



CANOLFAN MILENIWM CYMRU  
WALES MILLENNIUM CENTRE

## WELSH LANGUAGE STANDARDS REPORT 2020 / 2021

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

### **Context**

The last financial year – 2020-21 – was a challenging and uncertain time for everyone, regardless of sector. In March 2020, it became clear that the Coronavirus pandemic was taking hold in the UK. In response, Wales Millennium Centre took the difficult decision to [close our doors on 17 March 2020](#). Shortly afterwards, the UK Prime Minister announced a UK-wide lockdown. At the time of writing this report (May 2021), our building remains closed, and we plan to reopen gradually over the summer/autumn.

When we closed our doors, we lost £20million of our income overnight, and we had to take a difficult decision during the summer of 2020 to go through an organisation-wide restructure. Through all of the challenges and difficulties we faced during 2020-21, the Welsh language and our commitment to the standards was of the utmost importance.

### **The Standards and Wales Millennium Centre: Setting the scene**

The [Welsh Language Standards](#) were introduced to provide a legal framework giving individuals in Wales the right to receive certain services through the medium of Welsh.

Since January 2017, the Welsh Language Standards have been applicable to us.

We have always taken our responsibility towards delivering bilingual services seriously; it comes naturally to us. Providing our customers with services in Welsh has been essential to our approach from the very beginning, and we remain committed to achieving the standards.

Our commitment to the language is clear; we will promote opportunities for people to use their Welsh with us. Not only do we ensure that the language isn't treated less favourably, but we're proud to use Welsh.



## CANOLFAN MILENIWM CYMRU WALES MILLENNIUM CENTRE

When visiting us, our customers can expect to be welcomed in Welsh, and when we engage with our customers we will:

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

### **The Standards**

Our Compliance Notice requires us to comply with a total of 146 standards, covering how we deliver services to the public, our relationship with our staff as well as how we consider the language in our policy decisions. More information about these standards can be found [here](#).

### **In focus: Our relationship with you**

The Service Delivery Standards explain which services we need to provide bilingually for you – our audiences and visitors. We believe that we are successfully complying with all of the standards required for the public we serve. We provide a naturally warm Welsh welcome and a high-quality experience to those who choose to contact us or visit us.

### **In numbers:**

As of March 2021, **3,999** of our customers had registered Welsh as their chosen language, whilst **1,951** of our customers had registered that they prefer to receive correspondence in both English and Welsh.

As our phone lines closed on 20 March 2020 and remain closed at the time of writing this report, we didn't receive any calls from the public in either Welsh or English during 2020-21.



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WALES MILLENNIUM CENTRE**

**During the year we:**

- Supported staff by providing briefings and reminder sessions focussing on the standards and Welsh language customer services, via Teams.
- Considered the Welsh language and our commitment to customers, staff and visitors in every decision since closing the building.
- Responded to the Welsh Language Commissioner's questionnaire regarding the impact of the Coronavirus pandemic on the organisation's Welsh language provision.

**Areas for improvement:**

Our aim is to provide an excellent service consistently; however, we understand that sometimes things can go wrong. We are always looking for ways to improve upon our services. During 2020-21 we didn't receive any complaints regarding our services in the Welsh language.

**In focus: Our relationship with our team**

The Operational Standards outline which services we should be providing bilingually to our staff. We believe that we are successfully complying with all the standards pertaining to staff. We're able to respond to our staff's language preferences while also supporting them to continue to provide our audiences with excellent customer service.

**During the year we:**

- Offered free Welsh language courses to all staff during working hours. A total of **10** colleagues attended an intensive Welsh course. The course was delivered by the National Centre for Learning Welsh.
- Organised informal 'Clonc' sessions – a conversation club for Welsh learners to practice with other learners and fluent Welsh speakers. We put Clonc on hold while



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WALES MILLENNIUM CENTRE**

the majority of staff were furloughed, and re-established the group over Teams as soon as staff were back at work.

### **Policy-making standards**

We abide by a total of seven standards within this class, and we believe that we are successfully complying with all requirements. During the reporting period several new policies were written and in each instance an assessment was carried out to see the impact said policy could have on the Welsh language. Due to the outbreak of the Coronavirus pandemic, the launch of these new policies was delayed.

During the reporting period, we did not receive any complaints directly relating to our compliance within the area of policy-making.

### **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 March 2021, the position was as follows:

Total number of staff = **85**

Total number of staff with Welsh language skills = **37 (44% of staff)**

### **Training**

We offer our staff training across a range of areas in relation to the specific courses listed within our standards. During the reporting period, we provided induction training for **two** new members of staff. They were offered a Welsh option; however, there was no take-up from staff, all of whom chose to attend the English sessions. No other courses relevant to the standards were offered.



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**Recruitment**

All our advertised posts list Welsh language skills as desirable. It is essential for those roles that produce Welsh language work. For 2020/21 we record the following information regarding posts advertised:

<b>Reporting area</b>	<b>Number</b>
New / vacant posts advertised during the reporting period	8
Posts where Welsh language skills were essential	0
Posts where Welsh language skills needed to be learnt when appointed to post	0
Posts where Welsh language skills were desirable	8
Posts where Welsh language skills were not necessary	0

**For more information**

A full list of all the standards applicable to us appears on our [website](#).

Please contact us if you would like further information.

**wmc.org.uk | [feedback@wmc.org.uk](mailto:feedback@wmc.org.uk)**

Join the conversation. Mae croeso i chi gysylltu â ni yn Gymraeg.