**ORIEL DAVIES GALLERY WELSH LANGUAGE POLICY AND PLAN 2020-2025**

**(2022/23 update)**

**(Draft subject to Board approval)**

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**BACKGROUND**

**Introduction**

Oriel Davies is an independent public art gallery and a registered charity. Oriel Davies is a leading gallery of Wales and is committed to the bilingualism of this country and to encouraging and promoting the use of the Welsh language.

We are committed to treating Welsh and English on the basis of equality, so far as we are reasonably able to do so. Our ambition is to treat Welsh and English equally in every situation, without exception.

We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

This Plan should be read in conjunction with our Equality and Diversity Policy and sets out the measures Oriel Davies is undertaking to treat Welsh and English on a basis of equality while providing services to the public in Wales, as ‘appropriate and reasonably practicable’.

**Our Mission**

Oriel Davies connects people with art in the unique setting of rural Montgomeryshire, giving opportunity for artists from Wales and internationally to create and show art of excellence, and providing stimulating, welcoming environments where artists and audiences engage with and participate in contemporary art and culture.

**Context**

The Gallery’s immediate catchment area is Newtown, Montgomeryshire, North Powys and the surrounding villages. We have significant numbers of visitors from throughout Powys and beyond, over the Wales-England Border into Shropshire. Within a 15-mile radius of the Gallery there are areas with high proportions of Welsh speakers as identified in the Powys Local Development Plan, Topic Paper Welsh Language and Culture, December 2014. Powys County Council considers the Welsh language and its associated culture important and an integral part of community life within Powys.

Almost 73.3% of the population had no Welsh Language skills in the 2011 Census, however 16% of people in Newtown are Welsh speakers and 38% in Llanfair Caereinion. The majority of Welsh speakers in Powys are aged 3-15 (39.9%) and the Newtown and Llanllwchaiarn Community Council area showed an increase in 2011 to 15%. 18.9% of people in Powys are able to speak Welsh. This policy seeks to encourage and reflect our communities and shows the Gallery’s commitment to good practice in all areas of the Gallery’s work with the public.

**Welsh Language Policy**

We recognise our unique location near the Wales-England border. Through the inception, implementation and further development of the policy Oriel Davies aims to:

1. - provide an improved service for Welsh speakers
2. - support an explicit recognition of the bilingual nature of Wales
3. - attract Welsh-speaking staff and volunteers
4. - strengthen its relevance to potential funders and supporters

#### Principles

It is Oriel Davies’ intention to deliver an equally high standard of service in both Welsh and English. Oriel Davies will monitor the quality, implementation and consistency of its Welsh language service.

**OUR CONTACT WITH THE PUBLIC**

**Written correspondence**

* When an individual or organisation writes to us in Welsh we reply in Welsh.
* When an individual or organisation writes to us in English we reply in English.
* If we receive a bilingual letter the member of staff can respond in the language of their choice but, where available, all information about Oriel Davies will be provided in a bilingual format.
* Our regular E-newsletter is available in Welsh and English decided at sign up.
* Emails for circulation to the public are bilingual.

**Answering the telephone**

* All calls will be answered bilingually in Welsh and English.
* Oriel Davies welcomes telephone enquiries in Welsh and English and staff should convey this to the public at every opportunity.
* If a caller wishes to speak Welsh and the staff member answering the call does not speak Welsh, he or she will explain this to the caller and offer to transfer him/her to a Welsh-speaking colleague. If no one is available, the staff member will take the caller’s details and explain that a bilingual colleague will call back as soon as possible, unless the caller is happy to continue with the conversation in English

**Meetings, presentations, seminars**

* Any public meetings will be advertised bilingually and Oriel Davies will endeavour to have bilingual staff present who will greet people and conduct business in the attendee’s language of choice.
* Visitors to Oriel Davies will have the opportunity to have conversations in Welsh or English subject to staff availability.
* Any web-based correspondence or text messages are replied to in the language of the original message.
* All meetings and events have some element of bilingualism

**Publications, branding and public identity**

* Social media posts on Facebook, Twitter and Instagram use both languages equally.
* Informal websites such as ‘blog’ sites and other forms of customer interface (for example touch screens) will, where possible, be bilingual. However, comments left by members of the public may be in Welsh or English.
* Our website is bilingual. When providing documents online, we publish both Welsh and English content at the same time, except where these are produced by another organisation and the document is unavailable in both languages.
* We will publish all materials bilingually – whether on our website or in hard copy.
* 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.
* 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.
* Staff, consultants, website technicians and designers, and printers of our bilingual publications will be provided with guidance on how to deal with bilingual publications.

**Publicity**

* Oriel Davies Gallery will present a fully bilingual corporate identity, displaying its name (and address, where appropriate) bilingually on all logos, headed paper, business cards, identity badges, website and other corporate materials and goods.
* Oriel Davies Gallery will display its name bilingually on all signage 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.
* All of 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.
* All surveys and questionnaires commissioned or generated 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.
* All publicity material will normally be issued bilingually, in a way that treats the two languages on a basis of equality.
* All exhibitions mounted by us will treat the two languages on a basis of equality. Oriel Davies Gallery will encourage others to use both languages in their exhibits, demonstrations and displays.

**Adverts, Press Releases and notices**

* Oriel Davies Gallery’s public notices and recruitment advertising, will appear with Welsh and English versions shown together in accordance with the Standards and be equal in terms of format, size, quality, legibility and prominence.
* We issue media notices and media releases bilingually in a way that treats the two languages on a basis of equality.
* We will also provide spokespersons for media interviews in both Welsh and English.

**IMPLEMENTATION OF THE SCHEME**

**Staff and Trustees**

* Staff and Trustees will discuss and approve revisions of the Policy and our Annual Action Plan on a regular basis. The Board of Trustees has the authority to ensure effective implementation of the Standards internally and is committed to promoting best practice externally.
* The Board requires that Staff provide an annual update on the Welsh Language Action Plan.
* The Board will discuss and approve an annual Action Plan for the purpose of monitoring the implementation of the Welsh Language Policy.
* Staff and Board will treat Welsh and English on the basis of equality.
* Staff and Board members will have a basic knowledge of Welsh for use fulfilling Oriel Davies Gallery duties. This will include the ability to correctly pronounce Welsh names, titles etc.

**Staffing and recruitment**

* Oriel Davies Gallery will ensure that 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.
* We will regularly review 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. Job descriptions will be formulated accordingly. This will be discussed by the Board as part of any organisational review. Copies of these reviews will be retained by the Administrator. Should no such review be planned, this will be discussed no less than biennially.
* For appointments to a post where the ability to speak Welsh is considered essential, the level of proficiency of both languages must be tested at interview, written and oral, as appropriate to the role.
* Oriel Davies Gallery 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.
* We will periodically review and assess staff’s language skills and report the findings on an annual basis. This will help inform our individual Staff Learning and Development Plans.

**Team commitments**

* Oriel Davies Gallery staff who are responsible for recruiting staff will assess the organisation’s needs for Welsh-speaking staff when making appointments.
* All measures contained in our Policy will apply to all areas of our work.
* The Director has lead responsibility for the implementation and monitoring of the Policy.
* The Director and Board of Trustees are responsible for discussing and making recommendations on all Welsh language issues. A report will be delivered to the Board by the Director. This report will be produced annually and made available to the public on our website and Intranet.
* Each member of staff is responsible for implementation of the Policy within their own areas of responsibility.
* 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 Policy. Where existing computer systems cannot be adapted to facilitate bilingualism fully, the systems will be reviewed by the Director, who will propose measures for improving the performance of those systems regarding the Welsh language.

**Induction, training and staff development**

* On appointment, new members of staff will be issued with copies of the Policy and a briefing on its implementation will be incorporated into staff induction procedure. Additional briefing on the History and Culture aspects of the Welsh Language will also be provided to staff.
* We encourage members of staff to learn Welsh or to improve their ability to speak Welsh. Oriel Davies Gallery 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 Oriel Davies increases the percentage of non-Welsh speaking members of staff registered as Welsh learners and this consideration is included in our individual staff Learning and Development Plans.
* We will encourage in-house support by fluent Welsh speakers to enable members of staff to improve their ability to speak Welsh.
* All staff members will have a basic understanding of Welsh for use in welcoming the public to meetings, in initial telephone greetings etc. The Administrator will coordinate training sessions.

**Translation**

(See appendix 1)

* Staff will bring all documents for translation to the attention of the Director or the Administrator. They will either approve, provide written translation or advise to delegate to approved external translators, depending on the volume and urgency of work.
* Trustees and staff members will include a time element for translation in their work schedule when working on documents to be translated.
* When the engagement of external translating services is necessary, using translators listed in Appendix 1 will ensure that such translators are suitably qualified and able to provide a high quality service. The Director or appointed member of staff 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 ICT to deliver a speedy, efficient service
* confidentiality must be ensured
* the appropriate indemnity cover is secure

**MONITORING AND REPORTING**

4.1 Monitoring

* The Director is tasked with the day to day running of the Welsh Language Policy.
* The Director reviews the Policy and the Action Plan at least annually and reports to the Board of Trustees.
* Members of staff have the right to refer directly to the Board if they believe that executive staff are acting in breach of any clause or the spirit of this Welsh Language Policy.
* The Board of Trustees will measure Oriel Davies Gallery’s Welsh language provision against a number of indicators supported with quantitative data (if available) on the following:
  1. Contracted freelancers – number of people who are Welsh speakers, and bilingual speakers.
  2. Audience Facing roles – number of jobs that are filled by Welsh speakers, and bilingual speakers.
  3. Human Resources and Skills – the number and percentage of staff (Welsh speakers and learners) who have received training in Welsh. Also, the number and percentage of staff who have received language awareness training.
  4. Human Resources, Equality and Diversity – the number and percentage of staff within the organisation who can speak Welsh.
  5. Quality Service - The number of complaints received in accordance with the Council's corporate standards.
  6. Artistic diversity – the number of artists we work with who are Welsh Language or bilingual
  7. Engagement and Participation – The number of exhibitions and projects that reflect Welsh culture. The number of activities that have Welsh speakers involved. The number of workshops that are bilingual or Welsh. The number of participants who take part in welsh activity.

4.2 Reporting

* The Director will provide the Board of Trustees and Arts Council of Wales with an annual report (covering activity within a financial year) on the implementation of the Annual Action Plan. This report will encompass the full range of our efforts as well as alert the trustees to any future developments.

4.3 Awareness of the Policy and Action Plan

* The Welsh Language Policy and Action plan will be available internally on our teams platform
* A copy will be available on our website
* A Welsh Language specific element of the site highlighting what we do will be developed

**ACTION PLAN REPORT 2021 - 2022**

**What did we say we would concentrate on in 2021 - 2022?**

|  |  |
| --- | --- |
| **Area:** | **Progress:** |
| **To achieve more exposure in the Welsh Language Media** | SJH: Radio Cymru interview, feature in Golwg |
| **To encourage writing about art in Welsh** | SJH: Diverse voices project Dylan Huw commission for website (to be added soon) |
| **To challenge the use of English where Welsh is not being treated as an equal language** | SJH: Challenging partner organisations to use Welsh.  We appointed an Associate Artist who is Welsh first language. The project coordinator for the Robert Owen 250 project is Welsh first language.  many of our freelancers have Welsh Language skills. |
| **To provide opportunities specifically for Welsh speakers** | SJH: Welsh only social media posts for specific events. Staff visit to Eisteddfod Genedlaethol  We are committed to ensuring that more of our staff are Welsh Speaking. Our Creative Producer is a keen Welsh Learner and regularly practices her skills in online workshops and within her day to day role. Our visitor Experience Manager is an active Welsh Learner, bringing the language into everyday activity. We have two new experienced Welsh second language members of staff who both have audience facing roles. 2 of the 6 permanent members of staff and 1 of the 6 casual members of staff are either fully bi-lingual or have a good level of competence in Welsh. We currently have one vacancy. We have 2 members of staff enrolled on Work Welsh courses, and 2 with basic Welsh skills. In 2021/22 staff skills continued to develop  We are particularly keen to ensure a bi-lingual public facing presence. It is our intention over time to increase the percentage of public facing Welsh Speakers and to promote bilingual abilities to our visitors. |

**ACTION PLAN 2022 - 2023**

**What will we focus on in 2022 – 2023?**

|  |  |
| --- | --- |
| **Area:** | **How? :** |
| **Exploring the** [**Bilingualism Toolkit**](https://arts.wales/working-bilingually-introduction-and-requirements) | The Bilingualism Promotion Pack developed specifically for the arts sector with the Welsh Language Commissioner.  The Pack includes completing a questionnaire ‘How bilingual are you?’ which can be the first step in the process of joining the (Welsh Offer) scheme.  The Cynnig Cymraeg is a quality standard offered by the Welsh Language Commissioner. It indicates who proudly and proactively provides some of their services in Welsh and makes it easy for members of the public to see what is offered through the medium of Welsh. |
| **Promoting creativity through the medium of Welsh.** | Local Welsh Medium Schools  Artists who are Welsh Speakers |
| **To achieve more exposure in the Welsh Language Media** | We should be using Culture Colony and AM  Ewch i weld AM gan AM ar AM. Check out AM from AM on AM. <https://amam.cymru/ambobdim/AM>  GOLWG is important from a Welsh Language perspective.  We did a lot of work pushing events through Papurau Bro with Eleri Mills’ show.  BBC Radio Cymru interview about National Gallery  Merched y Wawr is a good local news source |
| **To encourage new Welsh writing** | Building on the Diverse Voices project  Consider appointing a Welsh Ambassador, who will contribute to our webite in Welsh Language only on a specific Page |
| **To challenge the use of English where Welsh is not being treated as an equal language** |  |
| **To provide opportunities specifically for Welsh speakers** | Merched y Wawr  Artisits in exhibitions, running workshops  Consider appointing a Welsh Ambassador, who will contribute to our webite in Welsh Language only on a specific Page  Eisteddfod yr Urdd (Urdd Gobaith Cymru)  Merched y Berllan  Young Farmers |
| **To encourage the use of Welsh in the organisation** | Visit Eisteddfod Genedlaethol Cymru / Y Lle Celf  Training |

**August 2022**

This policy will be assessed and revised at least every year.

**APPENDIX 1**

Translation

**please note this does not relate specifically to Welsh.**

**WE ARE REQUIRED BY LAW TO WORK BILINGUALLY AS WE ARE IN RECEIPT OF PUBLIC FUNDS AND ARE OPEN TO THE PUBLIC IN WALES**

Any text for the website must be available in Welsh and English.

We need to do this efficiently, economically and effectively.

Wherever possible, documents, for example, information leaflets should include the statement ‘If you would like this information in another format or language, please contact ....”. However, when considering whether to translate individual pieces of work you need to consider the cost of doing so. For example, do you produce a document which may cost several hundreds of pounds to translate, or, are there other ways of getting this information to the groups or individual.

Decisions on whether to translate written material must be thought about. For example, you will need to think about how and why this information is being communicated. The first thing to be considered when writing a document is to ensure that the document is accessible to the audience. Please ensure that the widest possible group of readers can access the information.

Further wherever possible when translating a form or template you should consider whether the document is capable of being re-used by ensuring that any personal data is omitted and holding it in word format. (It is good practice to state the language that the document has been translated into as a header or footer on the translated document and to keep an English version to ensure that staff can easily identify the language and content).

Holding a word version (master copy) of the document will also ensure that the font or pitch size can be varied to meet the needs of someone with visual difficulties.

For security reasons once the document has been edited/ reformatted it should be saved in PDF before being shared electronically to ensure the document cannot be altered.

Checklist for deciding when to translate a document

|  |  |
| --- | --- |
| Is it essential to translate this document? |  |
| Who is the target audience? |  |
| What is the evidence of need or that people would otherwise be disadvantaged? Does it include people for whom English is not their first language? |  |
| Which languages do they speak? |  |
| Could the information be more effectively shared by visiting community organisations or using community advocates? |  |
| Is there a statutory duty for providing written information in translated format? |  |
| If you need to translate, does it need to be the whole document? |  |
| Are you confident that people across communities have the literacy skills to understand the document? |  |
| Would it be better to translate an easy-read version of the document? |  |
| Would it be better to wait until you receive requests for translations rather than translate proactively? |  |
| Should you produce a summary for translation? |  |
| How accurate is the data you have on the languages needed for translation? |  |
| Do you know the language needs of your customers? |  |
| Are they different to Powys’ language profile? |  |
| Are the translation needs of your customers different to the interpreting needs? |  |
| What is the cost/benefit analysis for this translation?  What will happen to this material once translated? |  |
| What is the potential impact to us of not translating documents? |  |
| Will any community be disadvantaged by not translating? |  |
| Are there any anticipated risks to us such as reputation, quality of service delivery. |  |
| Have you explored whether other partners or organisations might already have these materials in translated form? |  |
| Have you networked with other galleries to find out if they have already translated this material? |  |

**The following relates specifically to Bilingual Communication**

**Section 1 - Language Statement**

A standard statement can be included on all publications, though the wording can be amended to reflect the type of document involved (i.e. this leaflet, this booklet, this report etc.). It can also be placed in various locations to work with the design, such as at the bottom of the index page, or inside the front or back cover.

A)

Bilingual documents must state the following on the English side:

**Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais. This publication is available in other languages and formats on request**.

Bilingual documents must state the following on the Welsh side:

**This publication is available in other languages and formats on request. Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.**

B)

Where separate documents or monolingual versions are being produced, they must state the following:

The phrase for an English only version is:

**Mae'r cyhoeddiad hwn ar gael yn Gymraeg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais. This publication is available in Welsh. It is available in other languages and formats on request.**

The phrase for a Welsh only version is:

**This publication is available in English. It is available in other languages and formats on request. Mae'r cyhoeddiad hwn ar gael yn Saesneg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais.**

**Section 2 -**

**General Principles of the Welsh Language Standards**

**The underlying principle of the legislation and regulations is that in Wales, Welsh has equal legal status with English and that the Welsh language must not be treated less favourably than the English language.**

**Please note there are possible penalties for non-compliance.**

The following principles apply in terms of translated material across the board:

All publications must be available at the same time in both languages with no delay, i.e. sent out at the same time. There is no scope for sending a Welsh version out a few days after the English version, so you need to plan translation time into your planning process.

All new and replacement signage, whether information signs, staff signs etc. must be fully bilingual but with the Welsh above the English, or on the left not the right.

With any advertisements in the media, (job adverts, property notices, planning applications etc.) the same principle applies - fully bilingual but with the Welsh above the English, or on the left not the right.

**Category A - Fully Bilingual**

|  |  |
| --- | --- |
| **Items** | **Additional information** |
| Advertisements |  |
| Auto-Signatures on Emails | Job titles, any postal and email addresses, corporate disclaimer, Twitter/Facebook links etc. |
| Acknowledgement Cards | Back-to-back wherever possible. |
| Booklets | Fully bilingual unless due to the number of pages they then become too bulky - if a booklet has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a Category B item |
|  |  |
| Branding of Oriel Davies Projects and Initiatives | e.g. logos, straplines, project titles. |
| Business cards | Back-to-back. |
| Chalk Board | Welsh above the English, or on the left not the right |
| Compliment Slips | Both languages on the same side. |
| Circulars | Fully bilingual unless the language choice of the audience is known. |
| Oriel Davies’ Corporate Identity | This includes its name, address, logo, motto, visual identity (e.g. signage, branding), standard departmental information. Both languages must be equal in size and prominence.  The gallery can be referred to simply as Oriel Davies although we are officially Oriel Davies Gallery, Siop Davies Shop, Prosiectau Davies Projects, Arddangosffeydd Davies Exhibitions, Caffi Davies Café |
| Displays and Exhibitions | Generally all text must be bilingual.  Displays may include items of literature that are not the responsibility of the gallery and which may not be available in Welsh, or not yet produced bilingually, or in Welsh only. You must ensure Welsh versions of literature wherever possible. There are exceptions around titles of works and poetry, or descriptions that rely on word play in the original language |
| Executive Summaries | These can be produced bilingually or monolingually |
| Flyers | Bilingual front and Back |
| Forms for the public | Welsh first / English |
| General correspondence with individuals or groups listed on a database | The correspondence will be fully bilingual but separate versions will be produced *only* where the language choice of those on the database has been noted. Therefore a selection should be made when signing up for our database held by Mailchimp.  Individuals should be responded to in the same language |
| Identity Badges | Both languages on the same side. |
| Invitations | Depending on the design, both languages on the same side or back to back. |
| Job Advertisements | Welsh / English |
| Job Application Forms | Monolingual with statement |
| Leaflets | bilingual |
| Letterheads | bilingual |
| Maps | Bilingual Other than any OS produced maps that are outside the remit of the Gallery to amend |
| Mailchimp | See General Correspondence above. |
| Passes | Bilingual |
| Posters (Internal and External) | Fully bilingual with both languages on the same side. |
| Press Releases | Bilingual unless due to the publication this is not feasible. |
| Public address systems | e.g. live announcements at events |
| Publicity material | Bilingual |
| Questionnaires and Surveys | Small and non-technical surveys must be fully bilingual. If the questionnaire or survey is aimed at individuals or groups whose language choice is already known, appropriate language versions can be provided under **Category B**. Online surveys should be either bilingual or separate versions but must show a link to the other language option from the outset. |
| Signs and signage | New and replacement internal and external signage whether permanent or temporary including but not exclusive to: fire exits, shop signs, information panels, Health and Safety signs, corporate building signs, tourist information signs, marketing signs, and public information signs. See also Section 2 for the General Principle concerning signage design. |
| Social Media | Direct translation is not necessary in social media posts but both Welsh and English must be given equal importance. Both languages must be used in posts. Some posts may be uploaded as a Welsh version and an English version. |
| Standard Letters to the Public | Fully bilingual, where the language choice of the recipients is not known. Individual letters can be in the language of the writer |
| Stickers | bilingual |
| Strategies / Policies / Plans / Schemes | Separate versions will only be produced where due to their size, these documents would become too bulky e.g. if the bilingual version would be over 50 pages. Separate pdfs for the web or for emailing however should be normal practice. |
| Tickets |  |
| Warning Signs and Notices | See also Section 2 for the General Principle concerning signs and notices. |
| Website | Fully bilingual |

**Category B - Separate English and Welsh Versions**

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| --- | --- |
| **Items** | **Additional Notes** |
| Booklets | If a booklet has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a **Category B** item. If there are less than 30 pages in total, it becomes a **Category A** item. |
| Committee papers | Agendas must be translated, minutes and supplementary papers need not be unless requested and/or fall under any other requirements to publish the report. |
| Complaints | Dealt with in the language and format of the original contact within 72 hours unless circumstances beyond the control of the gallery affect it, such as closures, illness. |
| Consultation documents and working drafts | Drafts can be classed as a **Category B** item unless a specific request is made. |
| Contract and tender documentation |  |
| Displays and Exhibitions | If separate language displays are used, both must be prominently displayed at the same time. |
| Downloadable documents, forms etc. | Any document or form available to download can be hosted on the relevant website page in the relevant language |
| Forms for the public | Separate versions will be produced where due to their complexity this would be more practical. |

|  |  |
| --- | --- |
| **Category C - English Only** | |
| **Items** | **Notes** |
| Accounts | i.e. internal financial records, not public notices etc. Unless requested. Any documents published for public information online or as hard copy must be classed as **Category A** or **Category B** depending on the document size. |
| Conference handouts supplied by other bodies or individuals | You must request Welsh or bilingual versions from other bodies or individuals - English only is allowed where they cannot provide the material in that format. |
| Historical/archive information | Unless requested. |
| Internal circulars | Unless requested. |
| Internal reports | Unless requested. |
| Teams | Teams is primarily in English only but will host bilingual versions of key documents and information about Welsh Language issues. |
| Research papers | Unless requested. |

**Section 4 - Translation Requests Timescale Guidance**

Translation time must be built into any project work so that once the publication date has been set, the English version can be written in time to allow for the translation to be completed within a realistic timescale.

The translators must receive the **FINAL** English version to translate, as amendments are often made during or after the translation process without notifying the translators. This is often the cause of unnecessary delays and/or errors in the final document. It is essential that translation takes place in one go per project, for example:

Press Release, Gallery/Project text, information panels and Website information

Any additional activity

Poster text

Sentences that can be used in social media

To get the best value for money think laterally about using the same text or parts of it across different media. Don’t get each item translated separately at different times, meaning that similar pieces of text are being translated more than once. If you are working with a Welsh speaking artist ask them to write in Cymraeg to enable us to translate inhouse.

Items to be translated need to given to The Director, or the The Administrator, for decision.

PLEASE ENSURE THE DOCUMENT YOU SEND FOR TRANSLATION HAS BEEN FULLY PROOF-READ, IS “PRINT READY”, AND HAS NO MISTAKES OR INACCURACIES. TRANSLATION SHOULD BE THE LAST WRITTEN THING TO HAVE DONE, ONCE ALL ENGLISH DOCUMENTS / TEXTS ARE READY TO GO. YOU CAN USE THE TIME IN BETWEEN SENDING FOR TRANSLATION AND IT BEING RETURNED TO THINK ABOUT IMAGERY AND PREPARE FOR PUBLICATION ONCE IT RETURNS.

The Director will endeavour to translate short sentences via e-mail or text depending on existing workload.

**Resources:**

**Using the Welsh language on social media: A practical guide for businesses and charities**

[**http://www.comisiynyddygymraeg.cymru/hybu/SiteCollectionDocuments/Using%20Welsh%20on%20Social%20Media%20SA.pdf**](http://www.comisiynyddygymraeg.cymru/hybu/SiteCollectionDocuments/Using%20Welsh%20on%20Social%20Media%20SA.pdf)

[**http://www.comisiynyddygymraeg.cymru/English/ReportsGuides/Pages/Translation.aspx**](http://www.comisiynyddygymraeg.cymru/English/ReportsGuides/Pages/Translation.aspx)

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**Mary Steele, Clicied**

clicied@btconnect.com

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