

## **Wales Millennium Centre Welsh Language Plan – July 2022**

We are proudly bilingual. Since opening our doors in 2004, we have taken our responsibility to deliver a high-quality bilingual experience to all our customers, visitors and staff seriously, and we are proud of our Welsh heritage and culture. The Welsh language is part of our identity and what makes us unique.

Since 2017, we have complied with the Welsh Language Standards, and we are committed to upholding the Standards which ensure people can access our services in Welsh.

The following documents outline how we achieve this.

### **1) Wales Millennium Centre's Welsh Language Commitment. (page 2)**

### **2) Our Welsh Language Standards compliance plan. (page 3)**

## **The Current Context, July 2022**

This update is presented a year on from our last Welsh Language Plan. During 2021-22, we have reopened, closed and reopened our building again in line with changing Coronavirus restrictions. A large cohort of new staff are settling into their roles across the organisation, and work has begun to transform our front of house areas.

- We have considered the Welsh language and our commitment to customers, staff and visitors in every decision as we responded to changing Coronavirus restrictions.
- Our commitment to providing excellent bilingual customer service is unchanged. Our phone lines have returned to providing customer services in Welsh and English, and our temporary information point and Stage Door desks are both able to provide Welsh language reception services. We have developed a new automated chatbot system in both Welsh and English, with significant efforts invested in the Welsh version to ensure it is as advanced as its English counterpart. Existing digital points of contact through social media, our website and emails all remain fully bilingual.
- Our customers' language choice, as always, is remembered and respected. We currently have 5,065 customers who have registered Welsh as their preferred language, with an additional 1,998 who would prefer their mailings in both languages.

- We record the number of employees who have Welsh language skills at the end of each financial year. At the end of 2021-2022, a total of 80 permanent/fixed-term staff members and 83 casual staff members had some level of Welsh language skills.
- We re-established our offer of free Welsh language lessons through the National Centre for Learning Welsh. To date, 37 staff members have undergone a self-assessment through the Cymraeg Gwaith portal and started their journey of learning Welsh.
- We continue to host informal 'Clonc' sessions – a conversation club for Welsh learners to practice with other learners and fluent Welsh speakers. As the organisation transitioned back into office working and a new work pattern emerged, these sessions were rearranged to be in person on Thursday lunchtimes, instead of online.
- Anthem, a Welsh language musical comedy and our latest Wales Millennium Centre Production, is opening in July having been delayed due to Coronavirus. A new Welsh language musical is currently under development.
- Radio Platform, our youth-led radio station and training programme is committed to offering young people the opportunity to use their Welsh language skills. During the last year over, 50 radio programmes were broadcast in Welsh. The station is reaching out to Menter Iaith Rhondda Cynon Taf in order to expand its Welsh language offer, and bilingual training will be delivered in Merthyr Tydfil later this year.

### **1) Wales Millennium Centre's Welsh Language Commitment**

The Welsh Language Standards have been introduced to ensure individuals can access services in Welsh when they get in touch with public bodies in Wales.

At Wales Millennium Centre, we are committed to achieving those standards in all aspects of our work.

#### **This is our commitment to our visitors and customers...**

We will:

- Welcome you at Wales Millennium Centre in Welsh
- Communicate with you in Welsh and English
- Respect and remember your choice of language



- Promote our shows and events bilingually in print and online
- Make sure Welsh isn't treated less favourably
- Promote opportunities to use Welsh with us

You can

- Talk to us in Welsh on the phone or in person
- Write us a letter or email in Welsh
- Complain to us in Welsh or English if things go wrong

Get in touch with us in Welsh or English by...

- Phone
- Email
- Letter
- In person
- Webchat

Our Commitment can be read by all on our website [here](#)

## **2) Our Welsh Language Standards compliance plan**

This is how we fulfil our Standards.

Welsh Language Standards ensure rights for people to access services in Welsh.

The standards were introduced as part of the Welsh Language (Wales) Measure 2011, and the Welsh Language Commissioner ensures that public bodies comply with the standards.

The following compliance plan outlines how we at the Wales Millennium Centre will comply with the Welsh language standards.

### **Writing to us**

1. If you write us a letter, e-mail or contact us via webchat, you can do so in Welsh, and we will reply in Welsh.

2. If we write to you for the first time or if we don't know in which language you would like us to correspond with you, we will write to you bilingually.
3. When we write to several people at the same time we will do so bilingually every time.
4. We will not treat the Welsh language less favourably than English when we send letters or e-mails to the public for the first time.
5. We state clearly in our correspondence, advertisements and publications that we welcome contact through the medium of Welsh.

### **Contacting by phone**

1. We welcome phone calls to our Contact Centre in Welsh and English.
2. Each member of our staff who receives phone calls directly from the public will greet them in Welsh.
3. We give a language choice to individuals who phone our main contact number – and the message which greets and offers the choice is bilingual.
4. If you choose the Welsh option on our main phone number, we will conduct the entire conversation with you in Welsh.
5. When you phone us, we will ask for your language choice and will make a note of this on our database.
6. If you phone the direct line number of a member of staff who is not a Welsh-speaker, they will offer to transfer the call to a colleague who is a Welsh-speaker if possible.
7. Messages on our main phone number are bilingual and you can leave us a message in Welsh or English.

### **Meetings and events**

1. If we invite a member of the public to a meeting, we will ask if they wish to conduct the conversation in Welsh and will arrange a translator if they so wish.
2. If we invite a group of the public to a meeting, we will ask those attending if they wish to conduct the conversation in Welsh and will arrange a translator if ten per cent or more tell us that they do.

3. When we arrange or fund at least half a meeting or public event, we will promote and advertise it and send out invitations bilingually.
4. If you attend a meeting or public event that we have arranged, you are welcome to contribute in Welsh and we will provide translation equipment.
5. Materials and information regarding any public meetings will be available bilingually before and during the meeting.
6. Sometimes, we hold educational courses or sessions for the public on site and in the community – we will consider if there is demand and need to hold these in Welsh and will publish any assessment on our website.

### **Publications and written material**

1. All public documents, promotional material and advertisements that we produce will be available in Welsh and English, and both languages will feature as prominently as the other.
2. We will ensure that information and materials that are displayed on site are in both Welsh and English.
3. We will always produce bilingual documents; however, if this is not possible due to the size of a document, a Welsh version will be available at the same time as the English version, and we will note on the English copy that a Welsh version is available.
4. Our forms will be available in Welsh and English.
5. Both languages will feature as prominently as the other in our corporate identity.

### **Digital and online**

1. Our website is entirely bilingual, and we will update Welsh pages at the same time as we update the English ones.
2. We will make sure that it's possible to switch easily between the Welsh and English on every page on our website.
3. We will promote our Welsh language services on our website.

4. There is a specific section on our website which contains all the information about how we comply with the language standards – we will update this section regularly.
5. We use Twitter, Facebook, Instagram and other social media platforms to communicate with customers and stakeholders. We will use both Welsh and English on all these platforms.
6. If you send us a message on social media, we will reply in the language of the original message.

### **At Wales Millennium Centre**

1. We ensure that 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 us.
2. If we have arranged a meeting with you and you tell us in advance that you want a Welsh-language service at reception, we will arrange this.
3. We will display a sign in our Stage Door reception and the front desk noting that you are welcome to speak to us in Welsh.
4. Our staff on the front desk and at Stage Door who speak Welsh will wear a badge, so they are easily identified. Generally, all staff who are able to speak Welsh will wear a badge / lanyard stating this.
5. All our signs will be bilingual whether permanent or temporary, and we have procedures in place to ensure they are correct.
6. When we make announcements on the PA system, we will do so in Welsh first and then in English, other than during emergencies.

### **Tendering**

1. When we issue a tender for services, we will issue the invitation bilingually.
2. We welcome tenders in Welsh, and we will make arrangements for those who have tendered with us to be interviewed in Welsh if they so wish.

3. We will not treat any tender we have received in Welsh less favourably than tenders in English.

## **Creating policies**

1. When we review one of our policies or develop a new policy, we will consider any impact this policy may have on the Welsh language and opportunities to use the language.
2. With every new policy, we will not treat the Welsh language less favourably than English and we will think of ways in which the policy could have a positive impact on people's opportunities to use the Welsh language.
3. Similarly, when consulting or undertaking research to develop policies, we will consider and seek opinion about the impact of the policy on the Welsh language.

## **As an employer**

1. We commit to the principle that our staff can live their working lives through the medium of Welsh in line with the standards – from filling in an application form and being interviewed, to discussing matters in relation to their employment.
2. When recruiting, we will consider the need for Welsh-language skills for every new post or vacancy. We will advertise all posts in both Welsh and English.
3. You can apply for a post with us through the medium of Welsh and we will communicate with you about your application in Welsh if you so wish.
4. We will not treat job applications submitted in Welsh less favourably than English ones.
5. Our policies involving the working conditions of our staff which are listed within the standards will be available in Welsh and English.
6. We encourage staff to speak Welsh at work and will support and help them to improve their language skills by arranging lessons during work hours.

## **Monitoring and overseeing**

We will be proactive in the way we monitor our compliance with the standards, and the Senior Strategic Team will lead on this process. Progress reports will be prepared to enable managers to identify any areas for improvement. We will also gather evidence of compliance regularly and will ensure that it is available for the Welsh Language Commissioner as required.

In addition, we have commissioned ATEB to regularly support us and review our performance, to ensure that we maintain our standards.

### **Keeping a record and reporting annually**

To comply with the language standards, we will publish a Welsh Language report on our website every year. The report will explain how we have complied with all the standards, with evidence of how we fulfil the requirements. The report will also show if we have failed to fulfil any standard and if anyone has complained about our Welsh-language provision.

### **When things go wrong**

Our aim is to provide the best possible service at all times but, sometimes, things can go wrong.

You can complain to us if you feel that we haven't fulfilled our duties as set out in the standards. We will do our best to learn and to put steps in place to correct any mistakes. See our website to see the complaints procedure.

We will deal with every language complaint according to our complaints and comments procedure. You can submit a complaint by letter or e-mail. Our Contact Centre is responsible for recording and responding to complaints. A member of the Senior Management Team will monitor, and we will provide feedback on our progress to relevant managers and staff. We will report on any complaints involving the standards and the language to the Welsh Language Commissioner annually.

### **And finally...**

We are committed to ensuring that we comply in full with the standards and are keen to do this in a natural way, in keeping with our ethos of providing a warm Welsh welcome.



Everyone who works at Wales Millennium Centre has a responsibility to help us fulfil this aim. Our Welsh-speaking staff and those learning the language will be crucial in this, but we will also support and put arrangements in place to ensure that non-Welsh-speaking staff understand our duties.

In order to fulfil the requirements of the standards we will take several steps, including:

- Ensure that our staff are all given language awareness sessions and training regarding the requirements of the standards and use of the language in the workplace
- Provide software and templates to staff to help them comply with the standards in their everyday work
- Offer translation and proofreading support as and when necessary
- Have a policy on using Welsh internally to promote and facilitate the use of the language. Available to ACW on request.
- Work with independent experts to advise us on compliance matters