

Arts Council of Wales

Welsh Language Scheme

This revised Scheme received the approval of the Welsh Language Board-
under Section 16 of the Welsh Language Act 1993 on the 26/03/2012

April 2012





Arts Council of Wales is committed to making information available in large print, braille, audio and British Sign Language and will endeavour to provide information in languages other than Welsh or English on request.

Arts Council of Wales operates an equal opportunities policy.

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1 Background

- 1.1 The Welsh Government's vision for a bilingual Wales is outlined in the Welsh Language Strategy. It aspires to create an environment where people can choose to live their lives through the medium of Welsh and English (or both). The Arts Council of Wales is privileged to share this vision with the Government.

The Welsh Language Measure (Wales) 2011 was approved by the National Assembly of Wales in December 2010 and received royal assent in February 2011. The Measure confirms the official status of the Welsh Language in Wales; creates a new framework for placing the responsibility on organisations to provide Welsh language services; and establishes a new Welsh Language Commissioner. Although the Measure is now law, several of the Measure's sections will not come into force until the introduction of subordinate legislation through regulation. The Arts Council of Wales will therefore act in accordance with this Welsh Language Scheme until it has a duty to comply with standards in line with the Welsh Language Measure (Wales) 2011.

- 1.2 We, the Arts Council of Wales, adhere to the principle that, in the conduct of public business in Wales, we will treat Welsh and English equally.

We recognise the importance of providing a fully bilingual service to artists and the public. And we want to be seen as being in the vanguard of public policy in Wales. In addition to our public service responsibilities, we want to go further. In particular, our Council recognises the importance of bringing about ambitious and creative developments which will foster an environment across the Arts that will promote the use and growth of the Welsh language. Furthermore, we wish to be judged on the quality of our service and the delivery of effective outcomes which the people of Wales can look upon with pride as their own.

- 1.3 A generous, fair-minded and tolerant society values and respects the needs, interests and creativity of all its citizens. It's a society that embraces equality and celebrates difference in which bilingualism and multilingualism are seen as a virtue which can enrich and expand our culture.

The Welsh language is integral to that culture. We defend vigorously the right of people to explore their own culture, their own creativity through the language of their choice, whether as consumer, participant or artist. We're committed to developing more opportunities for culturally diverse work to be created, presented and enjoyed. It's a commitment that we expect all our partner organisations to embrace and to share. We aim to create more – and better – opportunities for people to enjoy and take part in the arts, in Welsh and in English.

- 1.4 The success of the Council's ambition for Welsh language culture will be measured by clear outcomes. We want to encourage the highest standards of best practice. So these notes represent the minimum we would expect to see as part of our Welsh Language Scheme.

We wish to be regarded as an organisation which supports, encourages and champions accessibility to, and excellence in, the Arts throughout Wales. These goals should reflect the bilingual nature of a modern and forward-looking country. Wales's bilingual nature is inextricably linked to its culture. It is a link which enriches the country's artistic complexion especially now that artists from Wales are becoming increasingly active on the world stage.

The Arts Council of Wales will participate in continuing discussion with Welsh Government and other relevant national organisations on ways to raise the profile of the Welsh language and to bring it to greater international prominence.

2 Introduction

- 2.1 The Arts Council of Wales is the national organisation responsible for funding and developing the arts in Wales. It is a registered charity and is established by Royal Charter.

Our Objects are set out in our Royal Charter:

- to develop and improve the knowledge, understanding and practice of the arts,
- to develop and improve the accessibility of the arts to the public,
- to advise and co-operate with other bodies,
- to carry out the objects through the medium of both the Welsh and English languages.

The Arts Council of Wales is managed by the Council, consisting of Chair, Vice Chair and twelve other members appointed by the Welsh Government.

The Council receives government grant-in-aid funding through the Welsh Government. It also distributes National Lottery Funds to the arts in Wales.

- 2.2 We undertake to promote the use of Welsh as an integral part of our work and will strive to break new ground in areas of the Arts where use of the Welsh language has perhaps not previously been thought to be applicable. We will also support developments in areas where the use of the Welsh language is familiar but has not been able to compete with other languages in an increasingly commercial world.
- 2.3 We aim to provide a fully bilingual service which meets the principles of our Royal Charter and our Customer Service Standards. The Freedom of Information Act will apply equally to the provision of our services in Welsh and in English.

3 Our contact with the public

3.1 Written correspondence

- 3.1.1 Artists, arts organisations and members of the public are welcome to correspond with the Arts Council in either Welsh or English, according to their choice. Letters received by us in Welsh will be sent a signed reply in Welsh. We will reply to all correspondence, Welsh or English, within the same timescale. If, for any reason, it is not possible to reply to Welsh correspondence immediately, the correspondent will be sent a written acknowledgement and an explanation in Welsh, where necessary.
- 3.1.2 A correspondent, having written in Welsh to us, or having expressed a preference to conduct business with us in Welsh, will receive future correspondence in Welsh. We will maintain a record of the language preferences of our regular correspondents.

Correspondence following a telephone conversation following a face-to-face meeting in Welsh will also be in Welsh unless the recipient has requested otherwise.

- 3.1.3 Circulars and standard letters will be issued bilingually.
- 3.1.4 A member of Arts Council staff who cannot understand incoming correspondence in Welsh will arrange for a short letter to be translated into English by a bilingual colleague. A list of staff who will provide this service will be maintained and available in all Arts Council offices.
- 3.1.5 Where the incoming correspondence is lengthy or complex, the letter will be forwarded to our internal staff Translator or (in his/her absence) to an external translation service.
- 3.2.1 The Arts Council welcomes telephone calls in Welsh. Incoming calls will be greeted bilingually, thus making it clear to all callers that they are welcome to use the language of their choice.

3.2 Answering the telephone

- 3.2.1 The Arts Council of Wales employs bilingual members of staff at its reception desk. Guidelines will be provided to staff on how to deal with incoming telephone calls in Welsh if, for any reason, a bilingual operator is not available to answer a call.

3.2.2 Normally, the Arts Council will have Welsh-speaking staff available at those offices which receive frequent incoming calls in Welsh. However, if at any other office a switchboard operator is not able to deal fully with an incoming call in Welsh, one of the following measures will be taken:

- the call will be transferred to a Welsh-speaking member of staff;
- arrangements will be made for a Welsh speaker to call back.

3.2.3 Pre-recorded answering machines will carry a bilingual recorded message and callers will be welcome to leave a message in either language. The response to the recorded message will be in the language used by the caller.

3.2.4 The offices with personal direct-dial telephone numbers, pre-recorded messages will reflect the linguistic abilities of the officer but prefaced with a bilingual greeting.

3.3 Meetings, presentations, seminars

3.3.1 If the Council holds a meeting to which the public is invited, we will enable members of the public to contribute in Welsh or in English. We will do so by putting a range of measures in place to include

- bilingual staff to greet the public
- translation facilities
- appropriate instructions to ensure inclusivity.

3.3.2 When a meeting is offered to invited participants (thus deemed an “internal” meeting), the measures stated in 3.3.1 will be put in place as appropriate.

3.3.3 Any public meetings will be advertised bilingually and the Council will have staff present who can greet people and conduct business in Welsh.

3.3.4 Personal callers at any of our offices may conduct business in Welsh or in English. We will have Welsh-speaking members of staff present to enable personal callers to conduct business in either language.

3.3.5 People wishing to communicate with the Council via electronic messages are welcome to use either Welsh or English. Again, we will respond in the language of the original message.

3.4 Publications, branding and public identity

- 3.4.1 We will publish all corporate materials bilingually – whether on our website or in hard copy.
- 3.4.2 Where material is in separate Welsh and English forms, both versions will be published simultaneously. Both versions will also be distributed together, equally obtainable, displayed together, and of the same standard. Separate language corporate material will be published exceptionally but, where they are published, each version will explain that a version is available in the other language.
- 3.4.3 Where a charge is to be made, the price of a corporate document printed in bilingual format will not be greater than a single language version of that document. When single language versions of a priced document are published, the price of the Welsh version will not be greater than that of the English version.
- 3.4.4 Cheques and Invoices will be printed bilingually and written in accordance with the criteria set out in section 3.1 on written correspondence.
- 3.4.5 Staff, consultants, designers, website technicians and designers, and printers of our bilingual publications will be provided with written guidance on how to deal with bilingual publications.
- 3.4.6 Where material is published in separate language versions, staff and other agents involved in the distribution of this material will be made aware of the existence of two versions of the same document and will be fully briefed on how to deal with the separate versions.
- 3.4.7 All grant application forms and associated explanatory material issued by the Council for public use will be available in both Welsh and English. Whereas most of these forms will be issued bilingually, due to their complexity and length some will be issued in separate Welsh and English versions so that users can receive, read and complete the version of their choice.
- 3.4.8 In cases where separate Welsh and English versions of forms are issued, the associated explanatory material will be issued with in the same language. Both versions will be issued simultaneously and both versions will be equally available in all Arts Council offices and other distribution points including our website. Also, each version will indicate that the

form is also available in the other language.

- 3.4.9 The Council will present a fully bilingual corporate identity, displaying its name (and address, where appropriate) bilingually on all logos, headed paper, memos, fax paper, business cards, identity badges, website and other corporate materials and goods.

The Council will display its name bilingually on all buildings which it occupies and on all signs within those buildings where the use of language is necessary to convey information. Likewise, on all corporate materials, goods and signage, the format, size, quality, clarity and prominence of the languages will be the same.

- 3.4.10 All our written or electronically transmitted material directed at the general public in Wales will be published in bilingual form, or in Welsh and in English. In all cases the format, quality, clarity and prominence of the two languages will be the same and the two languages will be treated on a basis of equality.

- 3.4.11 All surveys and questionnaires commissioned by us will be bilingual and will be supported by bilingual material. Any associated interviews will be conducted in the language of the interviewee's choice.

3.5 Publicity

- 3.5.1 All Council publicity material will normally be issued bilingually, in a way that treats the two languages on a basis of equality. Exceptions to this general principle may be advertising or publicity campaigns aimed at a particular target audience, possibly for activity outside Wales.

- 3.5.2 All exhibitions mounted by us will treat the two languages on a basis of equality. Council will encourage other exhibitors using Council premises, stands, displays etc to use both languages in their exhibits, demonstrations and displays.

- 3.5.3 Simultaneous translation facilities will be provided at the plenary sessions of seminars and conferences organised by the Council and each participant is welcome to participate in either Welsh or English

3.6 Adverts and notices

- 3.6.1 The Arts Council's public notices and recruitment advertising, whether in the Wales-based media or on notice boards, will normally appear with

Welsh and English versions shown together and be equal in terms of format, size, quality, legibility and prominence. Exceptions to this rule may be public notices and staff recruitment advertisements appearing in the Welsh language media where the Welsh version only will be used. However, such notices will reflect the bilingual nature of our organisation. Conversely, when notices are placed in publications outside Wales they will reflect the status of the Welsh language nature of the organisation.

3.6.2 We issue media notices and media releases bilingually in a way that treats the two languages on a basis of equality.

3.6.3 We will also provide spokespersons for media interviews in both Welsh and English.

4 Implementation of the Scheme

4.1 Council and Council Members

- 4.1.1 Council will discuss and approve revisions of the Scheme on a regular basis. It has the authority to ensure effective implementation of the Scheme internally and is committed to promoting best practice externally. However, any changes will require the approval of the Welsh Language Board.
- 4.1.2 Council will ensure that we maintain a Welsh Language Monitoring Group. Council will require an annual Welsh Language Scheme Implementation Report to be produced by the Group. It will consider any recommendations made in the report or at other times during the year as appropriate.
- 4.1.3 It will discuss and approve an annual Action Plan for the purpose of monitoring the implementation of the Welsh Language Scheme.
- 4.1.4 Council will be aware of statutory requirements and will consult with the Welsh Government – and the Welsh Language Board or other appropriate bodies with a national remit – as appropriate.
- 4.1.5 Members of Council and its advisors will be issued with copies of the Scheme and a briefing on its implications will be incorporated into the induction procedure for new members of council and advisors.
- 4.1.6 Council will treat Welsh and English on the basis of equality.
- 4.1.7 Council members will have a basic grasp of Welsh for use fulfilling Council duties. This will include the ability to correctly pronounce Welsh names, titles etc.

4.2 Staffing and recruitment

- 4.2.1 The Council will ensure that workplaces which have contact with the public have access to sufficient and appropriately skilled Welsh speakers to enable those workplaces to deliver a full service through the medium of Welsh. This will be regularly reviewed and especially during organisational reviews.
- 4.2.2 We will regularly review those workplaces and posts where the ability to speak Welsh is deemed 'essential' and those where it is 'desirable', to

identify the level of proficiency expected in each case. Team descriptions and job descriptions will be formulated accordingly. This will be discussed by Council as part of any organisational review. Should no such review be planned, this will be discussed no less than biennially or at the request of the Welsh Language Monitoring Group.

- 4.2.3 When it has proved impossible to appoint a Welsh speaker to a post where the ability to speak Welsh is considered essential, a condition of employment will be for the person appointed to learn Welsh to a required level within a reasonable agreed period and with the full support of the organisation. The level of proficiency must be tested. It is also possible to make a temporary appointment, and review in order to meet the need in another way e.g. by re-arranging the service, or re-advertise after a specified time, or assess the prospects for training of the person appointed temporarily.
- 4.2.4 The Arts Council will make it clear when it wishes to recruit Welsh speakers by placing advertisements for posts where Welsh is either essential or desirable in Welsh- and English-language newspapers. All posts will be advertised bilingually in the English-language media in Wales and elsewhere in keeping with measure 3.6.1 above.

4.3 Team commitments

- 4.3.1 Arts Council staff who are responsible for recruiting staff will assess the organisation's needs for Welsh-speaking staff when making appointments. They will also be integral to the steps outlined in 4.1.1 and 4.1.2 above.
- 4.3.2 All measures contained in our Welsh language Scheme will apply to all Arts Council offices and all areas of our work.
- 4.3.3 Arrangements for offices in Wales where all aspects of service may not immediately be available are included in the scheme. These arrangements include enabling staff from one office who speak Welsh to assist staff in another office when the need arises, and also include employing external professional translators.
- 4.3.4 All staff members will be given an opportunity to contribute to and comment on the revision of the Welsh Language Scheme.
- 4.3.5 The Council's Chief Executive has lead responsibility for the implementation and monitoring of the scheme.

- 4.3.6 The Council has established a Welsh Language Monitoring Group which monitors the scheme regularly and ensures that the scheme is implemented in a comprehensive and consistent manner across the organisation. The Group is responsible for discussing and making recommendations on all Welsh language issues. It will make an annual report to Council and bring issues to Council's attention if and when necessary. This report – the Welsh Language Scheme Implementation Report – will be produced annually and made available to the public on our website and Intranet. Copies of the report will also be sent to the Welsh Language Board or any other body appointed by the Welsh Assembly Government with national responsibility for Welsh Language.
- 4.3.7 Each Arts Council team is responsible for implementation of the Scheme within one's own areas of responsibility.
- 4.3.8 Those responsible for procuring computer systems and for computer planning will have full regard of the organisation's need to implement the commitments in its scheme. Where existing computer systems cannot be adapted to facilitate the scheme fully, our specialist IT officer will review those systems in the light of the scheme and will propose measures for improving the performance of those systems with regard to the Welsh language.

4.4 Induction, training and staff development

- 4.4.1 On appointment, new members of staff will be issued with copies of the Scheme and a briefing on its implementation will be incorporated into staff induction procedure.
- 4.4.2 All members of staff will receive a copy of the Arts Council's Welsh Language Scheme. Periodic staff meetings will be held, on a departmental or office basis, to brief every member of staff on the requirements of the scheme and to review its implementation.
- 4.4.3 Both Council and staff members are invited to comment on the quality of Welsh language material to our internal Translator, Head of Communications or member of the Welsh Language Monitoring Group.
- 4.4.4 We encourage members of staff to learn Welsh or to improve their ability to speak Welsh. The Council will support members of staff who wish to learn Welsh by allowing reasonable time off from their duties for them to attend professional language courses and by paying the tuition

fees associated with such courses. It is a key performance indicator that the Council increase the percentage of non-Welsh speaking members of staff registered as Welsh learners.

- 4.4.5 We will also organise in-house support groups of fluent Welsh speakers to hold group sessions that enable members of staff to improve their ability to speak Welsh.
- 4.4.6 All staff members will have a basic grasp of Welsh for use in welcoming the public to meetings, in initial telephone greetings etc. The Human Resources department will coordinate training sessions which will include pronunciation for all staff whether Welsh language learners or not.
- 4.4.7 We will assess our need for vocational training through the medium of Welsh on an on-going basis.
- 4.4.8 Where a need for vocational training is demonstrated in order to facilitate implementation of the scheme, it will be provided, either internally or by an external agency, at the Council's expense and will be carried out during work hours or will count as working hours in the case of evening classes etc

4.5 Translation

- 4.5.1 We will bring all documents for translation to the attention of our internal Translator. This officer will either provide written translation or delegate to external translators, depending on the volume and urgency of work.
- 4.5.2 Arts Council staff will confer with the Head of Communications and / or Translator before the public release of newly created bilingual documents.
- 4.5.3 Council and staff members will include a time element for translation in their work schedule when working on documents to be translated.
- 4.5.4 The Council will rely on the Internal Translator to provide in-house written translation and to manage delegation to external translators when necessary.
- 4.5.5 When the engagement of external translating services is necessary, our Internal Translator will ensure that such translators are suitably qualified

and able to provide a high quality service. He/she will also proof-read and standardise their work. The following criteria will be used in assessing the services being offered:

- quality of work
- familiarity with the subject matter and the technical vocabulary used by us
- competitive prices
- guaranteed delivery times
- the use of IT to deliver a speedy, efficient service
- confidentiality must be ensured
- the appropriate indemnity cover is secure

5 Services provided by others

5.1 Working with clients

- 5.1.1 We will ensure that all new policies and initiatives will promote and develop the use of Welsh and that they will implement the principle of equality wherever relevant.
- 5.1.2 We will ensure that new policies and initiatives are consistent with our Welsh Language Scheme and will not undermine the scheme or the statutory language schemes of other organisations. The scheme will not be materially amended without the approval of the Welsh Language Board and consultation with the public and clients.
- 5.1.3 We are committed to assessing the linguistic consequences of all new policies and initiatives to establish what effect they are likely to have on the use of the Welsh language. The Council accepts that the linguistic medium in which opportunities presented can have a direct effect on participation.
- 5.1.4 We will ensure that staff and advisors who draw up policies and initiatives are aware of, and respect, our Welsh Language Scheme.
- 5.1.5 We are increasingly moving towards a more collaborative relationship with our revenue funded clients. We expect them to respect and reflect the principles that we are trying to promote through our Welsh Language Scheme. We expect all revenue funded organisations to adopt a proactive approach in this area. We will provide support and encouragement to organisations who are trying to improve their practice. However, we are also provided to apply sanctions in cases where we feel an organisation is wilfully flouting what we would consider to be an appropriate approach. These are matters that will be discussed with revenue funded organisations at our Annual Review Meetings. Revenue funding agreements and the annual review process will be used to ensure that revenue clients, and national companies in particular, conform with our aspirations as expressed in this Welsh Language Scheme.
- 5.1.6 Funded organisations' progress in agreed areas of work will be monitored as part of our annual review meetings. General trends identified as part of these meetings will be recorded and presented to Council annually, or as necessary.

- 5.1.7 Appropriate standard conditions of grant will set out minimum language requirements from revenue- and project-funded clients with appropriate actions taken if these requirements are not fulfilled.
- 5.1.8 We will provide individuals and organisations with the contact details of language development initiatives with the aim of sharing resources and expertise.
- 5.1.9 We acknowledge the right of Welsh and non-Welsh organisations to discuss issues surrounding any aspect of Welsh language arts provision. Furthermore, we will instigate such discussions in periodic seminars and discrete meetings.
- 5.1.10 We commit to developing our own language aspirations through the work of our clients in the spirit of tolerance and inclusivity because we acknowledge people's right to explore culture and creativity in the language of their choice.
- 5.1.11 With the funding made available through us, we will demonstrate our commitment to developing more opportunities for culturally diverse work and targets will reflect how we bring about more – and better – opportunities in Welsh and in English.

5.2 Working with partner organisations

- 5.2.1 When tenders are invited for such contracts, the linguistic details will be specified in the tender documentation and the normal monitoring arrangements of such contracts will include regular performance reports on the implementation of the scheme.
- 5.2.2 We will support the Welsh Language developments of other public bodies and take every opportunity to promote and develop use of the Language among other organisations with whom we are in contact, whether in Wales or outside.
- 5.2.3 Partner organisations providing services, support or funding to organisations or individuals within Wales will be expected to provide Welsh language material at their cost. The Arts Council will assist such partners to make contact with appropriate specialist organisations in Wales.
- 5.2.4 We will encourage organisations not covered by the Welsh Language

Act to operate within the spirit of the Act. This will be done by inviting organisations in their applications to address how they will reflect the bilingual nature of the community in which they operate and the audiences they are targeting.

5.3 Grants and contracts

5.3.1 Guidelines for our grant schemes will publish Welsh language requirements as priority areas for Lottery and Revenue funding.

5.3.2 When the Arts Council completes formal contracts with third parties relating to the provision of services to the public in Wales, it will ensure that such contracts are consistent with the terms of our Welsh Language Scheme. Furthermore, we will recommend that all parties refer to guidance issued by the Welsh Language Board and available on their website and in hard copy, namely Awarding Grants, Loans and Sponsorship: Welsh Language Issues or successive publications.

6 Monitoring and reporting

6.1 Monitoring

- 6.1.1 The Welsh Language Monitoring Group is tasked with the day to day running of the Welsh Language Scheme. The commitment of each team within the Arts Council is outlined in section 4 above.
- 6.1.2 The Welsh Language Monitoring Group comprises representatives from across the Arts Council including the Senior Management Team. It has quarterly meetings and reports to and makes recommendations to Council through the Senior Management Team.
- 6.1.3 The Group has the right to refer directly to Council if it believes that executive staff are acting in breach of any clause or the spirit of this Welsh Language Scheme.
- 6.1.4 Council will measure its Welsh language provision against a number of indicators supported with quantitative data on the following:
- a) Contracted services – percentage of a sample of monitored compliance with the requirements of the Scheme.
 - b) Face-to-face service – number and percentage of main reception jobs that have been identified as Welsh essential as those filled by bilingual speakers.
 - c) Human Resources and Skills – the number and percentage of staff (Welsh speakers and learners) who have received training in Welsh leading to a specific qualification. Also, the number and percentage of staff who have received language awareness training
 - d) Human Resources, Equality and Diversity – the number and percentage of staff within the service organisation who can speak Welsh with a breakdown according to department, grade and office
 - e) Quality Service - The number of complaints received regarding the implementation language as complaints dealt with in accordance with the Council's corporate standards.

6.2 Reporting

- 6.2.1 The Welsh Language Monitoring Group will provide Council with an annual report (covering activity within a financial year) on the implementation of the Scheme. This report will encompass the full range of our efforts as well as alert Council to any future developments.

6.2.2 The Report will include a section on progress against the Action Plan appended to this Scheme as required in clause 4.1.3 above.

6.2.3 Copies of the Report and the Action Plan will be forwarded to the Welsh Language Board no later than by the following September.

6.3 Awareness of the Scheme

6.3.1 We will publicise our Welsh Language Scheme in the following ways:

- details of the scheme and amendments will be published on the Arts Council's website (www.artswales.org.uk) which is available to artists, arts organisations, local authorities and to the public
- information leaflets on the work of the Arts Council will publicise the Welsh Language Scheme
- a press release on the scheme will be issued to the press and broadcasting media
- details of the scheme to be published in our Code of Best Practice
- posters publicising the scheme will be located in Arts Council offices where the public has access
- copies of the scheme will be held at each of our offices and will be available to the general public

6.3.2 a copy of the scheme will also be published on the Welsh Language Board's website (www.bwrdd-yr-iaith.org.uk)

6.3.3 Copies of the Scheme can also be obtained by calling 0845 8734 900, Minicom 029 2045 1023, or by writing to

Head of Communications
Arts Council of Wales
Bute Place
CARDIFF
CF10 5AL

or by visiting our website www.artswales.org.uk
E-mail: info@artswales.org.uk

6.3.4 Any further enquiries regarding this Welsh Language Scheme should also be directed to this address and marked “for the attention of the Chair of the Welsh Language Monitoring Group”.

7 Appendix to the Welsh Language Scheme

Action Plan 2011/12			
Section	Action	Target date	Responsibility
Contact with the public			
3.3 To ensure that artists, arts organisations and members of the public are welcome to correspond with the Arts Council in either Welsh or English, according to their choice.	<p>We will monitor that language preference captured in documents such as ANFs and application forms is properly actioned.</p> <p>Ensure effective briefing of new staff- of arts council commitment and policies re Welsh Language. induction process</p> <p>Review complaints</p>	31 March 2011 and ongoing on an annual basis	<p>Head of Arts Funding Team</p> <p>Head of HR and Chair of Welsh Language Monitoring Group</p> <p>Welsh Language Monitoring Group</p>
3.4 In meetings to which the public is invited, we will enable members of the public to contribute in Welsh or in English.	Organising bilingual staff to greet the public, translation facilities and give appropriate instructions to ensure inclusivity.	Ongoing	All departments organising meetings the public will attend.
3.6 All Council publicity material will normally be issued bilingually, in a way that treats the two languages on a basis of equality.	We will publish all corporate materials bilingually.	Ongoing	Head of Communications and individual departments where appropriate

Implementation of the Scheme			
4.1.2 Council will discuss the Welsh Language Scheme Implementation Report issued by the Welsh Language Monitoring Group (internal). It will consider any recommendations made in the report or at other times during the year as appropriate.	The Welsh Language Monitoring Group will collate data and create a report summarising relevant activity for Council.	First Council meeting following the end of a financial year.	Chair of Welsh Language Monitoring Group
4.2.1 The Council will ensure that workplaces which have contact with the public have access to sufficient and appropriately skilled Welsh speakers to enable those workplaces to deliver a full service through the medium of Welsh.	Review language requirements of posts and amend job descriptions accordingly. This will be part of the Organisational Review and should be considered as a criteria when all jobs become available	31 March 2012	Chief Executive Office/ Personnel/Heads of department
4.4.4 The Council will support members of staff who wish to learn Welsh by allowing reasonable time off from their duties for them to attend professional language courses and by paying the tuition fees associated with such courses.	The Council will encourage non-Welsh speaking members of staff to register as Welsh learners.	Monitored annually as part of the Welsh Language Scheme Implementation report	Head of HR and Chair of Welsh Language Monitoring Group

Working with clients			
5.1.8 We will provide individuals and organisations with the contact details of language development initiatives with the aim of sharing resources and expertise.	Advise clients of services offered by the Welsh Language Board and other language development initiatives on areas of shared information and resources.	31 March 2012	Lead officers with responsibility for Revenue clients
5.1.5 Revenue funding agreements and the annual review process will be used to ensure that revenue clients, and national companies in particular, conform with our aspirations as expressed in this Welsh Language Scheme.	We will formally and regularly discuss all aspects of Welsh Language provision in the work of our revenue funded organisations. This will give us greater opportunity to formally discuss all aspects of Welsh Language provision (including the use of sanctions in cases of inadequate performance and non-compliance)	First meetings before 31 March 2012 then using annual monitoring processes accordingly.	Chair of the Welsh Language Monitoring Group