



WELSH LANGUAGE POLICY & ACTION PLAN

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Approved by Board of Trustees: May 2024

Next Review: May 2025

(or sooner in line with updated legislation)

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Introduction

This policy and associated action plan outlines Hijinx Theatre's commitment to the Welsh language; how we propose to understand, develop, and strengthen its integration across all aspects of our work; and how we will review and monitor our progress.

Policy Statement

Hijinx seeks to meet the right of people living in Wales to communicate in either of the two official languages of Wales, Welsh, and English.

Hijinx is committed to treating the Welsh and English languages based on equality - as set out within the Welsh Language Act of 1993 and in line with the Welsh Language Standards under Section 44 on the Welsh Language (Wales) Measure 2011 – and will ensure that the Welsh language is treated no less favourably than the English language.

The Board of Trustees will be responsible for ensuring the implementation of the Welsh Language Policy and Action Plan and will delegate the responsibility of the day-to-day implementation to the Chief Executive.

This Policy explains how Hijinx will put into effect these standards and principles wherever practical and appropriate.

All members of staff will be aware of their duty to operate this policy and its relevance to their area of work.

Through working with the Welsh Language Commissioner's Office, Hijinx will work to receive the Cynnig Cymraeg and will continue to review and improve our provision and update our action plan to build on our support for the Welsh Language.

Current Welsh Language Levels

(Based on voluntary surveys April 2024)

Staff

- Hijinx has two fluent Welsh-speaking members of staff
- 40% of the staff team identify that they can read simple sentences on everyday topics and speak 'a little Welsh'
- 8% say they can write, read and speak 'a fair amount of Welsh'

Trustees

- 9% of the Board are Welsh speakers
- 15% can read & understand 'simple sentences on everyday topics'

Freelance Workers

- 9% speak Welsh fluently / 12% can speak a fair amount / 30% can speak a little
- At least 25% can read 'at least simple sentences on everyday topics'
- Around 18% can write at least 'a fair amount of Welsh'

Hijinx actors & participants

Most artists and participants who come to Hijinx have come through English medium education, as most SEND provision has historically been delivered in English.

Our ambition is to improve access to the language for our actors and participants. We will be working towards this with tutors and facilitators by introducing words and phrases in group warm-ups and sessions and seeking out creative partnerships to support this.

Service Standards

Organisational Outcomes

1. To increase the use of Welsh Language to reach new audiences and participants, and within our activities
2. As a learning organisation we will continue to support staff to learn Welsh and to work bilingually
3. We will increase awareness of the culture and language of Wales through international exchange

Hijinx Productions and Performances

Through our creative work, we will platform the Welsh language in training sessions and performances.

Productions

We will work with creative partners to create bilingual or non-verbal productions that can perform across the country.

Through Unity Festival Hijinx is committed to showcasing Wales to the world, both to audience from home and abroad. And the artists we invite to perform. The networking and connections built through the festival, through creation, dialogue and sharing of work, will continue to build understanding of the unique language and culture of Wales. The inclusion of Welsh language and non-verbal performance, combining with bilingual marketing and locating of activities within Welsh speaking communities further promotes an awareness of Welsh language.

Training

We are committed in including Welsh language content within the delivery of our training, at a level that is appropriate to each group. To support this we will continue to build our Welsh speaking creative freelancers.

We will work with partners, including Theatr Genedlaethol Cymru, to explore routes into training and careers for Welsh-speaking disabled artists.

Touring

European and international touring is a key aspect of our creative output. Through our press and media, and interaction on our international exchange, we will always tell our 'Made in Wales' story, building awareness and understanding of Wales as a bilingual nation.

Corporate Image & Branding

Hijinx is committed to upholding its bilingual public image and corporate identity. This includes its address, logo, visual identity, signatures and any other standard information to be used. The Hijinx name will always be used and is not translated. Straplines that are used to identify other areas of the company's activities such as Hijinx Unity Festival or Hijinx Academy will be produced bilingually. Welsh language or bilingual logos will be used when appropriate.

Marketing Communications

Marketing

In all marketing communications produced by Hijinx relating to our own production and services the Welsh and English given equal status – materials will be created bilingually, with both published simultaneously, either bilingually, or in separate Welsh and English. Adequate time for translation will be incorporated into all planning timelines.

The marketing materials in question include posters, brochures, programmes, newsletters, signage, public notices and adverts.

Exceptions to this principle may occur where the material is aimed at an audience residing outside of Wales.

When working with partner companies we encourage the adoption of our Welsh Language Policy and will provide guidelines to ensure consistent delivery.

Social Media & Website

All digital marketing and communications materials directed at the public in Wales is published bilingually, including the website, e-flyers and most social media.

The Hijinx website is fully bilingual and indicates language choice clearly, allowing visitors to switch to their preference. Pages will be updated in both languages at the same time.

There are three main types of content we publish on our social media platforms:

1. **Hijinx generated content** is created by us and is largely or wholly our own words and may link to content on our own website or a third party website.
2. **Shared content from a third party's accounts**, which may link to content on a third party website.
3. **Contributions to conversations or threads** which have not been started by Hijinx, and may have a quick turnaround or short-term focus

Hijinx generated content will be published simultaneously in Welsh and English. Shared content will be issued in the language of the original post, as will contributions to conversations or threads.

Press

All press releases and notices to the media will be published bilingually – Adequate time for translation will be incorporated into all planning timelines.

Hijinx will always endeavour to have Welsh-speaking representative available to represent Hijinx to the media – within the boundaries of their knowledge or experience.

Translation Services

It is appreciated that translation is a special skill, and not all people who speak Welsh will feel confident in translating text for publication. Therefore, documents should typically be translated by a specialist translator. Adequate time for translation will be incorporated into all planning timelines.

However, in-house translation by staff members will be utilised for 'straightforward' material, where possible.

Written Communications

Anyone wishing to correspond with Hijinx are welcome to do so in Welsh or English, according to their preference. All letters and emails received in Welsh will be answered in Welsh. When Hijinx has

no staff available to answer correspondence in Welsh to a sufficiently high standard, we will use a professional translator.

All initial greetings and farewells in person, phone or email will be made in Welsh first and English second.

All staff e-mail signatures will be bilingual, Welsh first and English second, and include a logo and wording appropriate to their Welsh learner/speaker level and indicating that correspondence in both languages is welcome.

Out of office messages will be bilingual, staff will be directed to online templates to build bilingual messages for this purpose.

Telephone Communications

Hijinx welcomes calls in Welsh and English and all initial greetings on the phone will be made in Welsh first and English second. If callers wish to continue the conversation in Welsh and no Welsh speakers are available, the caller will be asked if they wish to continue in English or be called back in Welsh later.

All voicemail messages on the main office phone will be recorded bilingually.

Face-to-Face Communications

All staff provided with lanyards and/or badges appropriate to their Welsh language level. Anyone wishing to have face-to-face communication with Hijinx will be able to do, dependent on staff availability, we will encourage and train Welsh speaker and in Welsh learning staff to make the most of their skills to offer as comprehensive a service as possible within a small team.

Information Technology

All staff members have access to laptops and are directed to online translation, grammar, and template resources available.

Operating Standards

Internal Communications

All employees who speak Welsh will be encouraged to communicate in Welsh internally if they wish. Staff can request to receive their contracts and job descriptions in Welsh or English.

The staff team collectively monitor a 'Cymraeg' Slack channel to help with 'straightforward' Welsh queries – more complex translations are completed by a specialist translator.

Recruitment & Staffing

All job adverts will include detail noting that the ability to communicate in Welsh is essential or desirable for the post in question.

We will monitor the language skills of staff on an annual basis to help identify training and development needs, and to ensure that future recruitment processes can respond accordingly.

Training & Support

Staff are encouraged to use the workplace as an opportunity to improve their Welsh, and support is provided for any staff wanting to undertake classes.

Hijinx will subsidise courses for all staff wishing to improve their Welsh skills, and support staff to undertake training during working hours.

Non-Welsh speaking staff will be provided with training to answer the telephone bilingually and how to refer Welsh language enquiries.

Board of Trustees & Meetings

Unless otherwise requested, agendas, minutes and other documentation for Board of Trustee meetings are produced in English only. The Board of Trustee meetings are usually delivered in English unless a prior arrangement has been made. Trustees have agreed that, if requested in advance, simultaneous translation can be provided either by the speaker or through another Welsh-speaking member of the meeting. This is a pragmatic decision based on the recognition by members that, as long as the spirit of bilingualism is clearly appreciated, the use of costly professional translation is not necessary.

Review and Monitoring

This policy and its implementation will be reviewed at Board level on an annual basis.

Hijinx will continue to work through the Cynnig Cymraeg standard process – led by the Marketing & Communications Manager, to build our Welsh Language Development Plan.

We will ensure that we are accountable for the delivery of this plan by:

- Publishing it on our website
- Measuring its impact annually
- Inviting advice and guidance where we don't have the resource internally

Welsh Language Action Plan

ACTION	BY WHOM	BY WHEN
SERVICE STANDARDS		
All initial greetings bilingual - in person, phone or email (Welsh first / English second)	All	Maintain
Replies to written correspondence will be in the language used by the writer of the initial communication	All	Maintain
All staff e-mail signatures bilingual (Welsh first / English second) and include a logo / wording showing Welsh learner/speaker level	All	Maintain
All public communications will be bilingual, including social media, website press releases and marketing materials	Marketing	Maintain
All staff business cards will be bilingual, with Welsh first and English second	All	Maintain
When requested, arrangements will be made for callers/visitors to speak to a Welsh speaking colleague	All	Maintain
OPERATING STANDARDS		
Progress through the Cynnig Cymraeg and build Welsh Development Plan	Marketing / CEO	March 2025
SUPPORT STAFF & TRUSTEES TO LEARN WELSH AND WORK BILINGUALLY		
Proactive recruitment of Welsh language staff, trustees, tutors and facilitators	All	Maintain
Aim for 15% of Trustees to be Welsh speakers	Board	March 2025

Hijinx to subsidise courses for all staff wishing to improve their Welsh skills, and support staff to undertake training during working hours	All	Maintain
All staff provided with lanyards and/or badges appropriate to their Welsh language level	All	Maintain
Staff can elect to receive their contracts and job descriptions in Welsh or English	All	Maintain
Maintenance of Slack channel for ongoing staff engagement with Welsh language topics and translation questions	All	Maintain
INCREASE THE USE OF WELSH LANGUAGE TO REACH NEW AUDIENCES AND PARTICIPANTS WITHIN OUR ACTIVITIES		
Increase by two the number of Welsh speaking Tutors and Assistant Facilitators on Academy and Pawb programmes	Academy / PAWB	March 2025
Unity Festival 2024 – at least one Welsh language production to be programmed	Theatre	July 2024
Unity Festival 2024 – at least one new bilingual or non-verbal street theatre piece developed and performed at Unity and toured to other festivals	Theatre	Sept 2024
At least 50 international artists to visit Wales for Unity Festival	Theatre	July 2024
Engage Welsh writers and composers and incorporate Welsh text and lyrics into Odyssey production	Pawb	Dec 2025
INCREASED AWARENESS OF THE CULTURE AND LANGUAGE OF WALES THROUGH INTERNATIONAL EXCHANGE		
Meet Fred production in South Korea with Wooran Foundation	Theatre	Oct 2024
Hijinx and Tanzbar Breman collaboration to create The Robots	Theatre	Sept 2024
MONITORING		
Audit the levels of Welsh language skills in our current pool of tutors, assistant facilitators and creative freelancers	Academy / PAWB	Maintain

Implement equalities monitoring of Welsh language skills in all Hijinx stakeholders, including actors and participants	All	March 2025
Produce and maintain a database of the language preferences of participants and their families/carers/social workers	Academy / PAWB	March 2025
Monitor the adherence/implementation of this action plan, signposting support where needed	CEO	Every 6 months
Record complaints received in relation to our compliance with Welsh language standards	All	Maintain