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Wales Millennium Centre

WELSH LANGUAGE STANDARDS – how we will fulfil the standards

New standards have been introduced for the Welsh language which put a legal framework in place to ensure rights for people to access certain 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.

We have created this document in order to outline how we at the Wales Millennium Centre will comply with the Welsh language standards.

Writing to us

1. If you write us a letter or e-mail 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.

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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 at the Centre 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 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 promote our Welsh language services in our seasonal Programme.
3. We will ensure that information and materials that are displayed at the Centre will be in both Welsh and English.
4. 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.
5. Our forms will be available in Welsh and English.
6. Both languages will feature as prominently as the other on our corporate identity.

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Digital and on-line

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 the Centre complies with the language standards – we will update this section regularly.
5. We use Twitter, Facebook and Instagram to communicate with customers and stakeholders and we will use both Welsh and English on all three media.
6. If you send us a message on social media, we will reply in the language of the original message.

At the 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 the Centre.
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. Centre staff on the front desk and Stage Door who speak Welsh will wear a badge so they are easily-identified.
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 the Centre issues 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.

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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, and when we advertise a post requiring language skills we will note this and advertise in Welsh.
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.

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Keeping a record and reporting annually

To comply with the language standards, we will submit a report to the Welsh Language Commissioner 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. Our Welsh language complaints procedure is available online.

We will deal with every language complaint according to the Centre's complaints and comments procedure. You can submit a complaint by letter, phone 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 and friendly way.

Everyone who works at the 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 the Centre's 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

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- Create a policy on using the Welsh language in the workplace
- Work with independent experts to advise us on compliance matters

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. 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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wmc.org.uk

adborth@wmc.org.uk

Or on our social media pages ...Facebook/Twitter/Instagram

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