

# Annual Monitoring Report

## The Welsh Language

2018/19

national  
museum  
wales  
amgueddfa  
cymru

# Contents

<b>1. Overview</b> .....	3
<b>2. Policy and translation support</b> .....	4
<b>3. The Welsh language standards and the Amgueddfa Cymru</b> .....	4
<b>4. Service delivery (standards 1-83 and supplementary standards 149-154)</b> .....	5
<b>4.1. Written correspondence</b> .....	5
<b>4.2. Contact on the telephone</b> .....	5
<b>4.3. Meetings</b> .....	6
<b>4.4. Public events arranged by Amgueddfa Cymru</b> .....	6
<b>4.5. Printed materials produced by Amgueddfa Cymru</b> .....	8
<b>4.6. The website, digital resources and social media</b> .....	9
<b>4.7. Receptions</b> .....	9
<b>4.8. Tendering</b> .....	10
<b>5. Policy making (standards 84-93 and supplementary standards 155-160)</b> .....	10
<b>5.1. Responsibility</b> .....	10
<b>5.2. Formulating, reviewing or revising policy</b> .....	10
<b>5.3. Commissioning or undertaking research</b> .....	10
<b>6. Operational (standards 94-140 and supplementary standards 161-166)</b> .....	11
<b>6.1. Providing bilingual documents</b> .....	11
<b>6.2. Internal complaints and disciplinary procedures</b> .....	11
<b>6.3. ICT software</b> .....	11
<b>6.4. The Intranet and Stôr</b> .....	12
<b>6.5. Welsh language lessons and language awareness</b> .....	12
<b>6.5.1. Formal training</b> .....	12
<b>6.5.2. Informal training</b> .....	13
<b>6.6. Recruitment</b> .....	13
<b>7. Record keeping (standards 141-148 and supplementary standards 167-168)</b> .....	14
<b>7.1. Assessing staff language skills</b> .....	14
<b>7.2. Training courses</b> .....	14
<b>7.3. Solving complaints</b> .....	15
<b>7.3.1. Complaints by the public</b> .....	15
<b>7.3.2. Complaints to the Welsh Language Commissioner and subsequent investigations</b> .....	16
<b>8. Conclusion</b> .....	16

## 1. Overview

Since 2016, we have been required by law to comply with Welsh language standards in four areas: Service delivery, Policy making, Operational and Record keeping. The Compliance Notice, our Welsh Language Policy (which is based on the standards) and our previous language schemes are available on our website [www.museum.wales/thewelshlanguage](http://www.museum.wales/thewelshlanguage). This report is published in line with the requirements noted in the standards.

We treat the Welsh and English languages on an equal basis, and acknowledge the importance of providing a fully bilingual service to the public. The Welsh language is an intrinsic part of the heritage and culture of Wales, and as such, we have an important part to play in encouraging people's knowledge and understanding of the history of the language and Welsh culture as well as using and celebrating the language in our work. We are proud of the wider work we do in order to increase the use and promotion of the Welsh language and our developments in the field of bilingual interpretation and design. The Welsh language is part of our corporate vision - Inspiring People, Changing Lives.

Among the highlights of our Action Plan 2018-20 are:

- rolling out Cyfieithu Cymru, translation request and memory software, across all sites
- trialling brand new trilingual augmented reality tours in National Museum Cardiff, the first museum in the UK to use this combination of technology
- holding Ar Lafar, a festival for Welsh learners, and launching Llwybrau Llafar, new resources for learners, in partnership with the National Centre for Learning Welsh
- reviewing the formal learning provision for staff learning Welsh and increasing the informal provision for staff
- increasing the number of staff who have Welsh language skills, with 53% of the permanent workforce noting skills between Entry and Higher levels
- opening brand new galleries in St Fagans National Museum of History including innovative bilingual design and interpretation.

We received three complaints regarding compliance with the Welsh language standards in 2018/19, regarding bilingual design, service by a third party and service in one of our shops. We responded to these complaints and noted the steps we have taken to address the issues raised.

In November 2017, the Welsh Language Commissioner received a complaint from a member of the public regarding an alleged failure to comply with the Welsh language standards in relation to a workshop for children held in English only. The allocated bilingual member of staff was not available on the day due to illness, and the workshop was held by another member of staff. An investigation was launched

by the Commissioner under section 71 of the Welsh Language Measure (Wales) 2011, and in October 2018 it was determined by the Commissioner that there had been a failure to comply with Standard 32 and Standard 80. A number of actions have been taken including changes to the staffing structure of facilitators, publishing compliance guidelines for staff (including new arrangements for changes due to staff illness), reviewing our public programme and adapting our marketing methods for events and education provision. We presented our evidence of action according to the timetable on 1 February 2019 and await a response from the Commissioner.

The Welsh Language Monitoring Group, chaired by the Director of Learning & Engagement and managed by the Welsh Language Co-ordinator, is responsible for monitoring compliance with the standards and reviewing the implementation of our Welsh Language Policy. The group meets quarterly, reporting to the Senior Management Team and the Performance Review Committee.

## **2. Policy and translation support**

Amgueddfa Cymru has an internal translation team who provide Welsh to English and English to Welsh translation, side-by-side drafting, editing, checking and proofreading services, as well as maintaining an online glossary and advising on bilingual content and design. We also use external translation providers for simultaneous and paper translation where necessary.

In March 2019 we transferred to a translation memory and administration system called Cyfieithu Cymru. This cloud-based software was developed by Canolfan Bedwyr at Bangor University, and allows more efficient electronic administration and translation.

The Welsh Language Co-ordinator offers advice and leadership to all members of staff on Welsh language, translation and compliance matters.

This year we responded to the National Assembly of Wales's Culture, Welsh Language & Communication Committee consultation on the Welsh language and contributed to developing the journey checkers developed by the Future Generations Commissioner's unit, to be launched in the National Eisteddfod in 2019. We took part in language policy events e.g. a Welsh in Business discussion panel, meeting with the Welsh Language Minister and Cymraeg 2050 policy officers on the future of Welsh-language infrastructure, and the Welsh Language and Technology conference in Bangor University. As part of the Welsh Language Commissioner's work on volunteer recruitment guidelines, our Volunteer Co-ordinator contributed advice and practical knowledge of volunteer recruitment.

## **3. The Welsh language standards and Amgueddfa Cymru**

The Welsh language standards are divided into 5 areas:

- Service delivery
- Policy making
- Operational
- Record keeping
- Promotional<sup>1</sup>

For the purposes of this report, any information that bridges different standards is reported in the section we consider most relevant.

## **4. Service delivery (standards 1-83 and supplementary standards 149-154)**

### **4.1. Written correspondence**

Our letterheads, website and e-mail disclaimers include standard wording regarding welcoming correspondence in Welsh and English.

The Iaith Gwaith symbol is displayed in all receptions and bilingual staff are available on all receptions. Iaith Gwaith and Iaith Gwaith/Dysgwr lanyards and badges are available to all staff and we encourage their use wherever possible.

All new members of staff are advised of the need to ensure a bilingual e-mail signature and answerphone message in the mandatory induction sessions, as part of a wider presentation on the Welsh language and standards.

Any standard wordings in use are also kept in our online glossary [www.museum.wales/translation\\_glossary](http://www.museum.wales/translation_glossary) which is available to staff and the public.

### **4.2. Contact on the telephone**

Staff who answer Amgueddfa Cymru's main phone line answer the phone bilingually (in Welsh first, then in English) and in a welcoming manner before informing the caller that a Welsh-language service is available. Staff language choice can also be checked on the Intranet before transferring the call.

Our electronic message on the main phone line greets the caller bilingually (in Welsh first, then in English) and informs the caller that a Welsh-language service is available. When we call an individual for the first time, we ask whether the individual would like to receive phone calls from us in Welsh. If that is their wish,

---

<sup>1</sup> No standards from the Promotional category were assigned to Amgueddfa Cymru. However, promoting and publicizing our Welsh language and bilingual services as well as celebrating the use and development of the language is an integral part of our work.

this is noted. There are departmental arrangements in place across Amgueddfa Cymru to ensure compliance.

### **4.3. Meetings**

Simultaneous translation is provided in all meetings of the Board of Trustees. We provide guidelines and standard wording for Chairs, which are based on the Association of Welsh Translators and Interpreters' simultaneous translation guidelines and the Welsh Language Commissioner's *Advice Document: Bilingual Drafting, Translation and Interpretation*.

We create opportunities to use simultaneous translation as a tool to increase our internal use of the Welsh language. For example, simultaneous translation is provided for all Welsh Language Monitoring Group meetings. An infrared system was installed in Darlithfa, the new lecture theatre in St Fagans National Museum of History, and this year we invested in more headphones and receivers. In 2018/19, we also made use of simultaneous translation on a multi-site project. Videoconferencing and simultaneous translation are used to facilitate regular bilingual meetings between museums.

Where meetings are held in Welsh and a need to report to the Senior Management Team arises, the minutes are written in Welsh and an English-language overview is provided to the Senior Management Team.

#### **Developments in progress:**

Our Enterprises department is developing a marketing and hire package for the simultaneous translation equipment in the St Fagans lecture theatre as part of our corporate hire offer.

### **4.4. Public events arranged by Amgueddfa Cymru**

This year we have reviewed our public programme and produced new guidelines on the use of the Welsh language in public and educational events. The guidelines have been published on our website and staff training sessions have been held.

We encourage and support using and celebrating the Welsh language through many of our public events, including the following:

- In partnership with the National Centre for Learning Welsh:
  - In April 2018, 670 learners enjoyed Ar Lafar, our festival for Welsh learners, in St Fagans National Museum of History, the National Waterfront Museum, the National Slate Museum and the National Library of Wales, Aberystwyth. Sessions held during the events were also developed in partnership with Menter Iaith and Mudiad Meithrin.

- In the National Eisteddfod in August 2018, we launched Llwybrau Llafar, a multi-level set of resources that allows learners to use St Fagans National Museum of History as a centre for learning Welsh.
  - In St Fagans and the National Waterfront Museum, formal Welsh lessons were held in partnership with local college providers.
  - In all museums, family learning events were held for families and individuals wishing to learn and use their Welsh. In partnership with local colleges and mentrau iaith, Cymraeg i Blant Ti a Fi met weekly in St Fagans and Paned a Phapur was held twice a month in the National Wool Museum. In National Museum Cardiff, Taith Iaith was held monthly.
- In partnership with Ageing Well in Wales, we have developed Welsh language sessions for people living with dementia, for example pilot sessions in Tŷ Gofal care home in Cardiff.
  - In partnership with providers of the primary Postgraduate Certificate of Education, we discussed the Welsh-language provision for primary schools including programmes and resources for the new curriculum.

#### Developments in progress:

The Learning Department is working with CAMPUS and Siarter Iaith through the Central South Consortium Joint Education Service, who work to promote the use of the Welsh language in English-language schools. Together, we are producing bilingual resources to complement some of our school sessions and intend to hold a festival to celebrate the Welsh language for Welsh- and English-medium schools in 2019. We are also working on new resources as part of Siarter Iaith to encourage English-medium schools to use their Welsh when visiting St Fagans.

- Welsh-language performances were held as part of our public programme, e.g. a number of gigs by Welsh-language bands were held including Candelas in the National Slate Museum in partnership with Kids in Museums, and Colorama, Plu and Bendith in National Museum Cardiff in partnership with the Sŵn Festival. We supported the Children's Festival of Welsh History in September in St Fagans, and the National Wool Museum worked with Mewn Cymeriad theatre company to commission a new drama based on the Welsh wool industry.
- All exhibitions that we produce internally are bilingual. National Museum Cardiff's summer blockbuster was *Kizuna: Japan, Wales, Design*, a trilingual exhibition in Welsh, Japanese and English. During the exhibition and launch the Welsh language was prominent on the international stage. Our social media marketing campaign was also trilingual and, for the first time, the Welsh language was heard on Classic FM radio station.
- An integral principle of the major redevelopment project at St Fagans National Museum of History, which was completed in October 2018, was experimenting with new interpretation techniques. These included drafting Welsh and English text side by side as opposed to translating from one language to another and ensuring original sources were used in both languages. The evaluation work on this project will include assessing the success of these techniques and sharing the results with the rest of

Amgueddfa Cymru and beyond. Bilingual resources for learners were also created.

#### **Developments in progress:**

In September 2019 St Fagans Food Festival will be celebrating its tenth year. As part of the celebrations we have established a new partnership with Tafwyl and will continue to work with the Cardiff and Vale Welsh for Business Officer to raise awareness of the Welsh language among private providers that take part in our public events.

We are not required to translate external temporary exhibitions under the standards. However, we are committed to adapting the content for our Welsh-language audiences wherever possible. In doing so, we are experimenting with bilingual design and interpretation methods and evaluating their success as appropriate. This work contributes towards our understanding and practices in the fields of bilingual interpretation and design. A recent example of successful partnership with external exhibition providers was *Leonardo Da Vinci: A Life in Drawing*. The fully bilingual exhibition opened in National Museum Cardiff in February 2019.

#### **Developments in progress:**

Our work in the field of adapting and developing English-language external exhibitions will continue over the next year, including *Dippy on Tour*, when a giant dinosaur skeleton will travel from the Natural History Museum in London to various locations across the UK including National Museum Cardiff.

### **4.5. Printed materials produced by Amgueddfa Cymru**

Bilingualism is an integral part of our brand and design ethos. In line with our brand guidelines, the Welsh language is always above or to the left of the English language.

All signs and notices (including temporary signs and notices) are bilingual. The Translation & the Welsh Language team are available to advise on ensuring the Welsh language text is accurate in terms of meaning and expression and our online glossary is a useful resource for all. The Translation & the Welsh Language team also offer a text-checking service and feedback for colleagues who want to increase their confidence in writing in Welsh.

Among the printed materials published this year were a trilingual catalogue to accompany the exhibition *Kizuna: Japan, Wales, Design* and a bilingual guidebook for St Fagans National Museum of History.

As part of the re-opening of the National Roman Legion Museum we are updating the interpretation panels to ensure they fully comply with our brand and design guidelines.

## 4.6. The website, digital resources and social media

All of our Welsh-language web pages include a direct link to the equivalent English-language pages, and vice versa, in line with the principle that we build our websites to have pages that mirror each other.

Our policies, strategies, reports and annual reports, guidelines and press releases are all bilingual and available on our website.

Our corporate social media accounts are bilingual, with a balance between Welsh- and English-language content. As well as our bilingual corporate accounts, we also maintain the Twitter account @laithAmgueddfa. Here we tweet about different aspects of working bilingually, from design and translation to language-learning as well as celebrating our learners' success using #dysgwyrdisglair.

Among the digital highlights this year are:

- Trialling three trilingual augmented reality tours in National Museum Cardiff: Monet's Waterlily Garden Experience, the Underwater Life Experience and the Dinosaurs and Prehistoric Creatures Experience.
- The first Welsh-language Google Expedition is now available in Big Pit National Coal Museum. It was created in partnership with Google's Arts and Culture Department and gives a taste of life underground in Big Pit. Work has already started on another expedition for St Fagans.
- With other key partners, we are continuing to develop the People's Collection Wales website, publishing new bilingual resources, articles and content.
- This year, following the publication of brand new eBooks on our website, we saw a 31% increase in visits to the learning pages of our website. We also contribute bilingual educational resources to Hwb, a digital educational resource platform that has 300,000 users and is used in 85% of schools.

### Developments in progress:

We are contributing to the University of Leicester and Culture 24's 'One by One' project, which is researching digital literacy across UK museums. Bilingualism was identified as a key area for museums in Wales.

## 4.7. Receptions

The laith Gwaith symbol is on display in all of our receptions along with a sign that states (in Welsh) that our visitors are welcome to speak Welsh in the museums. Staff who work at the receptions who can offer a Welsh-language service or are learning wear the laith Gwaith lanyard or badge.

## **4.8. Tendering**

Where the subject matter of an invitation to tender suggests that it should be produced in Welsh or where the anticipated audience and their expectations suggests that the text should be produced in Welsh, we publish invitations to tender in Welsh and English.

The tenders officer has received a detailed brief regarding the Welsh language and tenders (as well as the standard presentation for all staff). The officer and the Welsh Language Co-ordinator are available to advise regarding this matter.

When we publish invitations to tender for a contract, we note that applications to tender presented in Welsh are welcomed.

## **5. Policy making (standards 84-93 and supplementary standards 155-160)**

### **5.1. Responsibility**

The responsibility for the Welsh language and policy lies at the Directorate level. Any discussions regarding the effect of policies or corporate strategies on the Welsh language are an integral part of the Museum Management Team's decision process.

### **5.2. Formulating, reviewing or revising policy**

When formulating, reviewing or revising policy, we consider the effects, if any, on opportunities for individuals to use the Welsh language. We consider how we can make a policy decision that has a positive effect on opportunities to use the Welsh language and we ensure that the Welsh language is treated no less favourably than the English language. This year, for example, we developed a People Development Strategy which supports opportunities for staff to learn Welsh and a Visitor Experience Strategy where the Welsh language is an integral part of the Visitor Charter.

### **5.3. Commissioning or undertaking research**

When commissioning or undertaking research which will be the basis for policy decisions, we will ensure we comply with the relevant standards.

## **6. Operational (standards 94-140 and supplementary standards 161-166)**

### **6.1. Providing bilingual documents**

We provide the documents listed in the relevant standards to staff in Welsh and English:

- employment contract or service contract
- any paper correspondence related to employment
- any documents that contain training needs, performance objectives and/or career plans
- forms that note and authorize flexible working hours (annual leave and absences are noted on the electronic CIPHR system)
- all of our policies including, but not limited to, the following:
  - behaviour in the workplace
  - health and well-being at work
  - salaries or workplace benefits
  - performance management
  - absence from work
  - working conditions
  - work patterns.

#### **Developments in progress:**

The Human Resources Department is working with the external company Linguaskin to include a Welsh-language function on our electronic human resources software. The software allows staff to update their personal details, leave and sickness absence.

### **6.2. Internal complaints and disciplinary procedures**

Our internal complaints and disciplinary procedures allow each member of staff to make complaints in Welsh, respond in Welsh to any complaint made about them, conduct meetings or disciplinary hearings in Welsh and inform a member of staff about any results or decisions in Welsh.

### **6.3. ICT software**

We provide computer software for checking spelling and grammar in Welsh and provide Welsh-language interfaces for software (where an interface exists).

The Intranet is bilingual and there is a direct link to the Welsh-language page on the corresponding English language page.

As noted, this year we rolled out the Cyfieithu Cymru system to all departments allowing more efficient electronic administration and the use of translation memory software.

## 6.4. The Intranet and Stôr

The Intranet was developed internally and is built to be fully bilingual. The content of our Intranet has been fully reviewed with the aim of refining existing content and ensuring that all content is up to date and bilingual. This includes forms, finance support documents, the staff handbook and internal systems and templates. Along with this work, we are also working on the interface of our new document management system, Stôr, in order to ensure it is fully functional in both languages and that the Welsh language is considered when designing system functions.

We have an electronic all-staff messaging system called Sgwrs, through which all messages are sent bilingually.

### Developments in progress:

We are currently expanding our section on the Welsh language on the Intranet. It will include more details on the standards, compliance guidelines and information about training and good practice.

## 6.5. Welsh language lessons and language awareness

We offer a number of formal and informal Welsh language courses for free within work hours in order to help and encourage our staff to learn and use Welsh in the workplace.

### 6.5.1. Formal training

The numbers of staff who attended formal Welsh language courses in 2018/19 are as follows:

Level	Number
Cwrs Croeso (10 hours online)	4
Entry	7
Foundation	1
Intermediate	7
<b>Total</b>	<b>15</b>

We are members of the National Centre for Learning Welsh's Cymraeg Gwaith scheme and are in the process of establishing a number of different courses for staff on various levels. In order to make effective changes to our staff language-learning offer, the Human Resources Department is reviewing the formal and informal provision across all sites. A questionnaire was issued to all staff asking about their learning experiences and needs. The new Welsh-language learning package will

include the range of Cymraeg Gwaith courses available, as well as informal support across the sites.

We have also developed a language skills development document for the use of staff and line managers, that complements the staff performance and development process.

All new members of staff attend a mandatory induction course which includes a presentation on the standards and the Welsh language.

### **6.5.2. Informal training**

Informal conversation clubs are held for learners and fluent speakers e.g. Clwb Pontio in National Museum Cardiff. Creating opportunities for staff who do shift work is a challenge, so we are also trialling morning Clwb Pontio sessions. In January 2019, we launched Clwb Clonc, which is a chance for staff on all language levels to come together once a month. We also have a Buddy Scheme where fluent speakers are paired with a learner and are free to arrange to meet or catch up as they like - face to face, over e-mail or on the phone. In National Museum Cardiff the staff choir meets regularly and performs Welsh and English songs on request during the year. This is an excellent opportunity to sing Welsh songs, whatever people's language skills.

### **6.6. Recruitment**

Language requirements are assessed for every new post using the WJEC assessment package which is based on the diagnostic tool. All posts are advertised in Welsh and in English and Welsh-language applications are welcomed. Applications presented in Welsh are not treated less favourably than English-language applications. All application forms, explanatory information, information about the interview process and job descriptions are provided in Welsh.

Applicants can note their language skills on their application form as well as noting if they wish to speak Welsh or English in an interview.

In accordance with standard 148 (Record keeping), new and vacant posts were advertised as follows:

<b>Required language level</b>	<b>Number of jobs</b>
Welsh essential	59
Welsh desirable	0
Need to learn Welsh within a set timeframe	71
No Welsh-language skills necessary	0

## 7. Record keeping (standards 141-148 and supplementary standards 167-168)

### 7.1. Assessing staff language skills

Staff can choose to note whether they speak or are learning Welsh (and other languages) on their staff profile on the Intranet. However, for the purposes of planning Welsh language skills and the workforce, we have introduced a function for noting language skill level in our self-service HR software, CIPHR. The levels used are consistent with the Welsh for Adults National Curriculum (published by the National Centre for Learning Welsh) which is also consistent with the Common European Framework of Reference for Languages (CEFR).

WJEC/NCLW qualifications	CEFR Framework
Entry	A1
Foundation	A2
Intermediate	B1
Higher	B2
Proficiency	C1

In accordance with standard 145, the following table shows the Welsh language levels at the end of 2018/19:

Language level	Number of staff	Percentage of staff
Entry A1	72	10.7%
Foundation A2	28	4.2%
Intermediate B1	39	5.8%
Higher B2	46	6.8%
Proficiency C1*	172	25.5%
None	279	41.4%
Not completed	38	5.6%
Total	674	100.00%

\*This number contains all fluent speakers, whether they have learnt Welsh or are first language Welsh-speakers.

Over half of our workforce now has some level of Welsh-language understanding. In comparison with 2017/18 results we now have an additional 13 staff at Entry level, 2 at Intermediate and 11 at Proficiency.

### 7.2. Training courses

In accordance with standard 146, the following table shows the number and percentage of staff that took part in training offered by us in Welsh in 2018/19:

<b>Course</b>	<b>Number that attended Welsh language course</b>	<b>Number that attended English language course</b>	<b>Percentage that attended the Welsh version</b>
Dignity at Work	29	46	38.6%
Managing Stress and Emotional Resilience	30	35	46.2%
GDPR Data Protection (e-learning)	15	482	3%

We worked with the external company Interactive Learning Solutions to create a Welsh-language version of their Dignity at Work training. The feedback from staff who attended the Managing Stress and Emotional Resilience Training in Welsh was very positive.

Twelve members of staff undertook Welsh and the Web training with Dr Llion Jones with the aim of increasing staff skills in working in Welsh on the website and social media.

We have not offered recruitment and interview training or training in complaints and disciplinary procedures (in Welsh or English) this year. If we do offer these courses in future, we have the internal resources to deliver them in Welsh and in English.

Sourcing accredited Welsh-language trainers in some areas can be challenging. We will continue to work with providers across all sectors wherever possible to source and commission training in Welsh.

### **7.3. Solving complaints**

#### **7.3.1. Complaints by the public**

The public can present a comment, complaint or feedback through our website or at any of our museums. All feedback (including comments and complaints) regarding the Welsh language are sent to the Welsh Language Co-ordinator who keeps a record of them and responds according to the corporate timescales, which are an acknowledgment at least within 7 working days and a full response within 14 working days.

We received 3 complaints regarding compliance with the Welsh language standards in 2018/19, regarding bilingual design, service by a third party and service in one of our shops.

We keep a record of the steps we take to solve complaints regarding the Welsh language. Among them are establishing current bilingual design principles based on our innovative work on the St Fagans redevelopment project and the Commissioner's guidelines, strengthening the relationship with the third party provider in question and continuing to work in partnership on training and language awareness.

### **7.3.2. Complaints to the Welsh Language Commissioner and subsequent investigations**

In November 2017 the Welsh Language Commissioner received a complaint from a member of the public regarding an alleged failure to comply with the Welsh language standards in relation to a workshop for children held in English only, and English films for children with Welsh subtitles on iPads. The workshop had been designed by an internal facilitator to be fully bilingual, with all resources and facilitation available in Welsh and in English. The allocated bilingual member of staff was not available on the day due to illness, and the workshop was held by another member of staff. We challenged the complaint regarding English-language films as they were provided by a third party.

An investigation was launched by the Commissioner under section 71 of the Welsh Language Measure (Wales) 2011. During the investigation, our challenge regarding the films was accepted. On 19 October 2018, it was determined by the Commissioner that National Museum Cardiff had failed to comply with Standard 32 and Standard 80 in relation to the workshop, and action points and a timetable were noted. A number of actions have been taken since receiving the complaint in 2017 including changes to the staffing structure of facilitators, publishing compliance guidelines for staff (including new arrangements for changes due to staff illness), reviewing our public programme and adapting our marketing methods for events and education provision.

We presented our evidence of action according to the timetable on 1 February 2019 and await a response from the Commissioner.

## **8. Conclusion**

We have made progress in each of the five standard areas this year. External partnerships and co-operation across all our museums help us not only to ensure compliance but also to develop and facilitate the use of the Welsh language in Amgueddfa Cymru and our communities. The work on strengthening procedures and continuing to establish the foundations that allow us to ensure compliance continues, but Amgueddfa Cymru remains a natural home for the Welsh language to thrive, among our staff and visitors, users and partners.