



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Wales Arts Health and Wellbeing Network WELSH LANGUAGE DEVELOPMENT PLAN

Prepared with the assistance of the
Welsh Language Commissioner's Hybu Team
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Y Ganolfan
Dysgu Cymraeg
Genedlaethol —
National Centre
for Learning Welsh

Our organisation

Established in 2013, the Wales Arts Health & Wellbeing Network is the sole sector support network for arts, health and wellbeing in Wales, with a membership of 950 arts and health professionals / organisations as of October 2024. Our work is underpinned by key legislation in Wales, including the Wellbeing of Future Generations Act 2015, and a Memorandum of Understanding between Welsh NHS Confederation and Arts Council Wales.

In 2024, WAHWN gained charitable status. It currently has one full-time member of staff – Angela Rogers, Executive Director and a support team of three freelance workers. The organisation is committed to placing arts and culture at the heart of creating sustainable, healthy and resilient communities and individuals in Wales, and to supporting and connecting its members to help grow and shape a thriving and inclusive arts and health sector.

The importance of Welsh to us and our customers

Wales Arts Health and Wellbeing network is proud to be a Welsh, national organisation that works with arts organisations, creative practitioners, health and third sector partners across the country.

We have ambitions to embed the Welsh language within our organisation, given our vision to enable arts and creativity to transform the health, wellbeing and resilience of individuals, communities and healthcare across the country. We seek to be an exemplar of best practice relating to the use of the Welsh language, developing its use in line with the Welsh Government's 2050 aims. We are committed to regularly reviewing our Welsh language effectiveness against our policy and creating annual implementation plans to underpin this. We recognise that our health partners have obligations under the Welsh Language (Wales) Measure 2011, and a commitment to person-centred care – including language of delivery. Our leadership role gives us the opportunity to cascade best practice across our membership. Our focus is on moving beyond 'what we should do' towards 'what we can do', providing inspiration to lead the sector.

Our Cynnig Cymraeg – Welsh Offer

- Any Welsh correspondence will be replied to in Welsh
- Our website is available bilingually
- Our social media posts are fully bilingual
- Our ticketing process is fully bilingual
- Our publications are fully bilingual

Responsibility

Angela Rogers, Executive Director

Review period

The Cynnig Cymraeg recognition lasts for a period of 3 years. You will be expected to review your Plan before the end of a 3-year period and the Hybu Team will be available to remind and support you. You are welcome to review the Plan more regularly if you wish.

We will also expect you to report back on your Welsh Language Development Plan annually. The Hybu Team will provide you with a document to complete and facilitate the process.

It should be noted Cynnig Cymraeg recognition can be withdrawn if you do not report on the implementation of the Plan annually, or do not review your scheme within 3 years.

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Customer interaction					
Replying to letters and emails We reply in Welsh to any correspondence we receive in Welsh	③	We ensure that we reply in Welsh to any correspondence that we receive in Welsh. This will not cause any delay. We will ensure that we maintain this level.	③	Angela Rogers	Continuous
Sending letters and emails We communicate bilingually or in Welsh only every time	③	We send all official letters and emails, including email newsletters, to members bilingually each time.	③	Angela Rogers	Continuous
Do you have a CRM database? We have a CRM system, but don't hold information on the language choice of our customers	①	Our service users are welcome to contact us in their preferred language choice, and our newsletters are sent out bilingually. Our bilingual image ensures that service users are aware that they can contact us in Welsh or in English. However, we will look into holding information on the language choice of our customers on our CRM. If possible, we will the start holding that information.	③	Angela Rogers	April 2025
laith Gwaith Every Welsh speaking member of staff wears laith Gwaith resources	③	We have ordered laith Gwaith resources from the Welsh Language Commissioner. These will be worn by Welsh speaking individuals at events to encourage attendees to start conversations in Welsh.	③	Angela Rogers	End of January 2025

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Image					
Your company or organisation's name Our name is bilingual, or Welsh only	③	We have both an English and Welsh version of our name. Both versions are treated and used equally	③	Angela Rogers	Continuous
Please note if the following are available in:					
Business cards Welsh and English equal	③	Executive director has bilingual business cards. She is the only permanent member of staff for the charity.	③	Angela Rogers	Continuous
Marketing materials – eg Pop-ups / Banners / Posters (static and digital) Welsh and English equal	③	Our marketing materials are fully bilingual, treating both languages equally. If we order any new materials, we will ensure that we maintain this standard. These include leaflets given out at events, agendas/programmes for any events that we organise and any roll-up banners produced for live in-person events.	③	Angela Rogers	Continuous
Email signatures Welsh and English equal	③	Our email signatures are bilingual. We will introduce bilingual out of office messages.	③	Angela Rogers	Continuous. February 2025

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Social media profiles Welsh and English equal	③	The static information on our social media profiles is bilingual. The Welsh language is placed above the English language.	③	Angela Rogers	Continuous
Publications e.g. information leaflets Welsh and English equal	③	Our publications – including monthly newsletters, information leaflets and Eventbrite listings – are produced bilingually. We will continue to do that.	③	Angela Rogers	Continuous.
Digital					
Website Static content on our website is bilingual	②	Our website is bilingual. We will continue to ensure all WAHWN content uploaded is done so bilingually. In the medium-long term we will support our members to update their content bilingually, too. At present that does not always happen because of their limited resource and language capacity. We will encourage them to access the free Welsh translation services available, eg Helo Blod.	③	Angela Rogers	January 2026
Social Media Each message is posted bilingually at the same time	③	We will continue to ensure all of WAHWN's self-generated social media posts are bilingual. If we are re-posting or sharing content, we will always seek to re-share both Welsh and English versions of the content where it is available. We will continue to ensure any video content we produce for social media channels are bilingual or captioned bilingually. We will seek to ensure that all of our translations are edited by an external translator,	③	Angela Rogers	Continuous.

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
		further reducing any reliance on automated software.			
Events					
Attendees' language choice We ask attendees if they would like to contribute in Welsh for some events	②	<p>When organising an event that people have to register for, such as a conference, we will ask for preferred language choice and seek to provide a translator where needed.</p> <p>For smaller network events, we will seek to improve the ratio of bilingual or Welsh language events available and market them clearly.</p> <p>WAHWN will work with its Welsh language members to improve its Welsh language offering to them and others.</p> <p>We aim to run at least 2 Welsh language network meetings in 2025 and offer at least 1 Welsh language training courses for members.</p>	②	Angela Rogers	December 2025
When you organise an event that's open to the public in which language are the following:					
Invitations Welsh and English equal	③	WAHWN will continue to ensure any event information on its Eventbrite page, and subsequent communication about that event, is generated bilingually.	③	Angela Rogers	Continuous

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Publications eg programme / attendee pack Welsh and English equal	③	Whenever we produce programmes or attendance packs for members, we produce them bilingually with equal weight given to both Welsh and English. We will continue to do so.	③	Angela Rogers	Continuous
Speakers / announcements English with some Welsh	②	At WAHWN events, staff and volunteers will use as much Welsh as possible. We will ensure any announcements are made bilingually and ensure we consistently use Welsh greetings eg 'bore da', 'pwnn da', 'diolch' ac 'croeso'.	②	Angela Rogers	Continuous
Signs Welsh and English equal	③	Any signage at events we organise are bilingual and will continue to be so.	③	Angela Rogers	Continuous
Banners / pop ups / displays Welsh and English equal	③	Any banners/pop-ups or displays used at events or on our website will continue to give Welsh and English language equal weight.	③	Angela Rogers	Continuous
Staff or volunteers to greet visitors / competitors English with some Welsh	②	Welsh speaking staff/volunteers will wear laith Gwaith badges at any future WAHWN events, such as conferences. This will encourage Welsh speaking visitors to start a conversation in Welsh. We will ensure that we consistently use Welsh greetings eg 'bore da', 'pwnn da', 'diolch' ac 'croeso'.	②	Angela Rogers	April 2025
Tickets (ticket booking system eg tocyn.wales / eventbrite?) Welsh and English equal	③	Welsh and English is used on all Eventbrite pages for WAHWN and that will continue to be the case.	③	Angela Rogers	Continuous

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Providing courses eg training Some courses are available in Welsh but most are in English. We promote courses bilingually clearly noting which are available in Welsh	②	Due to the language requirements of our membership base, most (though not all) of our events and training courses are in English. Working with our Welsh language speaking membership base, we will seek to increase the number of training and meetings we deliver in the Welsh language for 2025. We aim to run at least 2 Welsh language network meetings in 2025 and offer at least 1 Welsh language training courses for members.	②	Angela Rogers	December 2025
Workforce development					
Recruiting staff and volunteers We note Welsh language skills as being desirable for all positions	②	We will assess the need for Welsh language skills for any role that we are advertising, noting that the Welsh language is desirable as a minimum. We will recruit a minimum of 1 Welsh language speaker onto our board.	②	Angela Rogers Angela Rogers	Continuous October 2025
Advertising vacant posts We advertise every post bilingually or in Welsh only	③	We will advertise any future vacancies on Welsh language recruitment websites, including Golwg360, Safle Swyddi, Lleol and Swyddle, to maximise the opportunity to recruit a Welsh language speaking individual.	③	Angela Rogers	Continuous
Recording the Welsh language skills of your workforce We regularly update our records to ensure we are fully aware of the Welsh language skills of our officers	③	WAHWN will continue to keep a record of Welsh language skills within its workforce.	③	Angela Rogers	Continuous.

Your provision at present	Level	What we intend to do next. How will we maintain, or increase this level of provision? What are the performance indicators?	Year 3 target level	Who is responsible?	By when?
Informing your workforce about your Welsh language services. Every officer is made aware of our Cynnig Cymraeg	③	We will ensure that our workforce are fully aware of our commitment to develop our Welsh language services, and ensure that this plan is shared with everyone.	③	Angela Rogers	Continuous.
Encouraging partners and members to provide Welsh Services When meeting any providers we inform them of our commitments to the Welsh language and discuss any obligation to that provide	③	We will ensure that all partners are aware of our commitment to the Welsh Language and of our Cynnig Cymraeg	③	Angela Rogers	Continuous.
Learning and using the Welsh language We support our officers to learn Welsh during work hours	③	We will share opportunities to develop Welsh language skills within our workforce. We will contact the Canolfan Dysgu Cymraeg, with support from the Welsh Language Commissioner's Hybu Team.	③	Angela Rogers	Continuous.