

Arts Council of Wales

Complying with our Welsh Language Standards

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Cyngor Celfyddydau Cymru
Arts Council of Wales



Noddir gan
Lywodraeth Cymru
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Arts Council of Wales operates an equal opportunities policy.

Complying with our Welsh Language Standards

This document details how the Arts Council of Wales complies with the Welsh Language Standards, as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.

The standards set out a number of ways in which we must provide and promote services through the Welsh language and facilitate and encourage its use through our role as the lead developmental body for the arts in Wales and in the workplace. The Welsh Language Standards that apply to us are divided into four different categories:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

The actions we have taken to comply with the requirements of each area as set out in our published Compliance Notice are detailed below. Further details may also be found in our published Policy for Promoting and Facilitating the Welsh Language

Service Delivery Standards

- A central database has been compiled recording an individual's language preference
- All staff are aware on how to respond to correspondence (letter and e-mail), answer the telephone, arrange and hold meetings, and greet visitors
- All web pages and template letters have been updated to comply with the Standards
- We have introduced a telephone system that enables the caller to select their language preference
- Our answer machine message is bilingual
- All members of staff answer the phone with an initial bilingual greeting and, where direct lines are dialled, transfer the call to Welsh Speaking colleague if that is the caller's preference and they are unable to provide this service themselves

- All documents, presentations and news items, including newsletters and social media notifications, produced for public and external use are bilingual and published simultaneously
- Simultaneous translation services are provided as appropriate for meetings between staff and external parties
- All signage, public notices and adverts are bilingual
- Our website is bilingual
- All tenders for contracts are published bilingually and respondents invited to submit in their language of choice
- Tenders received in Welsh are responded to in Welsh and any interviews conducted with the aid of a simultaneous translator where appropriate.

Policy Making Standards

- All staff are aware of the requirements of the Policy Making Standards
- We consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh language and ensure that the Welsh language is treated no less favourably than the English language
- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh language

Operational Standards

- We have produced a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language
- We have introduced a HR procedure where all staff are asked whether they wish to receive their contract of employment in Welsh
- All staff may select whether they wish to receive any correspondence that relates to their individual employment, absence from work, appraisal or training needs in Welsh
- All policies are published bilingually and simultaneously

- Job descriptions amended to ensure minimum of 1 Welsh speaker within the HR Team
- All staff have been informed that they are able to make complaints in Welsh and have the right to respond to a complaint made about them in Welsh
- Policies have been updated to reflect the Standards
- Our computer software, including HR software, provides Welsh language options for staff, where it is available
- The Welsh language skills of all staff are assessed annually through self-assessment
- We have provided opportunities during work hours for employees to receive Welsh language training
- Information to raise awareness of the Welsh language is provided to all new staff members as part of their induction
- Appropriate wording and logo has been provided for staff's e-mail signature to signify if they are fluent Welsh speakers or learners
- Welsh language skills for new or vacant posts are assessed on a case by case basis
- Posts are advertised bilingually and state language skills required
- Adverts state that we welcome applications in Welsh
- All information related to recruitment is published bilingually
- Application forms provide a space for individuals to state if they wish to use Welsh at interview stage and that simultaneous translation will be provided if appropriate
- All signage is displayed in Welsh

Record Keeping

- We maintain a record of the complaints we receive relating to our compliance with the Welsh Language Standards

- We maintain a record of steps taken to comply with the Policy Making Standards
- We maintain a record of the Welsh language skills of all staff and keep the self-assessments
- We maintain a record of the assessments we carry out for Welsh language skills of new or vacant posts
- We maintain a record of how all new or vacant posts were categorised in relation to Welsh language skills need