
Welsh Language Standards Annual Report

Financial year ending 31 March 2017

Introduction

This Annual Report reports on a period of approximately two months between 25 January 2017 and 31 March 2017. S4C is duty-bound to prepare a Welsh Language Standards Annual Report for each financial year. In accordance with S4C's Compliance Notice, S4C was expected to comply with the majority of the Standards by 25 January 2017, so this report is relevant from that date up to the end of the financial year.

Before the final Compliance Notice was received, discussions were held with heads, team leaders and staff in various departments in order to discuss and consider the relevant standards, and ensure that all S4C staff were aware of the new requirements under the Standards.

The Welsh language is of central importance to all S4C's provision. We have a policy of using the Welsh language in the workplace, which supports use of the language in day to day correspondence and communication. Due to the naturally Welsh environment of S4C, we were already achieving a number of the Standards.

S4C has a clear public service function, namely to provide a complete Welsh language service to its viewers. S4C would not exist were it not for the voices of Welsh speakers, and since 1982 we have been listening regularly to our audience, working endlessly to meet their expectations, to provide a wide range of content in the Welsh language and to be relevant to their lives. The Welsh language is central and a priority to all S4C establishment activity.

Action on the Standards

S4C has ensured that the S4C Compliance Notice is available on our website, and in all our offices that are open to the public. Keeping a copy of the Standards that are relevant to S4C in our offices is a means of reinforcing the Standards among our staff and the public who visit us.

S4C has developed a policy on internal use of the Welsh language, with the intention of promoting and facilitating use of the Welsh language and we have published that policy on our intranet.

Probably the most visible action we have taken is that all members of staff now declare via e-mail signature their fluency in the Welsh language. Members of staff also declare that they welcome the receipt of correspondence in Welsh - by letter or e-mail; and in publications and notifications which invite individuals to send in their responses or to send correspondence. No-one corresponding with us through the medium of Welsh would suffer any delay in receiving a response. This is also true of contacting people via social media.

Communicating with the public

All members of S4C reception staff - in our offices and our helpline (Gwifren Gwylwyr) are fully bilingual. S4C receives a large number of telephone calls from the public in Welsh and in English on a daily basis. We have a policy of contacting the individual back in the same language as they used to contact us, whether verbally or in writing. This is also true of calls S4C staff receive in the workplace; and S4C's automated telephone systems have been set bilingually, with the Welsh language first.

The Welsh language is always a priority for S4C especially in facing the public. We do not treat the Welsh language less favourably than English in greeting and dealing with people who call S4C, and listed below are examples of the way we ensure this:

- Our reception staff are fully bilingual, and any reception service we offer in English is also available in Welsh. There is a sign in reception that states (in Welsh) that individuals are

welcome to use the Welsh language in the reception, and the staff at reception wear badges to denote this too.

- When members of the public call our main telephone number and the S4C helpline (Gwifren Gwylwyr), we inform the individuals calling that a service in Welsh is available. We always greet in Welsh.
- When we call an individual for the first time, we check whether that person wishes to receive the call in Welsh; and speak the language that they desire.
- When we advertise our helpline "Gwifren Gwylwyr", we do so in Welsh.
- If we receive correspondence from an individual in Welsh, we reply in Welsh unless that individual has stated that there is no need to reply in Welsh.
- When we send the same correspondence to a number of individuals, we send a Welsh version of the correspondence at the same time as we send any English version of it.
- If we do not know whether an individual wishes to receive correspondence from us in Welsh, we provide a Welsh version of the correspondence when we correspond with that individual. We are proud of the fact that we work completely bilingually, and ensure that the Welsh and English versions of our materials correspond.
- This is also true of the forms we provide for the public, be they questionnaires or agreements for children to appear in photographs etc.; they are provided in the language desired by the individual. The Welsh and English versions would correspond in terms of closing date and the time granted to respond to the content of the form.

Website, apps and software

Our website is fully bilingual. We always ensure that the title of all pages on our website is available in Welsh, and that there is a fully operational Welsh language page on our website. Each Welsh page corresponds to the English page. We provide a Welsh language interface, menus and pages on our website. We would never treat the Welsh language less favourably than English on our website.

The apps we publish are all bilingual, and no app favours the English language save for apps published for the purposes of learning Welsh.

For many years now we have provided computer software to check grammar and spelling in Welsh for our staff and provide Welsh language interfaces for software.

Meetings

We hold a number of meetings with clients and partners, and we check which language they wish to speak with us at our meetings. Should an individual attending a meeting with us wish the meeting to be in Welsh, and a few members of our staff at the meeting do not speak Welsh, we would be happy to provide translation equipment.

Should we invite more than one person to meet us, we would check in which language they wish the meeting to be held. If we invite more than one person to a meeting, and at least 10% of those invited have informed us that they wish to use the Welsh language at the meeting, we will be happy to arrange for a simultaneous translation service from Welsh into English to be available at the meeting.

We arrange a number of meetings for the public regularly, events in which the Welsh language always receives priority from us. We also hold a viewers' evening approximately three times a year to hear the public's opinion of our provision and content. As well as these events, we hold events, showings, conversations and receptions at festivals including Eisteddfod yr Urdd, the National Eisteddfod and the Royal Welsh Show at Builth Wells every year.

Generally, our events, e.g. viewers' evenings are held in Welsh only. The Welsh language is a priority in our events, and we want Welsh to appear as a central and prominent part of our provision and content. We welcome people with a variety of fluency to our events, and translation equipment is provided for those who cannot speak Welsh. We always announce at the beginning of the event that translation equipment is available. Our contributors always speak Welsh, and we invite them to speak and contribute in Welsh.

In advertising our events in Welsh, we provide a reminder that anyone attending is welcome to use the Welsh language. The following materials are provided bilingually at events, and the Welsh version is not less favourable than the English:

- publicity material;
- advertising material;
- materials we display;
- documents for use by the public;
- forms we provide for the public, and
- invitations.

Human Resources

When S4C advertises and announces posts where the Welsh language is essential, we do so in Welsh only. We advertise bilingually where Welsh is not essential, and set a fluency category as the post is advertised. Very rarely is Welsh not essential, and we always advertise posts in Welsh. We welcome applications in Welsh, and would not treat a job application less favourably if submitted in Welsh.

When we publish the following leaflets, they are all published in Welsh.

- job application forms;
- information about our interview process, or about any other assessment methods when applying for posts, and
- job descriptions.

We would not treat the English version less favourably than Welsh publications, and the Welsh is always in such a position that it is the text that is likely to be read first.

When someone applies for a post in Welsh, we make contact through the medium of Welsh to inform them of our decision in relation to the job application. We would not treat an application for a post made in Welsh less favourably than an application made in English (including, amongst other things, in terms of the closing date we set for the receipt of applications, and the timing of informing individuals regarding decisions).

We welcome job applications from Welsh speakers, learners and those wanting to learn. We invest in Welsh language training at all levels as required, and offer free classes for staff wanting to learn. We provide training and opportunities during working hours to our employees, including heads and managers.

When we offer an individual a new post, we always ask that individual whether they wish the contract of employment or services contract to be provided in Welsh; and if the individual so desires, we provide the contract in Welsh. We offer all paper correspondence regarding employment and which is addressed personally to a member of staff in Welsh, and this is also true of the following:

- forms relating to training needs or requirements;
- performance evaluation forms;
- documents outlining or recording career plans.

When we offer staff training in the following areas, we provide the training in Welsh: recruitment and interview, performance management, complaints and disciplinary procedure, induction and dealing with the public. We also offer training in Welsh on using the Welsh language effectively at



meetings, interviews and complaints and disciplinary procedures. We have held several sessions on the Standards so that staff are aware of their importance and their duty to implement them in full.

Here are details regarding the percentages of staff who possess the Welsh language at S4C, and the number receiving Welsh language courses:

(a) the number of employees possessing Welsh language skills at the end of the year in question:

Fluent Welsh	72.5%
Learner	7.5%
Non-Welsh speaker	20%

(b) the number of members of staff that attended Welsh language training courses we offered during the year:
45

(c) percentage of staff that attended the Welsh version of a course that was also offered in English:
31%

(ch) the number of new posts and vacant posts we advertised during the year and categorised as posts requiring—

- (i) that Welsh language skills are essential: 11
- (ii) that Welsh language skills need to be learnt when an individual is appointed to the post: 0
- (iii) that Welsh language skills are desirable: 1
- (iv) that skills in the Welsh language were not necessary (based on records you kept in accordance with standard 148): 1

Tender and policies

When we invite or publish invitations to tender for contracts, we always advertise in Welsh as well as in English. We have bilingual template documents for tender invitations. We would never treat a tender submitted in Welsh less favourably than a tender submitted in English.

When we inform a tenderer of our decision in relation to a tender, we always do so in Welsh if the tender was submitted in Welsh.

The Welsh language is an important part of the ethos and existence of S4C, and should we draw up, revise or present our corporate identity, we would not treat the Welsh language less favourably than English. When we create a new policy, or review or adjust an existing policy, we always consider the side effects of that on the opportunities for people, especially our staff, to use the Welsh language.

When we publish a consultation document relating to a policy decision, that document would consider and seek opinions regarding the effects the policy decision under consideration would have on opportunities for persons to use the Welsh language, looking at positive opportunities for staff to use the Welsh language in the workplace.

We often commission and carry out research work which assists us to make policy decisions, and we always plan thoroughly for the work. We consider the linguistic implications for the company and the staff; as well as looking at opportunities for individuals to use the Welsh language.

When we publish the following policies in the workplace, we do so in Welsh and in English:

- conduct;
- health and wellbeing;
- salaries or benefits;
- performance management;
- absence from work;

- conditions of work;
- work patterns.

Should a member of staff wish to make a complaint, he/she could do so in Welsh. If a member of staff wishes to respond to a complaint made against them, they could do so in Welsh. We welcome the right of staff to discuss the matter at a meeting in Welsh, if they wish to do so. We would allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.

We also state in documents relating to disciplinary procedures, that we welcome these taking place in Welsh. We state and note clearly in documents that should staff be disciplined, that the member of staff in question may respond in Welsh to any allegations made against them.

When we inform members of staff of our decision in relation to a complaint, we always do so in Welsh if that member of staff:

- has made a complaint in Welsh;
- has responded to a complaint about himself/herself in Welsh;
- has asked for a meeting regarding the complaint to be held in Welsh, or
- has asked to use the Welsh language at a meeting regarding the complaint.

When we inform a member of staff of our decision following a disciplinary process, we do so in Welsh if that member of staff:

- has responded to allegations against him/her in Welsh;
- has asked for a meeting regarding the disciplinary process to be held in Welsh; or
- has asked to use the Welsh language at a meeting regarding the disciplinary process.

Actions in the pipeline

We have actions which are in the process of being implemented. We intend to update any historic English-only signs at our offices in Cardiff and Caernarfon, those denoting danger or fire. Although they are old signs, we believe that exchanging them for bilingual signs would reflect good practice in the workplace. We will reinstall such signs at our site in the Royal Welsh Show at Builth Wells too. The text of the sign will be in Welsh first.

S4C will be required to implement Standards relating to the following by 25 July 2018:

- to ensure that forms relating to leave, absences and flexible working hours are in Welsh;
- to ensure that the text of all intranet pages are in Welsh; and
- to ensure that there are direct links from English pages to the Welsh page on the intranet.

We are discussing with third party partners who are creating the intranet and our booking system for leave and absences, to ensure that everything is bilingual and that we are operating in accordance with the relevant Standards by the date noted above.

S4C will receive a new intranet system in the coming few months. In preparing the plan for the new intranet we are ensuring that the following accord with the Standards:

- that the text of all pages on our intranet is available in Welsh;
- that all Welsh language pages on our intranet are fully operational; and
- that the Welsh language is not treated less favourably than English on our intranet.

When S4C has relocated its headquarters to Carmarthen in September 2018, all the signage there will be bilingual, with the Welsh appearing before the English. We will also ensure that Welsh text on signs displayed in our new workplace is accurate in terms of expression.

Complaints

S4C has not received any complaints during the year relating to our compliance with the service delivery, policy making or operational standards with which we are duty-bound to comply.