



National Eisteddfod (image: Aled Llywelyn)

Arts Council of Wales

# Welsh Language Annual Report 2018/19

August 2019



Cyngor Celfyddydau Cymru  
Arts Council of Wales



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## Introduction

The Welsh Language (Wales) Measure 2011 establishes the principle that the Welsh and English languages should be treated on a basis of equality in the conduct of public business. This Measure also established a Welsh Language Commissioner in Wales. The Commissioner has the responsibility for enforcing the legal duties of the Measure through a series of Standards.

Public bodies, such as the Arts Council of Wales, are required to publish a policy document that explains how they intend to meet this commitment. Our [Policy for Promoting and Facilitating the use of the Welsh Language](#) is published on our website.

Additionally we also publish our [Compliance Notice](#). This details the Standards that apply to us as a public body. The actions we have taken to meet these Standards are also published [here](#) and attached at Appendix 1 for reference.

This document is the Arts Council of Wales' Welsh Language Annual Report for 2018/19. It provides information on our performance against the aims, ambitions and requirements set out in our policy document and our Operational Plan 2018/19.

A full end of year report of our Operational Plan 2018/19 can be found in our published [Annual Report and Financial Statements](#)

## Our commitment to the Welsh language

One of the obvious ways we express ourselves is through the words and the language that we use. We are a bi-lingual nation – legally, socially, culturally, and as individuals and communities. Nothing makes Wales more distinctive than the Welsh Language. The Language provides the means to understand and enjoy an extraordinarily rich literature and culture. The Arts thrive on this and are a key component in continuing the Welsh language's vital role at the heart of Welsh life.

Council has an unequivocal commitment to the importance of developing and promoting the arts in and through the medium of Welsh and will 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.

### What we will do

We will deliver a fully bi-lingual service in accordance with the Welsh Language Standards and our Welsh Language Policy.

To help monitor progress and guide our work in this area we have established a **Welsh Language Monitoring Group**. Chaired by a member of our Council, it includes staff representatives from across our organisation. The Group meets quarterly.

## Terms of Reference

The terms of reference for the Welsh Language Monitoring Group (the Group) were established at its initial meeting in May 2003. (They are reviewed and, if necessary, revised on an annual basis by Council each March.)

### The Role of the Group

1. To review, monitor and contribute to the development of policies and procedures that enable the Council to pursue a progressive agenda for advancing its bilingual service as set out in its Welsh Language Scheme and in compliance with the Welsh Language Standards.
2. To assist Council and its officers in ensuring that its activities in this area are consistent with the ambitions of the Welsh Government's Well-being of Future Generations Act.
3. To assist Council and its officers in embedding bilingualism as a routine aspect of Arts Council of Wales's investment, processes and programmes of work.
4. To contribute to the monitoring of Arts Council of Wales' compliance with all relevant statutory and regulatory requirements, including any associated general and specific duties, including monitoring the implementation of the Welsh Language Action Plan.
5. To advise on the development, implementation and monitoring of specific developmental projects.
6. To offer guidance and advice to its revenue funded organisations on the requirements of the Welsh Language Standards and to all its project-funded organisations, and others who rely on ACW's network, on how to reflect the bilingual nature of present- day Wales.
7. The Group will ensure that these functions are adhered to through the adoption of:
  - a. Active oversight of the effectiveness of the Arts Council of Wales's activities in demonstrating a commitment to bilingualism as a fundamental governing principle and as an object in its Royal Charter
  - b. Monitoring implementation of the requirements of the relevant legislation (including the Welsh Language Standards, the Welsh Language Scheme and Action Plan and the review of Equality Impact Assessments)

- c. Offering guidance and advice on the role of the in-house translator
- d. Dealing with complaints of a linguistic nature
- e. Supporting use of Welsh Language in the Arts
- f. Providing advice and guidance on bilingual matters for the benefits of artists and arts organisations
- g. Advising on initiatives that assist in the training and professional development of Arts Council of Wales staff
- h. Making recommendations to the SLT and Council on any of the above.

We will deliver a fully bi-lingual service in accordance with the Welsh Language Standards and our Welsh Language Policy.

## Key statistics

It is important that we understand as best we can the type and range of Welsh Language issues as they apply to contemporary life in Wales.

### The Welsh speaking population

Census information reveals the following population trends.

	1991	2001	2011
Percentage of population able to speak	18.7%	20.8%	19.0%
Number of population able to speak Welsh	19.0%	582,000	582,000

Source: Census 1991, 2001 & 2011

Although the percentage and number of Welsh speakers in Wales decreased between 2001 and 2011, the number of Welsh speakers is actually higher than recorded in 1991.

### Differences between 2001 and 2011 vary by age group

There have been considerable increases for younger children (aged 3-4), a slight increase for adults aged 20-44, and decreases for all other age groups.

	3-4 year old		3-4 year olds	
	2001	2011	2001	2011
% of age group able to speak Welsh	18.8%	23.3%	15.5%	15.6%

Source: Census 2001 & 2011

### Attendance and participation in the arts

We have a particular interest in encouraging people to enjoy and take part in the arts.

Each year we commission independent research – the Wales Omnibus – to assess what is happening to Welsh speaking audiences and participants. This gives us an insight on attendance and participation patterns based on a random sample of around 1,000 people each year.



## Adult Omnibus

The figures for the adult population are as follows:

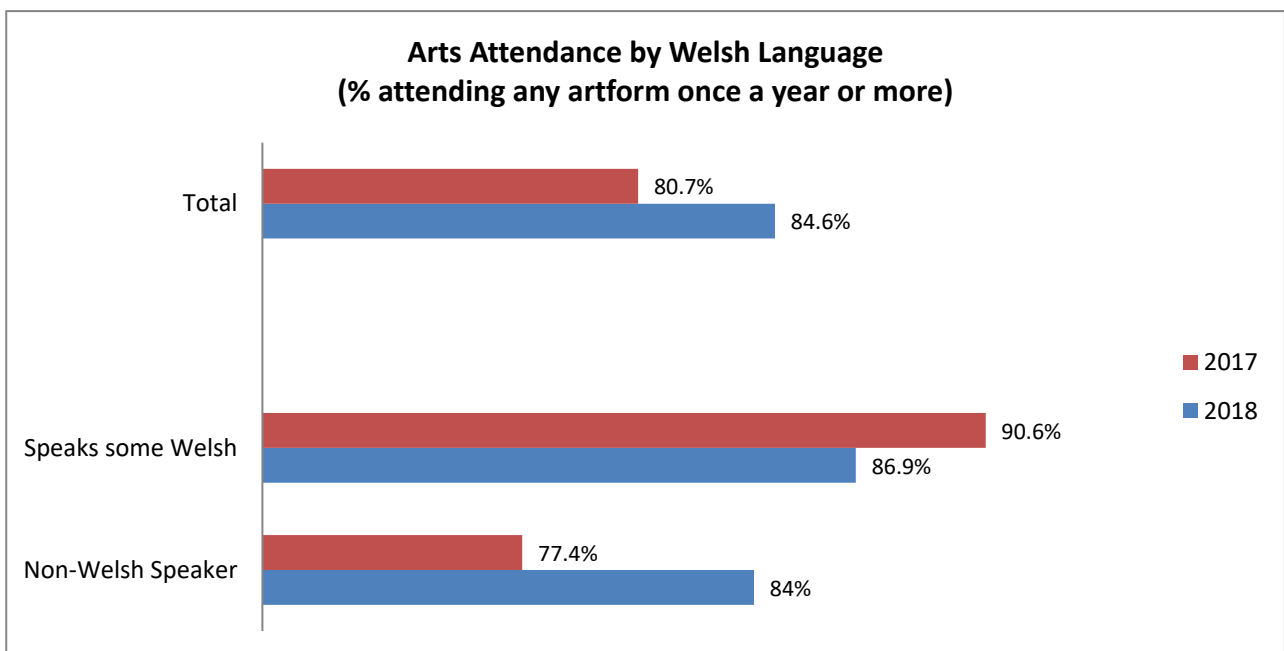
% Welsh speakers attending or participating in the arts once a year or more often 2012-2018

	2012	2013	2014	2015	2016	2017	2018
Attendance	79%	83%	81%	81%	80%	91%	87%
Participation	46%	44%	47%	49%	50%	53%	45%

Source: Wales Omnibus Report 2012, 2013, 2014, 2015, 2016, 2017 & 2018.

- 86.9% of Welsh speaking adults attended at least one arts event, once a year or more often.
- Following an increase of 2.7% in the previous period, there has been a decrease in the participation levels of Welsh speakers of 7.6 percentage points from 2017, with 45.1% taking part in the arts once a year or more.

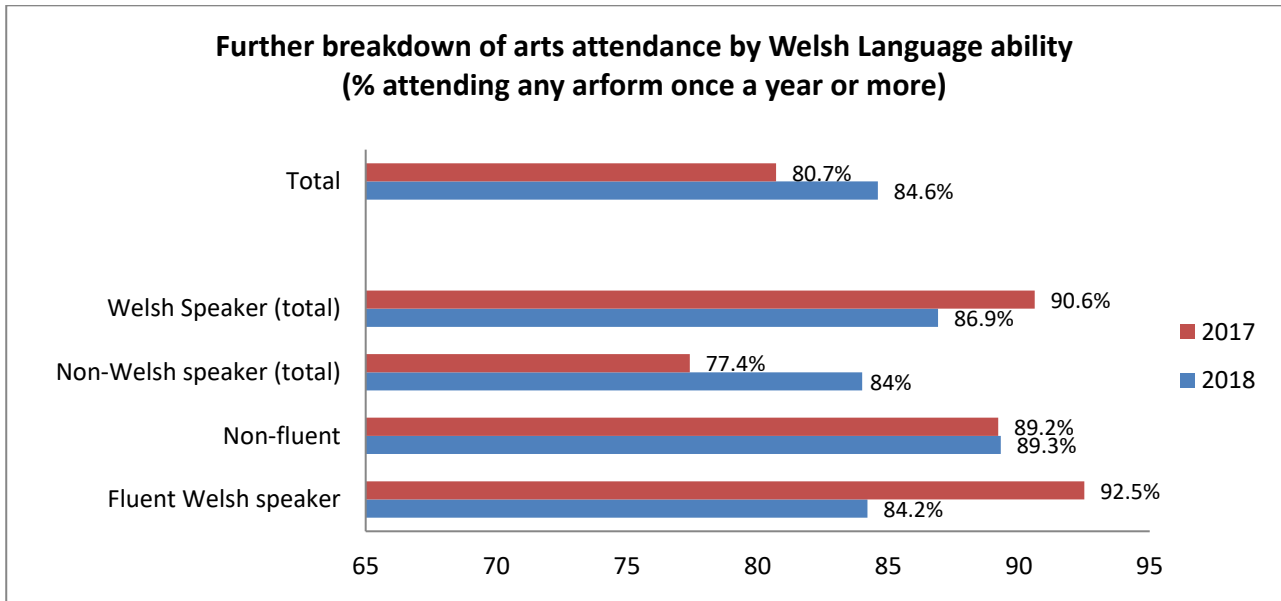
## Welsh Language Data taken from the Omnibus survey report 2018



Base: All Adults (2017:1,021 and 2018:1,002) Source: Wales Omnibus survey 2017-2018

- Following an 11% increase in 2017, 2018 now shows a decrease of 3.7 percentage point in Welsh speakers attending the arts, to 86.9%. This compares to over three quarters of non-Welsh speakers attending the arts in both years, 84%.

- The gap between Welsh speakers and non-Welsh speakers has decreased from 13.2 percentage points in 2017 to 2.9 percentage points in 2018. In 2017, this gap showed an increase of 11.3%.

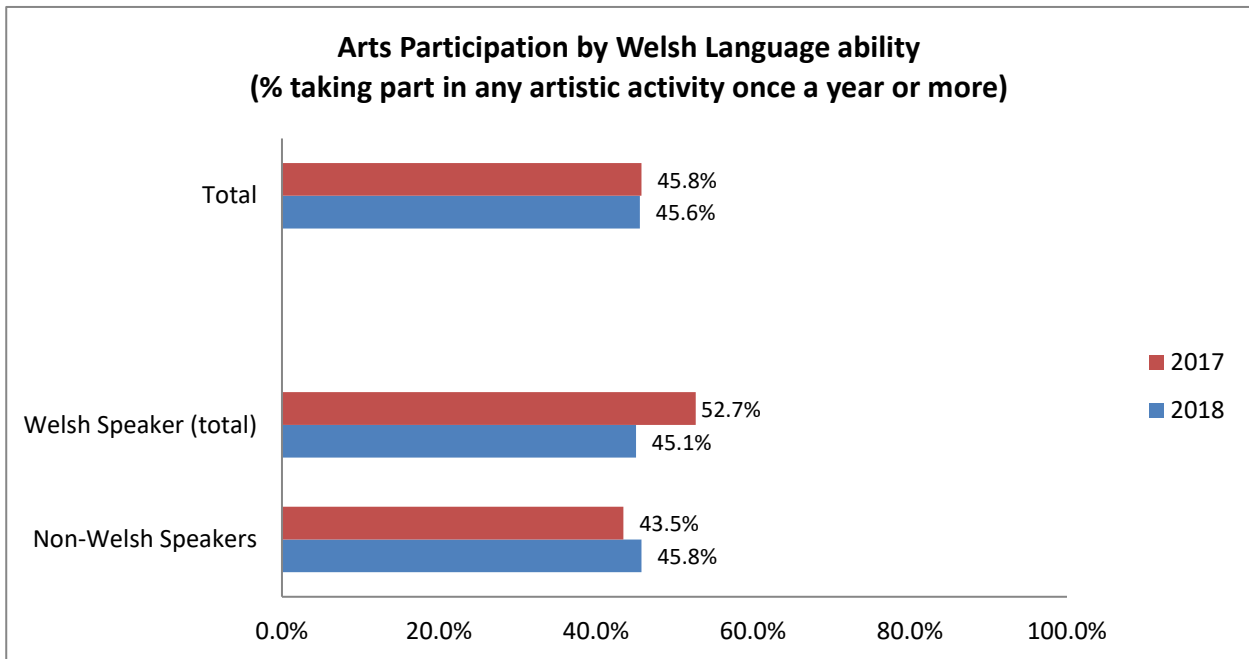


Base: All Adults (2017:1,021 and 2018:1,002) Source: Wales Omnibus survey 2017-2018

The proportion of non-Welsh speakers attending the arts has increased between 2017 and 2018 at 84%. Total Welsh speakers have decreased by 3.7 percentage points meaning just over 86% now attend the arts once a year or more. The breakdown of those who speak Welsh shows there has been decrease at every level of fluency, except those who consider themselves non-fluent, where there has been a small increase of 0.1 percentage points with 89.3% attending the arts once a year or more.

These figures showed a percentage increase of 18.8 for total Welsh speakers and an increase of 5.2% for non-Welsh speakers in 2017.

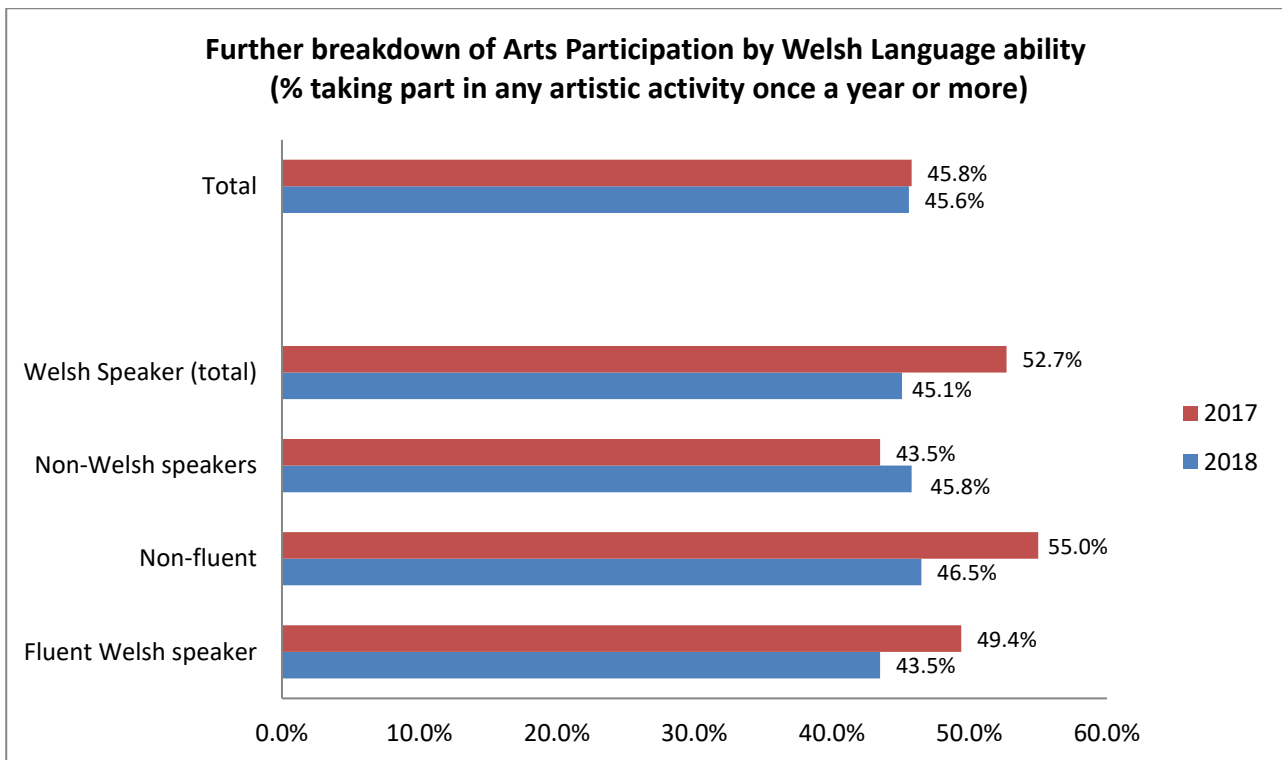
## Arts Participation



Base: All Adults (2017:1,021, 2018:1,002) Source: Wales Omnibus survey 2017-2018

There has been a 7.6 percentage point decrease in the number of Welsh speakers taking part in an artistic activity, from 52.7% to 45.1% respectively. Meanwhile, the percentage of non-Welsh speakers taking part in an artistic activity once a year or more has increased 2.3 percentage points to 45.8%.

The gap in participation rates between Welsh speakers and non-Welsh speakers has decreased to 0.7% in 2018 as compared to 9.2 percentage points in 2017.



Base: All Adults (2017:1,021 and 2018:1,002) Source: Wales Omnibus survey 2017-2018

In 2018, the percentage of Fluent Welsh speakers taking parts in an arts activity once a year or more have decreased by 5.9 percentage points to 43.5%. The gap between the percentage of fluent welsh speakers and non- fluent welsh speakers taking part in an arts activity once a year or more has narrowed from 5.6 percentage points to 3 percentage points.

46.5% of non-fluent Welsh speakers take part in the arts once a year or more and this has decreased from the previous year by 8.5 percentage points.

### Children’s Omnibus

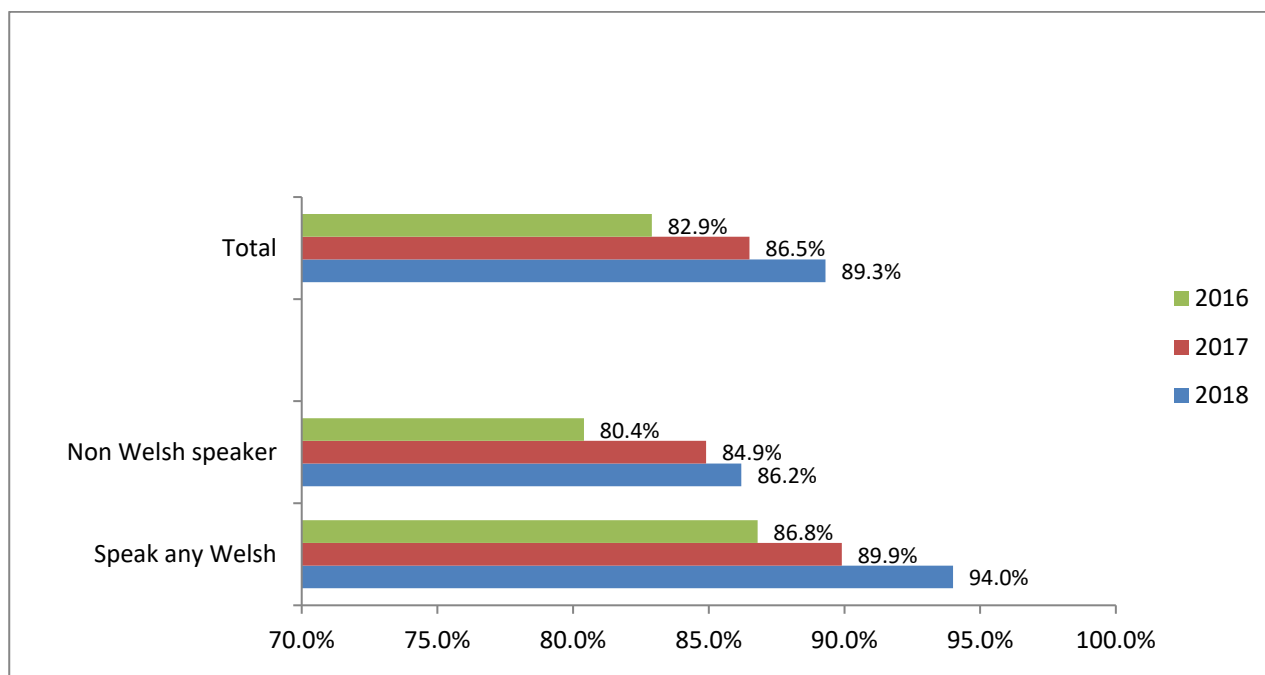
% Welsh speaking children (7-18) attending or participating in the arts once a year or more often 2012-2018

	2012	2013	2014	2015	2016	2017	2018
Attendance	85%	89%	91%	88%	86%	90%	94%
Participation	87%	88%	86%	90%	91%	90%	92%

## % Welsh speaking children (7-18) attending or participating in the arts once a year or more often 2012-2018

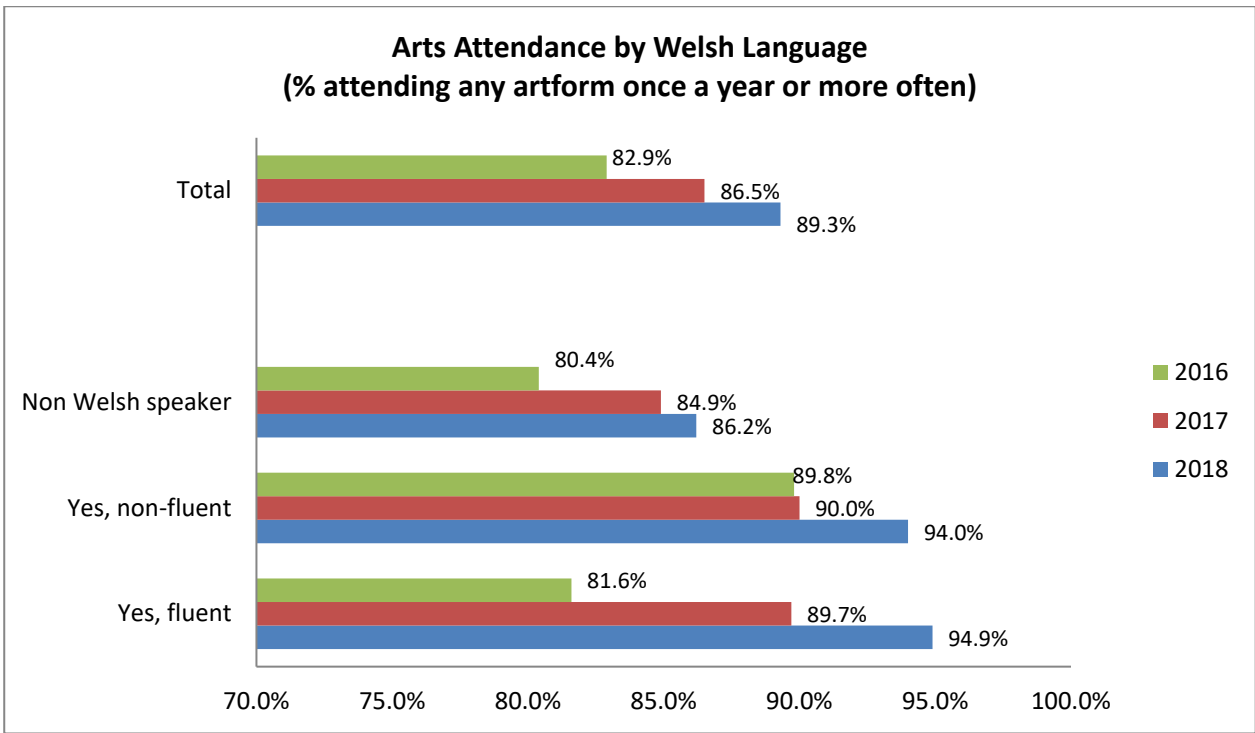
- In 2018, 94% of Welsh speakers attend the arts once a year or more, this has increased by 4.0 percentage points from the previous year.
- 91.8% of Welsh speakers in 2018 participated in arts activities once a year or more, this has increased by 1.9 percentage points from 2017.

### Welsh language Data taken from the Children's Omnibus survey report 2018



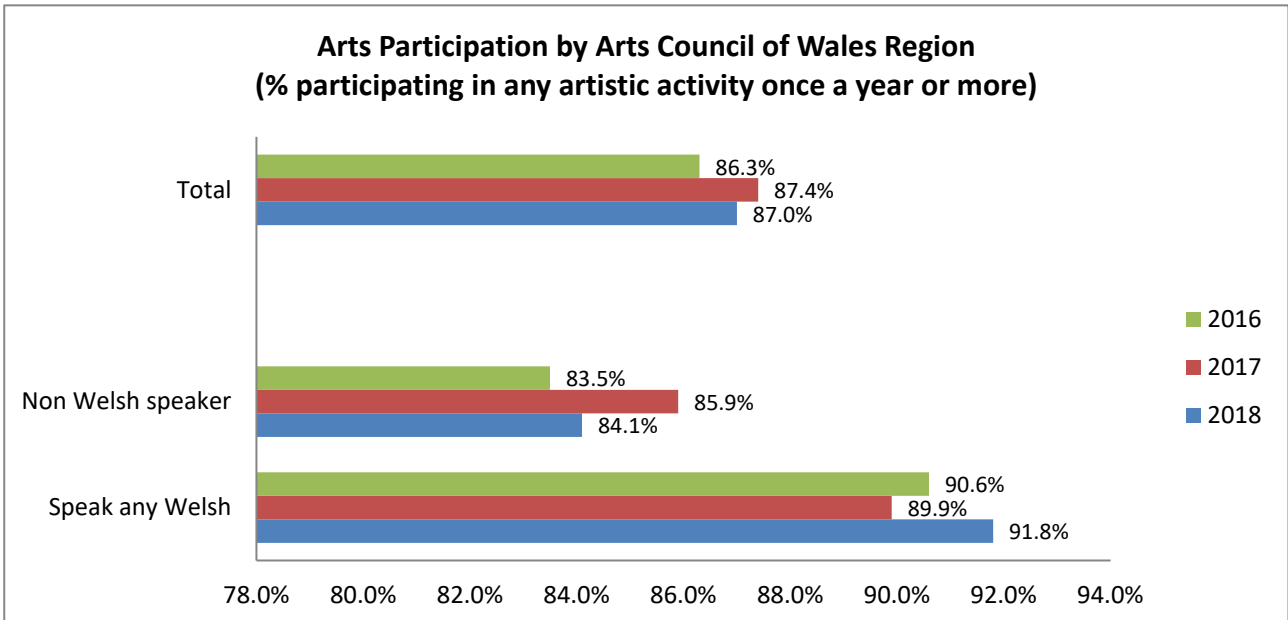
Base: All 7-18 year olds (at least 1,000 per wave) Source: Children's Omnibus 2016-2018

In 2018 those who have some level of Welsh ability attend the arts with a higher frequency than those with no Welsh speaking ability, 94.0% compared to 86.2%. For both groups there has been an increase but a little more so for the fluent Welsh speakers with an increase of 5.2 percentage points compared to 1.3 percentage points for the non Welsh speakers.



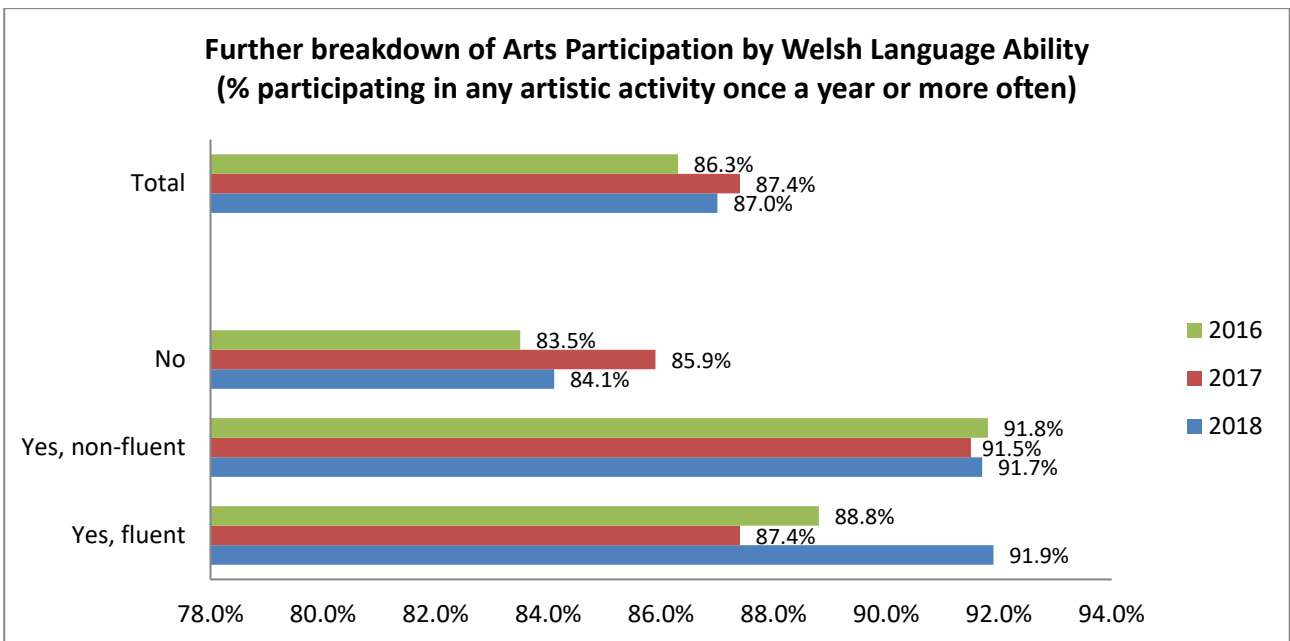
Focusing on the correlation between Welsh language ability and arts attendance in more detail, those who speak some level of Welsh, but are not fluent, have above average levels of attendance at 94%, as do those who are fluent at 94.9%. However, the non-Welsh speaking group have below average attendance of 89.3%.

### Arts Participation



Base: All 7-18 year olds (at least 1,000 per wave) Source: Children's Omnibus 2016-2018

- As in previous years those who are able to speak Welsh have slightly higher rates of participation in the arts than those who speak no Welsh, 91.8% of Welsh speakers in 2018 compared to 84.1% of non-Welsh speakers.
- While Welsh speakers have a slightly higher level of participation in the arts, the level of activity among this group has remained relatively stable at around 90% over the three year period. However, the non-Welsh speakers have seen an decrease in activity from the previous year of 1.8 percentage points from 85.9% to 84.1% reversing the increase of the previous reporting period. This has increased the gap between the two groups from 4 percentage points in 2017 to 7.7 percentage points in 2018.



Base: All 7-18 year olds (at least 1,000 per wave) Source: Children’s Omnibus 2016-2018

There has been 4.5 percentage point increase in the number of fluent Welsh speakers taking part in any artistic activity once a year or more- from 87.4% in 2017 to 91.9% in 2018. The proportion of those who speak Welsh but are not fluent has remained relatively constant at around 91% since 2015.

## What we will do

We will:

- a) continue to monitor the impact (positive and negative) on the Welsh language of all new policies, projects and proposals
- b) encourage feedback from Welsh language speakers and groups
- c) develop our potential for gathering further intelligent through future programmes of work



## Funded activity

### Lottery Funding

Although they are not required by law to do so, we encourage all organisations that we fund to try to operate within the spirit of the Act. We invite organisations in their applications for funding to address how they will reflect the bilingual nature of the community in which they operate and the audiences they are targeting.

During 2018/19 we funded 437 Lottery projects, which again represents a downturn from previous years and reflects the overall reductions in the levels of Lottery funding available to us. Based on data provided to us within applications received, projects were delivered in the following languages:

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of lottery projects funded	553	860	722	591	539	463	437
English language	259	440	359	298	267	216	198
Welsh/English	249	361	302	242	211	205	194
Welsh	28	33	41	28	29	21	26
Non-specific	16	26	16	20	27	12	5
Other	1	0	4	3	5	9	14

The figures above demonstrate fluctuating decline in the number of projects delivered through the medium of Welsh from a high-point in 2013/14. A marked decrease in the overall number of Lottery funded projects has not affected the number of Welsh language projects in 2018/19. The increased number of Welsh Language applications funded represents a 1% point rise in 2018/19 from 2017/18 levels.

Bi-lingual trends remain under review. Discussions at the time of the 2019 Lottery Consultation raised questions around the validity and purpose of equating bi-lingual work within the context of Welsh language delivery. This recurring question as to what constitutes a 'bilingual' activity places an onus on us to explore and further define the context and expectations for future delivery.

## What we will do

We will implement and realise the recommendations of the Lottery consultation (Transformation and Change) in relation to Welsh language activity, with an extended remit for the development of Welsh Language theatre in the coming period.

We will ensure that Welsh language is a key consideration that is embedded at all levels within the proposed Widening Engagement initiatives.

We will refine and utilise the data we collect on Welsh language statistics in relation to how our funding is distributed.

- a) Assess the effect on the Welsh Language for each grant awarded
- b) develop targeted initiatives to address any gaps identified or any under-represented areas

## Creative learning through the arts

	2015/16	2016/17	2017/18	2018/19
Number of CLTA projects funded	109	295	544	576
English language	95	234	393	378
Welsh / English	4	14	13	119
Welsh	10	47	136	79
Other <sup>1</sup>			2	

<sup>1</sup> 'other' includes dual stream, bilingual and English with significant Welsh

## 2018/19 breakdown of activity by strand

	Creative Collaborations	Go and See	WW1	Lead Creative Schools
Number of schools engaged	198	483	71	576
English medium	111	275	48	378
Welsh medium	47	144	18	119
Other <sup>2</sup>	40	64	5	79

<sup>2</sup> census data includes dual stream, bilingual and English with significant Welsh

## **Creative learning through the arts Welsh Language Data Report**

As of January 2019, the last schools census data survey showed that there were a total of: 1,499 LA maintained schools in Wales

There were 432 Welsh Primaries, 9 Welsh Middle schools and 55 Welsh Secondary schools – a total of 496 Welsh schools. Just under a third of schools.

### **Experiencing the Arts**

- 208 of 483 schools (43%) Welsh Language schools were involved in Go and See
- 87 of 212 schools (41%) Welsh Language Schools received a Creative Collaborations Grant
- 122 Welsh Language schools engaged in English activity in Go and See
- 13 Welsh Language schools engaged in English activity in Creative Collaborations
- 162 (23%) Welsh Language or bilingual events attended as part of the Go and See scheme
- 62 out of 96 (65%) Creative Collaboration delivered bilingually or through the medium of Welsh

### **Lead Creative Schools**

As of March 2019, the total number of schools involved in the Lead Creative schools scheme is

576. 119 of these are Welsh medium schools and 378 are English medium schools. The remainder are dual stream, bilingual or English with significant Welsh. This represents 21% of the number of Welsh medium schools (119 out of 576).

### **Creative Agents**

There are currently 233 Creative Agents working in Lead Creative Schools, with a total of 80 Welsh speaking Creative Agents across the scheme.

## Arts Portfolio Wales (APW)

The Arts Portfolio Wales (APW) comprises those organisations who receive recurrent grant funding from the Arts Council, awarded on an annual basis, towards their year round programme of activity.

Our APW ranges from national companies with international reputations, to others who operate at a smaller scale, often choosing to work with more locally based communities. Larger organisations are themselves expected to have a Welsh Language Scheme and will be required to adopt the Standards in full. All of our National Companies have published a Welsh Language Policy.

One of the key priorities in our published [Corporate Plan](#) and current [Operational Plan](#) is about equalities and widening engagement, bringing high quality arts activity within easier reach of more people across Wales. So our APW provides the vitally important 'pins on the map' that provide local access to the arts – those fixed points in their locality providing a year-round programme of activity.

Given that these organisations are such an essential partner in the delivery of our vision for the arts in Wales, we expect them to embrace the spirit of the commitments that we make in our Welsh Language Policy. Our expectations are defined in the funding agreements that we have with them.

The performance of our APW is reviewed each year. Some progress is being made, with levels of engagement with the Welsh language varying.

There has been some improvement in the number of organisations who have come closer to meeting our expectations. Some organisations continue to be described as models of best practice both in terms of bilingual communication (websites, marketing, programmes) and increased programme delivery. Within the 2018/19 Funding Agreements, operation of a bilingual website is a core requirement for all member of APW. An audit of Portfolio websites is undertaken annually.

We are interested in the scale of Welsh language activity promoted and delivered by Portfolio organisations. The following statistics look at levels of attendance and participation.

## Welsh Language Attendances

	2017/18	2018/19	% Change	2017/18	2018/19	% Change
	Events	Events	Events	Attendances	Attendances	Attendances
Film Screenings	36	95	163.9	2,772	6,212	124.1
Performances by Touring Companies	530	517	-2.5	49,914	45,114	-9.6
Performances at Presenting Venues	438	527	20.3	57,352	73,136	27.5
Totals	1,004	1139	13.4	110,038	124,462	13.1

Source: Arts Portfolio Wales Survey Base: 66 organisations 2017/18 and 67 organisations 2018/19

## Welsh Language Participation

	2017/18	2018/19	% Change	2017/18	2018/19	% Change
	Sessions	Sessions	Sessions	Attendances	Attendances	Attendances
Children & Young People	2,982	7,809	161.9	85,213	78,300	-8.1
General	3,389	2,192	-35.3	37,890	24,960	-34.1
Totals	6,371	10,001	57.0	123,103	103,260	-16.1

Source: Arts Portfolio Wales Survey Base: 66 organisations 2017/18 and 67 organisations 2018/19

## What we will do

We will continue to ask our APW clients to increase the number of Welsh language targeted events and participatory activities. We will monitor and review progress against individual Welsh Language Development plans and through the monitoring of future Survey returns.

We will provide further support to organisations around reporting and recording Welsh Language activity, which will be reviewed and monitored annually.

We will support a process of networking and sector collaboration aimed at enhancing understanding and opportunities between the producing and presenting sectors.

We will develop, pilot and launch a bilingualism promotion pack for the arts sector in Wales in cooperation with the Welsh Language Commissioner's Office.

## Night Out Scheme - Welsh Language Figures

Night Out is our small-scale community touring scheme. The scheme works with local communities and promoters to stage performances in localities that might not otherwise have easy access to high quality arts provision.

Overall figures for Night Out are very similar to last year both in terms of actual numbers and in terms of those in the Welsh language, which has increased to 27.8% in 2018/19, from 25% in 2017/18.

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of Night Out performances	574	580	574	533	521	535	513	511	514
Number in the Welsh language	142	113	140	140	147	160	126	140	143
% of Welsh language productions	24.7%	19.5%	24.4%	26.3%	28.2%	30%	25%	27.4%	27.8
Bilingual Performances						41 (8%)	48 (9%)	50 (9.8%)	48 (9.3%)

During 2018/19, 15 of the 22 local authority areas in Wales had a Night Out performance through the medium of Welsh.

The vast majority of Welsh Language shows booked are in North Wales Gwynedd, Anglesey, Conwy & Denbighshire and Powys making up 78.4% of the total booked. Ceredigion have now signed up for Night Out, having never previously committed to the scheme.

## Welsh Language Night Out shows booked by local authority area

	2015/16	2015/16	2016/17	2016/17	2017/18	2017/18	2018/19
	number	%	number	%	number	%	number
Anglesey	21	13.1	15	11.9	12	8.6	19
Blaenau Gwent	0	0	0	0	0	0	0
Bridgend	1	0.6	1	0.79	0	0	0
Caerphilly	0	0	0	0	0	0	0
Cardiff	3	1.9	2	1.59	0	0	0
Carmarthenshire	18	11.3	8	6.35	7	5	4
Ceredigion	1	0.624	5	3.97	9	6	5
Conwy	8	5	3	2.38	7	5	8
Denbighshire	12	7.5	13	10.32	13	9.3	19
Flintshire	1	0.625	0	0	2	1.43	2
Gwynedd	68	42.5	49	38.89	50	35.7	57
Merthyr	3	1.875	1	0.79	1	0.7	1
Monmouthshire	0	0	0	0	3	2.1	0



Neath	1	0.625	2	1.59	1	0.7	0
Newport	0	0	0	0	1	0.7	1
Pembrokeshire	3	1.875	1	0.79	4	2.86	1
Powys	6	3.75	11	8.73	18	12.86	9
Rhondda	6	3.75	4	3.17	3	2.14	3
Swansea	2	1.25	2	1.59	3	2.14	1
Torfaen	0	0	0	0	0	0	0
Vale of Glamorgan	2	1.25	3	2.38	2	1.43	1
Wrexham	4	2.5	6	4.76	4	2.86	12
	160		126		140		143

As in previous years music remains the most popular art form booked - though this may also be due to the much greater range of product available.

Drama remains popular at 25% and increases to 27% when you include young people's drama into the mix.

Art Form	2014/15	2015/16	2016/17	2017/18	2018/19
	% Welsh	% Welsh	% Welsh	% Welsh	% Welsh
Ceilidh -Twmpath	0	6.9	0.79	0	0.7
Circus	8.4	0.6	0	0	0
Comedy	4.5	8.6	7.14	5	0.7
Dance	0	0	0	1.43	0
Drama	20.1	13.2	19.04	25	20.289
Music Classical	3.4	0.6	2.38	0	2.09
Music Folk Roots / Celtic	21.2	29.9	21.43	25	27.27
Music Jazz	0	0.6	0.79	0	0
Music Popular Song	12.3	2.3	16.67	12.85	9.09
Music Rock/Pop	5.6	2.9	4.76	7.85	10.49
Music Brass Band	0	0.6	0	0	0
Music World	0.6	1.2	1.59	0.7	0.7
Opera	1.1	0.6	0	0.7	0
Puppetry	0	3.4	0	1.43	0
Storytelling	3.4	5.2	11.90	5.71	10.46
Theatre for Young People	2.8	17.8	5.56	2.14	8.39
Variety	0	5.8	7.14	5.71	9.79
Visual or Physical Theatre	0	0	0.79	1.43	0

## What we will do

We will continue to promote the Welsh language as a community language by ensuring targeting Welsh language provision as a priority area, whilst also promoting and advocating the scheme to Welsh Language communities and performers.

We will support the development of new Welsh language work aimed at enhancing opportunities for Night Out audiences.

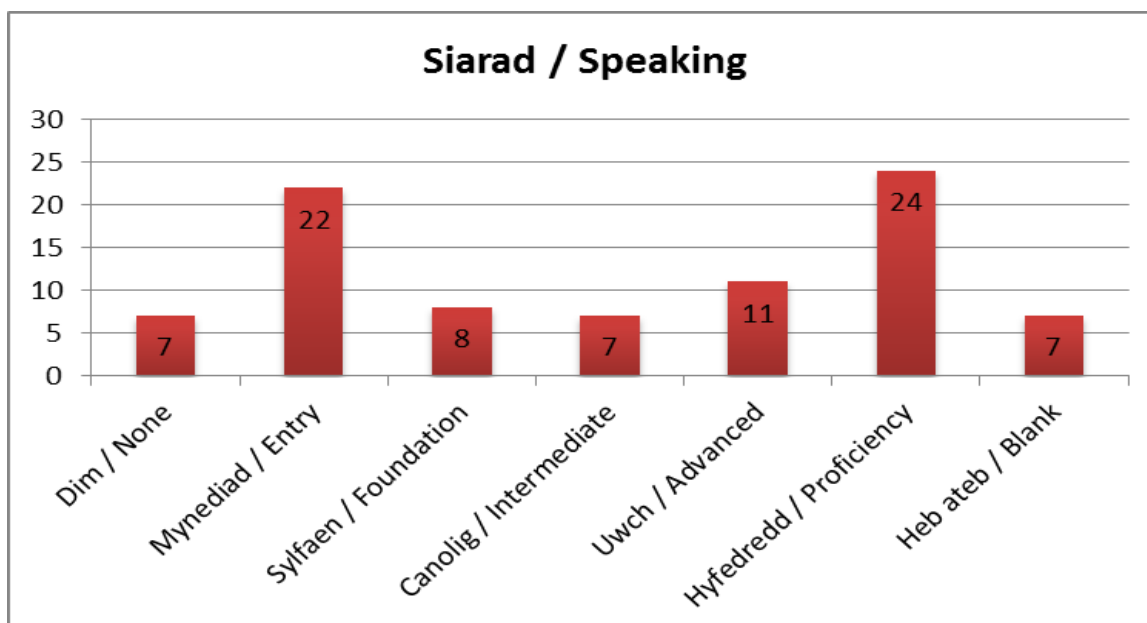
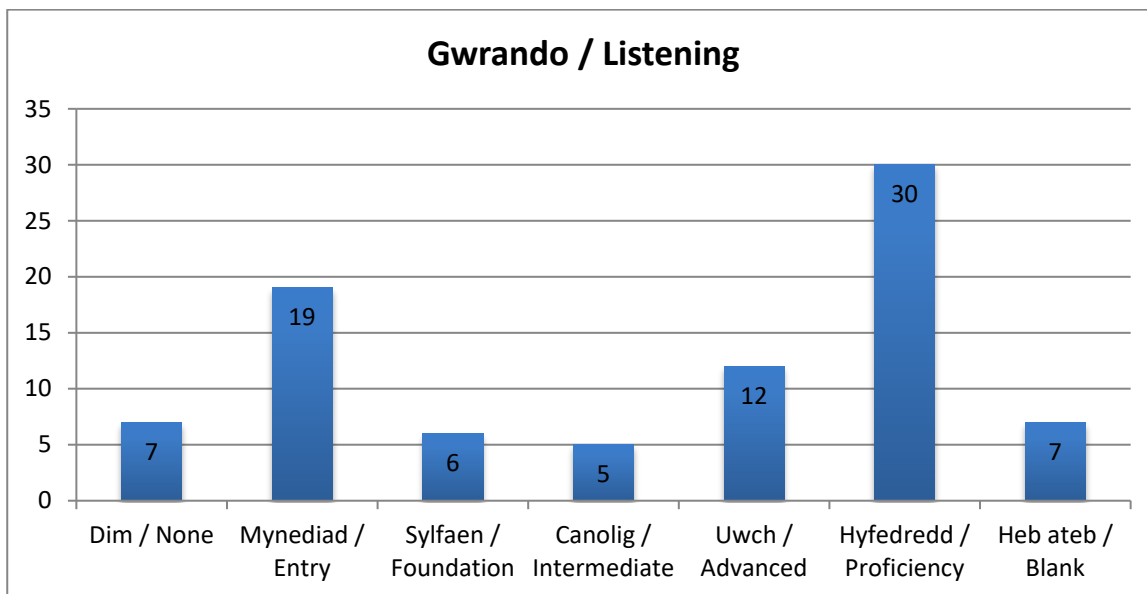
We will work with communities across Cardiff to help establish a city-community venue network.

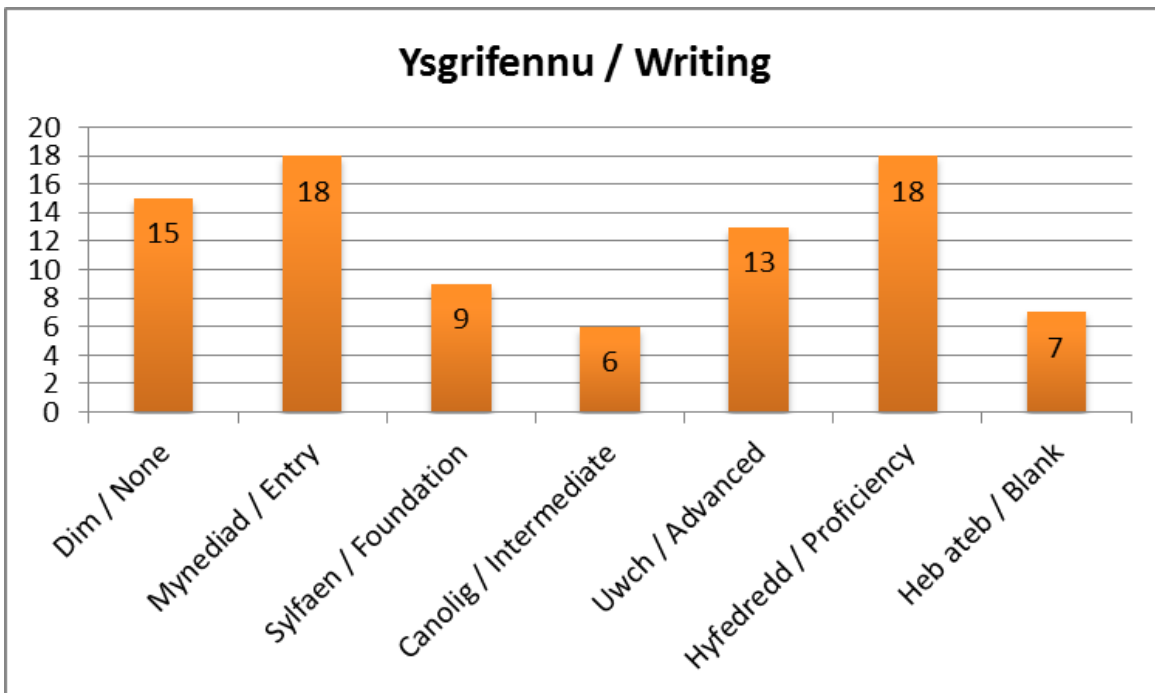
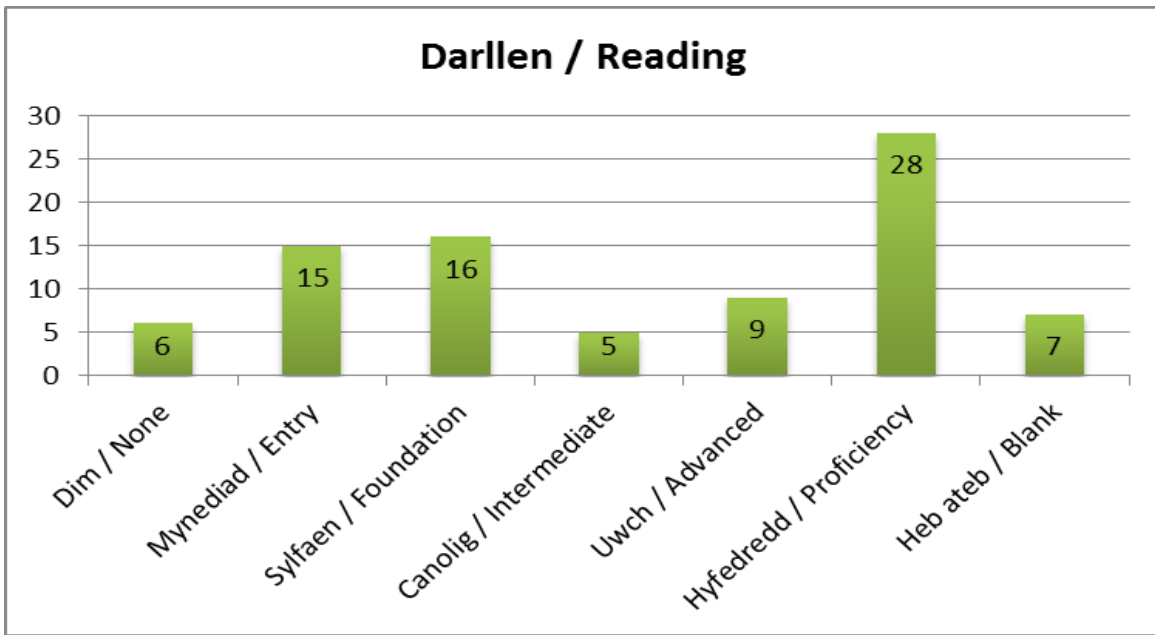
## Language and employment in the arts

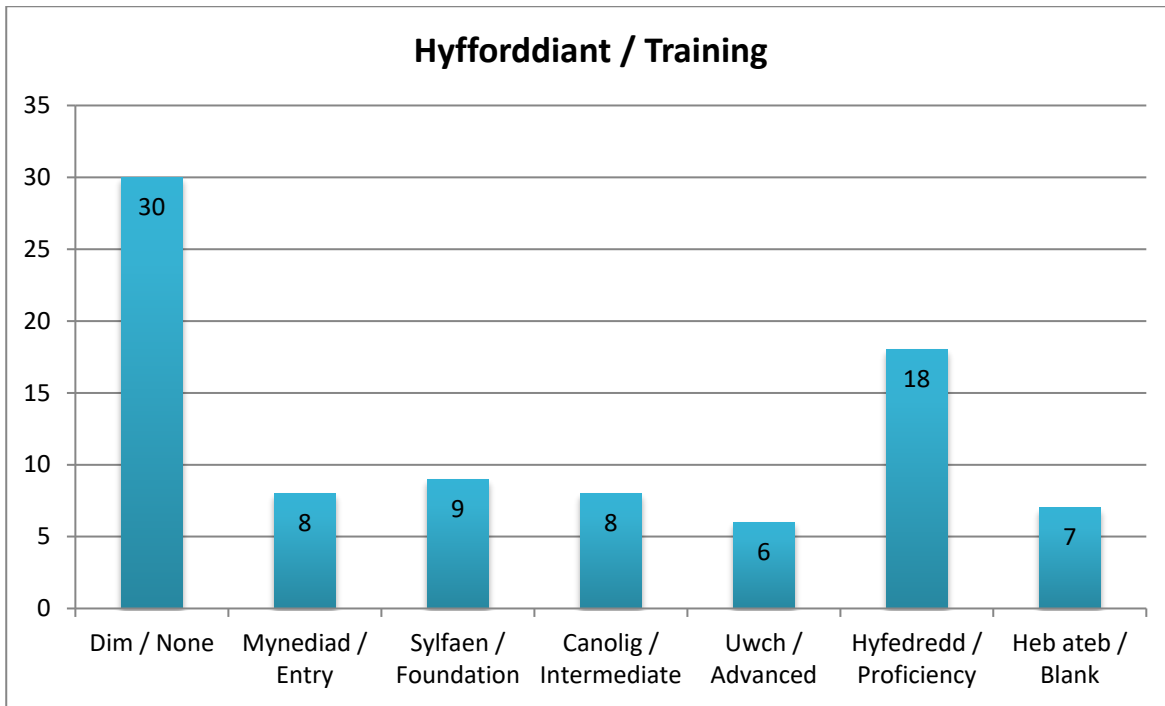
### Welsh Language skills among Arts Council of Wales staff

As at 31st March 2019 we employed 86 people (which included 15 employees on a fixed term contract). This equates to a FTE of 79.7 (in 2017/18 the number of FTE was 78).

Of the 86, 51 people recorded intermediate (or above) levels of Welsh. This is equivalent to 59.3% of staff. The full results of the self-assessment are shown below. These will continue to act as a benchmark for future assessments. 7 members of staff did not respond to the survey (3 were absent from work at the time of the survey).







To ensure we fully engage with the Welsh Language Standards, Welsh language courses will again be offered within the Learning and Development plan in 2019/20. This plan is continues to be developed and monitored, and works to capture details from staff Appraisals and Work Plans.

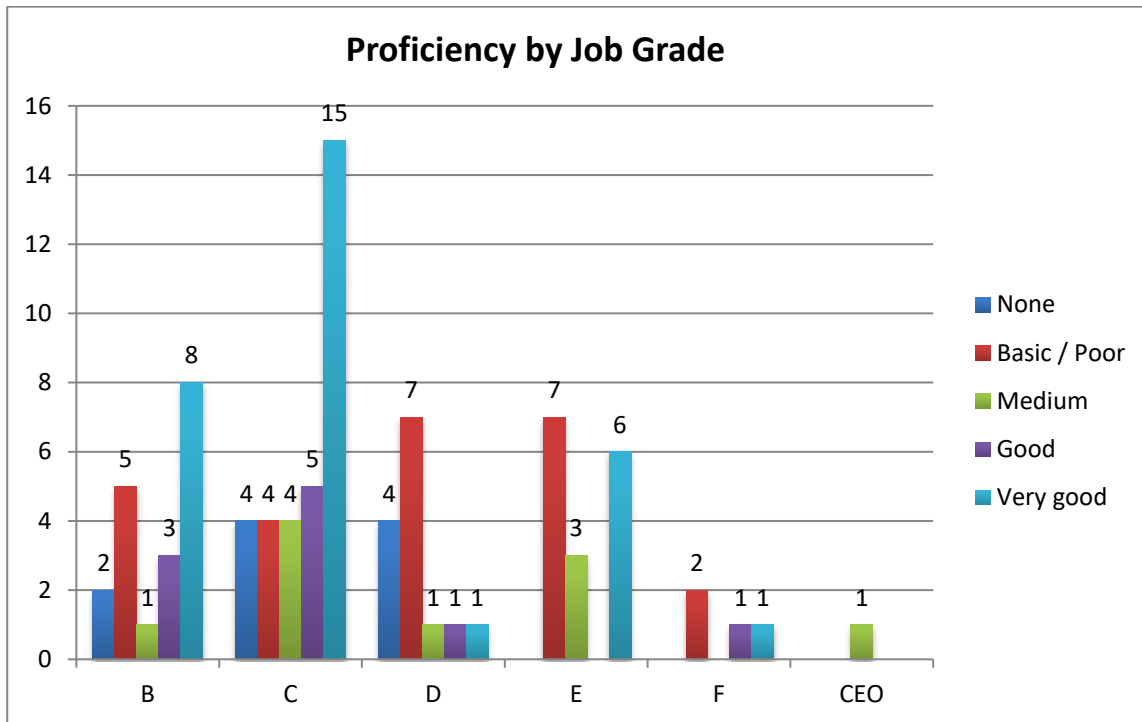
Careful consideration is also given when appraising Job Descriptions and the inclusion of Welsh Language Essential / Desirable in order to ensure that there is sufficient Welsh

### Language representation across departments and grades.

The chart below shows that the number of Welsh speaking staff (intermediary and above) has risen substantially in the years 2016/17 to 2017/18, but has again reduced in 2018/19. We continue to deliver services through the medium of Welsh, as required. The fluctuating trend will continue to be kept under close review, and future recruitment campaigns will continue to be assessed in terms of maintaining an appropriate balance.

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Welsh speaking staff as a % of total	66	67.25	63.75	57.3	56.3	51.2	47	40.42	52	49

## Proficiency by Job Grade



Source: Cascade

### What we will do

- All job adverts state that applications may be submitted in Welsh and treated no less favourably than English
- All application forms allow for the individual to select either Welsh or English interview and that simultaneous translation services may be used if appropriate
- Induction process revised to include awareness of Welsh culture and history, Standards and use of Welsh in the workplace
- We have appropriate Welsh Language capability across our staff and grades
- Training is provided for Welsh language learners and those wishing to improve their Welsh



## Welsh Language skills within the Arts Portfolio Wales

Employment	2017/18	2018/19	% Change
Total Number of Employees including Volunteers	4,577	4,797	4.8
Total Number of Employees excluding Volunteers	3,198	3,527	10.3

Welsh Speakers	2017/18	2018/19	% Change
Total number of Welsh Speaking employees	968	1,042	7.6

Source: Arts Portfolio Wales Survey. Base: 66 organisations 2017/18 and 67 organisations 2018/19

Boards of Management	2017/18	2018/19	% Change
Total number of members of Boards of management	662	661	-0.2

Welsh Speakers	2017/18	2018/19	% Change
Total number of Welsh Speakers on Boards of management	221	238	7.7

Source: Arts Portfolio Wales Survey. Base: 66 organisations 2017/18 and 67 organisations 2018/19

### What we will do

We will continue to monitor and review APW progress around Welsh language targets for staff and Boards identified within individual action plans, identifying barriers and supporting development where possible.

### Procurement

All Invitations to Tender we publish encourage respondents to reply in their language of choice and subsequent correspondence is issued in the respondent's preferred language. All interviewees as a result of a tender exercise are offered the option of conducting their meeting in Welsh, using simultaneous translation services if required.

## Complaints

As part of our commitment to promoting and facilitating the use of the Welsh language, internally and externally, we record and monitor any complaints we receive regarding the Welsh Language. Complaints may relate to us directly, or pertain to organisations or activities for which we have provided funding towards.

During 2018/19, we received a total of 2 complaints. 1 related to the activities of organisations/that we funded, and one related to an administrative error regarding a funding application received. Both complaints were fully resolved.

## Appendix 1

### 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