



**National Botanic Garden of Wales**

**Welsh Language Standards**

**Annual Report 2017-18**

Mae fersiwn Gymraeg o'r ddogfen hon ar gael

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## **1 Introduction**

Section 44 of the Welsh Language (Wales) Measure 2011 confers on the National Botanic Garden of Wales (“the Garden”) a duty to comply with Welsh Language Standards as set out in its Compliance Notice.

This report covers the period 1<sup>st</sup> April 2017 through to 31<sup>st</sup> March 2018 (i.e. the 2017-18 financial year) and its production is a requirement of the Welsh Language Standards. This is the first annual report published since the Welsh Language Standards were introduced.

During this period the Garden’s policy towards the Welsh language was detailed in its Welsh Language Scheme.

## **2 Service Delivery Standards**

*No complaints were received during the year on the Service Delivery Standards.*

### **Correspondence**

Under the Garden’s Welsh Language Scheme, which operated during the financial year 2017-18, it was the Garden’s policy to welcome correspondence in either language; to reply in Welsh if the correspondence was in Welsh; and to use Welsh where a preference was known, but otherwise produce bilingual correspondence.

### **Telephone**

The Garden uses greetings in both Welsh, and then English, on its main telephone number, and staff greet callers in Welsh then English. Where callers wish to conduct their call in Welsh, it is the Garden’s policy to facilitate this.

### **Meetings and Events**

It was the policy of the Garden under its Welsh Language Scheme that all public meetings, consultations, exhibitions and presentations would be bilingual, and that if at least 20% of delegates indicated that they wished to speak Welsh, translation services would be provided.

Welsh speakers were encouraged to present bilingually if they wished to do so, which many did.

### **Documents and Forms**

All documents and forms that are created specifically for use by our visitors and other members of the public are either bilingual or exist as separate Welsh and English versions.

## **Website and Social Media**

Every page of the Garden's website is in Welsh and English, with a link on every page that switches between the two languages. Some staff members write blog posts, and those usually appear in the language(s) of the author.

All posts on Twitter, Facebook and Instagram from official Botanic Garden accounts are in Welsh and English. When we respond to any post, we do it in the language of the person posting the comment or question.

## **Signs and Notices**

All signs and notices for visitors to the Garden, except some scientific signs, appear in both Welsh and English.

## **Reception**

Staff in our Gatehouse and other public-facing areas are encouraged to use bilingual greetings, and to speak Welsh to Welsh-speaking visitors. Under the Garden's Welsh Language Scheme, Welsh-speaking staff and volunteers are expected to wear badges or lanyards that identified them as such.

## **Tenders**

All tender notices and invitations to tender were published in both Welsh and English, and invited submissions in either language.

## **Education courses**

The Garden is committed to running courses and talks in Welsh where possible, and did offer some courses in Welsh during the year.

# **3 Policy Making Standards**

*We received no complaints relating to the policy-making standards during the year.*

The Garden has set strategic goals through which it recognises it has a duty to use and promote the Welsh language. The Garden is therefore committed to the Welsh language and all decisions taken aim to ensure that this commitment is respected.

## **4 Operational Standards**

*No complaints were received during the year in relation to the operational standards.*

### **Policy on using Welsh internally**

Spoken Welsh is used alongside English internally throughout, but the Garden does not, currently, have a formal policy on the use of Welsh internally; this is being developed.

### **Employees**

Although we have not received any requests from staff to have their contract in Welsh, we have had an issue relating to assurance that has meant we have not been able to provide contracts in Welsh to date. We therefore have not asked employees whether they wish to have their documents in Welsh.

We did not offer Health and Safety training fully in Welsh during the year, although some of the courses were delivered in Welsh using English resources. In addition, some departmental training was conducted through the medium of Welsh.

We were compliant with the other Standards.

### **Policies published in Welsh**

Those specific policies listed in the Standards and which the Garden publishes are incorporated in our Employee Handbook. This was available in English only.

### **Staff complaints/disciplinary**

We were compliant with these Standards.

### **Software**

Staff were encouraged to use Cysill Ar-lein to check the grammar of written documents.

### **Developing Welsh language skills**

No formal courses for learners were offered during the year.

### **E-mail signatures, out of office replies**

We provided all non-bilingual staff with the information they required to display their e-mail signature in Welsh and English, and all staff displayed the “Ysgrifennwch ataf yn Gymraeg neu Saesneg” image at the bottom of their e-mails.

A bank of bilingual phrases was available to staff to allow them to use bilingual out-of-office e-mail messages.

## Recruitment

All job vacancies were advertised in both Welsh and English, and all details of vacant posts were sent to applicants in Welsh and English.

Before each vacancy was advertised, the requirement for Welsh language skills was assessed. In the Person Specification of each post, fluency in written and spoken Welsh was rated as either essential, highly desirable or desirable.

## Internal Signs

We were compliant with these Standards, with all signs being bilingual and Welsh placed so that it is likely to be read first.

## 5 Welsh Language Skills: Employees

Exact figures were not kept on the Welsh language skill levels of employees for the year of this report. In addition, the Garden has a highly seasonal workforce. An estimate of the proficiencies of staff during the year is shown below.

Level	Percentage of Staff
0-1	53%
2-3	21%
4-5	27%

## 6 Welsh Language Skills: New and Vacant Posts

The numbers of posts advertised during the year, by level of Welsh language proficiency required, are shown in the table below:

Welsh Language skills are essential	4
Welsh Language skills are need to be learnt when appointed to the post	0
Welsh Language skills are desirable	20
Welsh Language skills are not necessary	0

## 7 Staff Training Conducted in Welsh

No requests to receive training in Welsh were received during the year. However, some departmental training, and other informal sessions, were held in Welsh.

## **8 Achievements during year**

The process of recruiting a Compliance Officer, who will oversee Welsh Language Standards (together with Data Protection) was started at the end of the financial year. This post will allow the Garden to improve its compliance and monitoring of the Welsh Language Standards.

## **9 Priorities for 2018-19**

Improve access to translation services for staff

Develop a policy for the use of Welsh internally

Facilitate the translation of all required employee documentation

Develop Welsh language Health and Safety and Induction training courses

Make available more software in Welsh to staff

Offer a wide range of opportunities for staff to learn Welsh, or to improve their Welsh

Assess the Welsh language proficiency levels of staff

Record outcomes of assessing requirements for vacant posts

## **10 Further information**

For further information, please contact the Botanic Garden's Compliance Officer at:

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Carmarthenshire SA32 8HG.

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You are welcome to write in Welsh or English.