. These include:
  - Ensuring that when we write to someone for the first time or if we don't know in which language they would like us to correspond, that we will write to them bilingually
  - Ensuring that we state clearly in our correspondence, advertisements and publications that we welcome contact through the medium of Welsh
  - Ensuring that each member of our staff who receives phone calls directly from the public will greet them in Welsh.
  - Ensuring that all documents, promotional material and advertisements that we produce are available in Welsh and English and that both languages feature as prominently as the other

We also continue to offer customers a Welsh language option on our main telephone number and Welsh-speaking staff work on the front desk and ticket office so that we provide a bilingual service for members of the public who visit the Centre.

We have received a number of positive comments from those visiting the Centre about our **“friendly bilingual welcome”** and we were pleased to learn that a longstanding customer provided positive feedback in a discussion group on Welsh language services that they had noticed **“an in increased visibility of the Welsh language at the Centre, particularly at the front of house with Welsh speaking ushers and at the welcome desk.”**

## Areas for improvement and complaints

During the reporting period, we did not receive any complaints directly relating to our compliance with the Service Delivery standards.

## Policy Making standards

### Overview and Compliance

We have a total of 9 standards within this class, and we believe that we are successfully complying with all of their requirements.

During the year we developed and implemented a policy assessment tool and updated our staff guide and briefing sessions to ensure that any new or revised policies are assessed in terms of opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.

During the year we also took part in research conducted on behalf of the Welsh language Commissioner on our work relating to the Policy Making standards.

## Areas for improvement and complaints

During the reporting period, we did not receive any complaints directly relating to our compliance with the Policy Making standards.

## Operational standards

### Overview and Compliance

We have a total of 43 standards within this class, and we believe that we are successfully complying with all of their requirements.

Through the standards, we commit to the principle that our staff can live their working lives through the medium of Welsh – from filling in an application form and recruitment interviews, to discussing matters in relation to their employment.

### What we do well...

The **highlights** of the work we have undertaken during the year in this area include:

- Through the Work Welsh courses facilitated by the National Centre for Learning Welsh we promoted the various Welsh courses available through the programme. We are proud to have supported a total of 55 team members to attend Welsh courses through this project:
  - 34 staff followed the online course
  - 12 attended a week-long course at Nant Gwrtheyrn
  - 9 staff members signed up to the intensive course which started in March 2018

all of which have shared positive stories about their experience, with one colleague noting that **“my confidence has grown since the Work Welsh course”**

- Putting processes in place to consider the need for Welsh-language skills for every new post or vacancy capturing evidence for monitoring and reporting purposes.
- Ensuring that HR related processes such as complaints and disciplinary procedures are available in Welsh
- We offered briefings on the Welsh language standards as refreshers and for new staff, 36 attended the briefings during the year.

During the year we also took part in research conducted on behalf of the Welsh language Commissioner on our work relating to the Operational standards.

In reference to the specific reporting requirements placed upon us:

### Welsh language skills

We record the number of employees who have Welsh language skills at the end of each financial year, at the end of 2017/18 the position was as follows:

Total Number of staff = 474

Total number of staff with Welsh language skills = 308 (65%), 108 of which have a good level of skill, with 200 team members assessing themselves as having basic Welsh skills.

## Training

The number and percentage of staff who attended training courses offered in Welsh during the year:

Course provided	Total No. of attendees	Welsh offer provided	No. staff attending Welsh course	% of staff attending the Welsh version
Recruitment and interviewing	9	✓	0	0
Performance management	9	✓	0	0
Complaints and disciplinary procedures	9	✓	0	0
Induction	28	✓	0	0
Dealing with the public	28	✓	0	0
Health and safety	28	✓	0	0

Please note that all of the above were offered in Welsh, however, there was no take-up from staff, all of which chose to attend the English sessions.

## Recruitment

We have been working on our approach to identify roles which require Welsh language skills, as we want to take a strategic approach to this. In line with the requirements, we record the following information:

Reporting area	No.
New / Vacant posts advertised during the reporting period	60
Posts where Welsh language skills were essential	14
Posts where Welsh language skills needed to be learnt when appointed to the post	0
Posts where Welsh language skills were desirable	43
Posts where Welsh language skills were not necessary	3

Please note that some of the roles advertised above were for multiple positions.

## Complaints

During the reporting period, no complaints were received relating to our compliance with the Operational standards.

## Focus for the coming year

Our focus will remain on ensuring that we continue to comply with the standards and that we continue to respond positively to our customers in their chosen language. Over the coming twelve months we will:

- Ensure that the Centre provides a truly Welsh welcome as hosts of the National Eisteddfod, we will provide our staff with briefings, guides and assistance and we will also work with our retailers to ensure that the Welsh language is treated no less favourably
- Conducting a visual audit of the Centre to ensure that our signage continues to comply with the standards
- Develop processes to better capture evidence of positive feedback from visitors which includes 'Welsh language compliments'
- Deliver our Welsh language awareness training and revised induction sessions which includes references to the standards
- Offer Welsh language lessons to staff through the Working Welsh scheme with an initial focus on front line staff
- Offer refresher briefing sessions on the standards to key staff

## For more information

A full list of all the standards imposed on us appears on our website and on the Welsh Language Commissioner's website [www.comisiynyddygydraeg.cymru](http://www.comisiynyddygydraeg.cymru).

More information about the standards and the Welsh Language Measure can also be found on the Commissioner's website.

Please contact us if you would like further information.

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Or on our social media pages ...

Facebook/Twitter/Instagram

**\*This report is available in Welsh / Mae'r adroddiad yma ar gael yn y Gymraeg\***