

Implementation Plan – Welsh Language Standards

Theatr Genedlaethol Cymru is the national Welsh language theatre company. The Welsh language is central to all we do as a company, and promoting and developing the arts through the medium of Welsh is our main objective as a charity.

The company operates internally through the medium of Welsh and all employees of the company are fluent in Welsh.

Language standards put in place a legal framework that ensures rights for people to access services through the medium of Welsh. The standards were introduced as part of the Welsh Language (Wales) Bill 2011 which was also responsible for creating the post of Welsh Language Commissioner. Theatr Genedlaethol Cymru (ThGC) is one of the organisations expected to comply with the language standards. Theatr Genedlaethol Cymru is the only organisation to have received standards that operate entirely in-house through the medium of Welsh. The fact that the company operates through the medium of Welsh means that the company did not have to make any changes to be able to comply with the language standards.

There are five categories of standards:

1. Service Delivery – these refer to how we communicate with customers and deliver our services
2. Policy Making – these standards ensure that we consider the Welsh language when we develop any policies
3. Operational – these standards refer to how we operate as an organisation and the rights our staff have to use the Welsh language at work
4. Record Keeping – these standards ensure that we monitor and report our progress in terms of compliance and the provision of our services through the medium of Welsh.
5. Supplementary – these standards outline how we report our progress to the Commissioner on an annual basis and make the information publicly available

This document explains how Theatr Genedlaethol Cymru implements the Welsh language standards. This document was produced to conform to aspects of standard 151, 153, 157, 159, 163, 165.

1. SERVICE DELIVERY

Write to us

- If you write us a letter or email, you can do so in Welsh, and we will answer you in Welsh.
- If we are writing to you for the first time or do not know in what language you would like us to correspond with you, we will write to you bilingually.
- We will ask you in what language you would like to receive correspondence from us in the future and keep a record of this.
- When we write to multiple people at once, we do so in both Welsh and English, with Welsh

first.

- Welsh will appear first on any letters or email to the public.
- We make it clear in our documents that we welcome correspondence through the medium of Welsh.

Contact us by phone

- We welcome phone calls in both English and Welsh.
- Our staff greet in Welsh when they answer the phone.
- When we call you, we will ask for your preferred language, and we will make a note of this.
- All company employees can speak Welsh and therefore a conversation can be held with any member of staff through the medium of Welsh.

Meetings and events

- If we invite a member of the public to a meeting, we will ask if they would like to hold the conversation in Welsh and we will arrange an interpreter if that is what they want.
- If we invite a group of people to a meeting, we will ask those attending if they would like to contribute in Welsh, and we will arrange for a translator to be present if ten per cent or more tell us they would like to do so.
- When we organise or fund an event to the public, we advertise it and send out invitations bilingually, with Welsh first or more prominently.
- If you attend a public event we have organised, please feel free to contribute in Welsh and we will provide translation facilities for you.
- Materials and information regarding any public events will be available in Welsh or bilingually before and during the meeting.

Publications and written material

- All documents, promotional materials and advertisements we produce will be available in Welsh or bilingually.
- We will ensure that the information and materials we display are in Welsh only or bilingual.
- Any signs we display will be in Welsh only or bilingual.
- Public documents we produce will be in Welsh only or bilingual.
- Any forms available to the public will be available in Welsh only, or bilingually if appropriate.

Digital and online

- Our website is bilingual, and we will update the Welsh pages at the same time as the English ones.
- All the services we offer are available primarily in Welsh and are promoted on our website.
- There is a section on our website which contains all the information about how we comply with the language standards – we update this section regularly.
- We use Welsh and English on our social media.
- If you send us a message through social media, we will reply in the language of the

original message.

Face to face

- All company employees are Welsh-speaking so any visitors to the company's office will be greeted in Welsh.
- It has been agreed with our landlord, University of Wales Trinity Saint David, that the staff working on the main reception of the building where the company's offices are located are Welsh speakers.

Tendering

- When Theatr Genedlaethol Cymru issues a tender for services, we will issue the invitation in Welsh only, or bilingually.
- We welcome tenders in Welsh and any interviews can be conducted in Welsh or English, as the company's employees are all Welsh speakers.
- We will not treat any tenders we have received in Welsh less favourably than tenders received in English.

2. POLICY CREATION

Creating policies

- When we review or develop new policies, we will consider any impact the policy may have on the Welsh language and opportunities to use the language.
- We will think about ways in which policy can have a positive impact on people's opportunities to use the Welsh language.
- If we are undertaking consultation or research to develop any policies, we will seek views on the impact of the policy on the Welsh language.

3. ACTIVE

As employer

- Welsh is the internal language of the company.
- We are committed to the principle that our staff can live their working lives through the medium of Welsh in accordance with the standards – from applying for a job and interview, to discussing employment issues.
- Welsh is a necessary skill for all positions within the company because that is the operational language internally. Some jobs within the company require a higher level of Welsh and that is noted when recruiting.
- We recognise that many people lack confidence in their Welsh language skills, particularly when when applying for jobs, so when recruiting we note that we would offer support to anyone who wants to develop their Welsh skills further, through language refresher training etc.
- We ask applicants to submit Welsh language applications for most jobs within the company because Welsh written skills are essential for the roles. For roles where advanced Welsh written skills are not as essential, applicants will have the option to apply in Welsh or English.
- Policies listed within the standards relating to the working conditions of our staff are available in Welsh only or bilingual.

- We support staff to develop their Welsh language skills by providing opportunities to attend training such as language refresher sessions.

4. RECORD KEEPING AND SUPPLEMENTARY

Monitoring and supervision

Theatr Genedlaethol Cymru will continuously monitor compliance with the standards. We will gather evidence and the Executive Director will oversee the monitoring and retention process. We will keep a close eye on complaints with any patterns that appear to assist us in understanding and identifying areas for improvement. We will make relevant information available to the Language Commissioner, when required to do so.

Record keeping and reporting annually

In accordance with the standards, we will prepare an annual report for the Welsh Language Commissioner and publish it on our website. The report will explain how we have complied with the standards, with evidence of how we have fulfilled the requirements. The report will show whether we have also failed to meet any of the standards, and whether anyone has complained about our Welsh language provision. In addition, we will record how many members of staff have attended courses in Welsh, how many jobs were advertised with Welsh language requirements and the number of staff with Welsh language skills.

Complaints

You can complain to us if you feel we have not carried out our duties in accordance with the Welsh language standards.

For more information

You will find a list of all standards imposed on us on our website <https://theatr.cymru/en/the-company/welsh-language-standards/> and on the Welsh Language Commissioner's website <https://www.welshlanguagecommissioner.wales/>

For more information, please contact us in English or Welsh:

Telephone	01267 233882
By letter	Theatr Genedlaethol Cymru, Y Llwyfan, Heol y Coleg, Caerfyrddin SA31 3EQ
By Email	thgc@theatr.com