



Welsh National Opera

How we aim to comply with Welsh language standards

New standards have been introduced which put a legal framework in place to ensure rights for people to access certain services in Wales through the medium of Welsh. The standards were introduced as part of the Welsh Language (Wales) Measure 2011, which also created the role of the Welsh Language Commissioner. Welsh National Opera (WNO) is one of the organisations expected to comply with the new language standards.

There are five categories of standards:

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

This document explains how the Welsh National Opera aims to comply with the Welsh language standards.

1. SERVICE DELIVERY

Write 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. We will ask you in which language you wish to receive correspondence from us in the future and record this.
4. When we write to several people at the same time it will be in Welsh and English.
5. We will not treat the Welsh language less favourably than English when we send letters or e-mails to the public.
6. We state clearly in our communications that we welcome correspondence through the medium of Welsh.

Contact us by phone

1. We welcome phone calls in Welsh and English.
2. Our staff will greet you bilingually when they answer the phone.
3. When we call you we will ask for your language choice and record this for the next time we contact you.
4. If you phone the direct line number of a member of staff who is not a Welsh-speaker and you would like to hold the conversation in Welsh, they will offer to transfer the call to a colleague who can provide this service.

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 do.
2. If we invite a group of people to a meeting, we will ask those attending if they want to contribute in Welsh and will arrange a translator if ten per cent or more tell us that they do.
3. When we arrange or fund over 50% of an event for the public, we will advertise it and send out invitations bilingually.
4. If you attend a public event that we have arranged, you are welcome to contribute in Welsh and we will provide translation facilities.
5. Materials and information regarding any public events will be available bilingually before and during the meeting.

Publications and written material

1. All documents, promotional material and advertisements that we produce will be available in Welsh and English and we will not treat one less favourably than the other.
2. We will ensure that information and materials we display will be in both Welsh and English.
3. Any signs we erect in public will be bilingual.
4. Public documents we produce will be bilingual – if this is not possible due to size, a Welsh version will be available at the same time as the English version. This does not apply to our Board papers.
5. Any forms that are available to the public will be available in Welsh and English.

Digital and on-line

1. Our website is bilingual and we will update Welsh pages at the same time as we update the English ones.
2. We will promote our Welsh-language services on our website.
3. There is a section on our website which contains all the information about how we comply with the language standards – we will update this section regularly.
4. We will use both Welsh and English on our social media channels.
5. If you send us a message on social media, we will reply in the language of the original message.

Face to face

1. By working with Wales Millennium Centre and other venues in Wales we will ensure Welsh-speaking staff are available at reception or front desk during our performances so that we provide a bilingual service to those who attend our productions.
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. Our Welsh-speaking staff will wear a *iaith gwaith* badge so they can be easily-identified.

Tendering

1. When WNO 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 received in English.

2. POLICY MAKING

Creating policies

1. 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.
2. We will think of ways in which a policy could have a positive impact on people's opportunities to use the Welsh language.
3. If we go out to consultation or conduct research in order to develop any policies, we will seek opinion about the impact of the policy on the Welsh language.

3. OPERATIONAL

As an employer

1. We are committed to the principle that our staff can live their working lives through the medium of Welsh as set out in the standards – from job application and interview, to discussing employment-related matters.
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 Welsh language skills we will note this and advertise in Welsh.
3. You can apply for a post with WNO through the medium of Welsh and we will communicate with you about your application in Welsh if you wish.
4. We will not treat job applications submitted in Welsh less favourably.
5. Policies listed within the standards which related to the working conditions of our staff will be available in Welsh and English.
6. We will support staff to learn Welsh by providing opportunities to learn Welsh.

In order to fulfil the requirements of the standards we will also:

- Create a policy on using the Welsh language at work
- Ensure staff receive language awareness sessions and training on the requirements of the language standards
- Provide software and templates to staff to help them comply with the standards
- Offer translation and proofreading support

4. RECORD KEEPING AND SUPPLEMENTARY

Monitoring and overseeing

The WNO will continuously monitor compliance against the standards, particularly in the early period. We will assist key staff to collate compliance evidence, and the Director of Marketing and Sales and the Senior Leadership Team will lead the overall monitoring and overseeing process. Complaints will be monitored closely and any emerging patterns will help us understand and identify areas for improvement. As required, we will ensure that relevant information is made available for the Welsh Language Commissioner.

Keeping a record 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 also show if we have failed to meet any of the standards and if anyone has complained about our Welsh-language provision. We will also record how many members of staff have attended training courses in Welsh, jobs advertised with a Welsh language requirement, and the number of staff who have Welsh language skills.

Complaints

We have a Welsh language complaints policy, and you can complain to us if you feel that we haven't fulfilled our duties in accordance with the standards.

For more information

You'll find the list of all the standards imposed on us on our www.wno.org.uk/cymraeg and on the Welsh Language Commissioner's website www.comisiynyddygyymraeg.cymru.

For further information, contact us in Welsh or English:

On the phone 029 2063 5000

By email cymraeg@wno.org.uk

By letter Welsh National Opera, Wales Millennium Centre
Bute Place, Cardiff CF10 5AL