



CARERS OUTREACH SERVICE NORTH WEST WALES

Welsh Language Scheme

This revised voluntary scheme was prepared in accordance with the Welsh Language Board Guidelines according to the Welsh Language Act 1993

Approved by the Executive Committee of Carers Outreach Service
05/05/2009

This Scheme was approved by the Welsh Language Board on 13/05/2009

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1. Introduction

- 1.1 Carers Outreach Service has accepted the principle that they will afford equal status to Welsh and English while conducting their public business in Wales. This Scheme notes how Carers Outreach Service will use this principle when providing services to the public in Wales.
- 1.2 The Scheme notes the steps necessary to implement this principle to the degree in which it is appropriate and practical for the organisation.

2. Carers Outreach Service North West Wales

2.1 Carers Outreach Service is the principal voluntary organisation in North West Wales which is totally committed to supporting adults who are carers of all ages. They arrange carers meetings, social groups, training, self-help sessions as well as information and trips. A free newsletter is distributed to the carers on their register.

2.2 This Scheme is intended to ensure the equal use of the two main languages – Welsh and English – as used by our carers, our staff, our volunteers and the public generally.

3. Providing Services

3.1 Written Materials

- a) The name Carers Outreach Service, the address and relevant information on stationery, information leaflets, fundraising materials and public announcements will be bilingual.
- b) Stationery will include the note below:

Correspondence is welcomed through the medium of Welsh or English

- c) Carers Outreach Service letterheads, compliment slips, business cards, identity badges and similar items will be bilingual.
- d) Forms used internally and externally by the organisation will be available in Welsh and English. Carers Outreach Service intends to produce bilingual forms; however, where this would not be practical, Welsh and English forms will be available and both forms equally

accessible and each one will include a bilingual message saying that the other language is available.

Timescale: This happens already.

Responsibility: Chief Officer

3.2 Publications

- a) Any new publications produced by Carers Outreach Service to be used throughout Wales will be published in Welsh and English. The Welsh and English versions will usually be available as one bilingual publication. Where this is not practical, the Welsh and English versions will be equally as easy to obtain. Our newsletter will include articles in Welsh and English.
- b) When publications are produced jointly with other organisations/agencies, whenever possible the Welsh and English versions will be produced simultaneously.

Timescale: This happens already.

Responsibility: Chief Officer

3.3 Publicity

- a) Carers Outreach Service will release information to the media and the public bilingually through the medium of statements, conferences, interviews and circulars to the press. The Welsh and English versions will be published at the same time, distributed together and be equally accessible.
- b) Publicity campaigns and announcements of conferences and events will be through bilingual communication and will conform to the requirements of this Scheme.
- c) Carers Outreach Service's Welsh Language Scheme and its service through the medium of Welsh will be published on a continuing basis through distribution of copies of the Scheme, information leaflets which will be distributed throughout Wales, and advertising posters.

Timescale: November 2008

Responsibility: Chief Officer

3.4 Meetings and Conferences

Carers Outreach service will encourage those who attend meetings and conferences to note their preference for communication to enable Carers Outreach Service decide whether or not translation facilities are needed..

When holding public meetings Carers Outreach Service will offer service users whichever language they use. An assessment of the need for translation will be completed for any large scale meeting. Facilities will be provided on the basis of the assessment. Simultaneous translation facilities will be provided if the assessment highlights a need.

Timescale: This happens already.

Responsibility: Chief Officer

3.5 Local Services

Carers Outreach Service will promote, offer and facilitate the use of Welsh in the context of its local services. It will ascertain the linguistic profile of the individuals who use local services and will try to meet their preference.

Timescale: This happens already.

Responsibility: Chief Officer

3.6 Job Advertisements

Job advertisements published by Carers Outreach Service will be bilingual except for:

- advertisements published in Welsh language journals and newspapers will be in Welsh only.
- advertisements published in English language journals and newspapers for posts where Welsh is an essential qualification will be in Welsh only but will carry a short note of explanation in English.
- advertisements published in English language media with the target audience in the United Kingdom or Europe will usually be only in English.

Timescale: This happens already.

Responsibility: Chief Officer

3.7 Executive Committee Trustees

Carers Outreach Service is aiming at having Welsh and English speakers represented on the Committee. Translation arrangements will be made to enable members of the Committee to use their preferred language in meetings and in written materials, if there is a need.

Timescale: November 2008
Responsibility: Secretary of the Management Committee

4. Direct Contact

The direct service provided by Carers Outreach Service will be in the preferred language of the user, the service will be maintained and affirmed through contacts with staff and volunteers and noted on our contact database. Information and advice will be provided directly to service users bilingually according to demand.

4.1 Correspondence

Carers Outreach Service encourages correspondence in Welsh. Letters received in Welsh will be answered through the medium of Welsh. The response time will be the same as for a letter received in English. Where Welsh is the recipient's preferred language, Carers Outreach Service will write in Welsh.

In matters of urgency when time does not allow for the translation of a letter into Welsh (because of a staff shortage) we will answer in English. The letter will be translated as soon as possible and sent afterwards. We will explain this to the person who has written. Standard Carers Outreach Service appeal letters to staff, members and other organisations will be bilingual.

Timescale: November 2008
Responsibility: Chief Officer

4.2 Telephone Calls

Carers Outreach Service will answer telephone calls bilingually. If the individual wishes to hold the conversation through the medium of Welsh we will try to connect them to a Welsh speaker. If a Welsh speaker is not available, Carers Outreach Service will give the speaker a choice:- (i) either a Welsh speaker will 'phone back or (ii) continue the conversation in English, or (iii) send the enquiry in writing in Welsh. There will be a bilingual message on the Carers Outreach Service answer machine and any message left on it in Welsh will be answered.

Timescale: This happens already.
Responsibility: Chief Officer

4.3 E-mail/Facsimile

Welsh e-mail messages and faxes received by Carers Outreach Service will be answered through the medium of Welsh. Where it is known that the recipient would prefer to receive e-mail communications in Welsh, Carers Outreach Service will communicate in Welsh. The response time for an email

received in Welsh will be the same as for a message received in English. The names of organisations/individuals who want to permanently receive e-mails in Welsh will be kept on a database, so that we are able to provide this service every time.

Timescale: Novmeber2008

Responsibility: Chief Officer

5. Internal Administration

5.1 Professional Staff and Volunteers

In order for the Welsh Language Scheme to be successful, Carers Outreach Service must have a sufficient number of professional staff and volunteers who are able to speak Welsh. Where it is appropriate, the ability to speak Welsh will be considered as one of a number of personal specifications when filling posts, in accordance with Carers Outreach Service's Equal Opportunity Policy.

Every new post will be considered in the light of this Scheme. Carers Outreach Service will designate posts as to whether the ability to communicate in Welsh is *essential*, *desirable* or decide that it is not a necessary skill (re: 3.6). Job descriptions will be formulated after that. Occasionally, when recruiting for skilled/experienced staff has proved difficult, it can be necessary to appoint a person who does not speak Welsh to a post where the ability to speak Welsh is *essential*. Carers Outreach Service will offer these posts with a condition of the employment being to learn Welsh and to reach a stated level of fluency within an agreed timescale. While the member of staff is working on improving their language skills, there will be temporary arrangements in place to undertake this officer's Welsh language duties. The teaching programme will be structured and monitored regularly to ensure that the employer and the employee honour this commitment. This will ensure that Carers Outreach Service has a sufficient number of Welsh speakers in post to fulfil the service outlined in the Scheme.

Timescale: November 2008

Responsibility: Chief Officer

5.2 New Developments

The Welsh Language Scheme will be an integral part of Carers Outreach Service's planning in order to ensure that any project, development or new venture recognises and includes the obligations of the Scheme.

Timescale: This happens already.

Responsibility: Chief Officer

5.3 Contracted Services

Carers Outreach Service will review any service which is contracted to external agencies and companies to ensure the implementation of the relevant sections of the Welsh Language Scheme.

Timescale: November 2008

Responsibility: Chief Officer

6. Public Face of the organisation

6.1 Corporate Identity

The organisation has a bilingual corporate identity in Wales which includes the organisation's name, address and sub-headings on official corporate letters, publications, signs, fax paper, business cards, identity cards and other materials. The two languages will be equal as regards size, font, quality and clarity.

Timescale: This happens already.

Responsibility: Chief Officer

6.2 Signs

All external signs and all internal signs which are visible to the public in the organisation's offices will be bilingual. The Welsh version will be above or before the English version.

When Welsh and English signs are used, the two will be of the same size, quality and format, and the one will be as obvious as the other.

Timescale: This happens already.

Responsibility: Chief Officer

7. Implementing the Scheme

7.1 Appraisal

An appraisal of the language profile of staff, volunteers and service users will be made annually by Carers Outreach Service to ensure the implementation of the Welsh Language Scheme and to meet the requirements of the organisation.

A report on the organisation's success in implementing this language scheme will be prepared annually and presented to the Welsh Language Board. We will use the Welsh Language Board template to this end.

The appraisal will identify posts where Welsh is essential or desirable to a necessary level.

Timescale: November 2008
Responsibility: Staff Supervisor

7.2 Monitoring the Scheme

We will monitor this scheme for suitability to its purpose after a three year period.

Timescale: November 2011
Responsibility: The Management Board

7.3 Training

The Carers Outreach Service Welsh Language Policy will be included in staff training which will be monitored individually in accordance with Carers Outreach Service's Human Resources policies and procedures. Carers Outreach Services will encourage staff to improve/learn Welsh and will help and support staff who have the necessary level of commitment to begin language training.

Timescale: November 2008
Responsibility: Staff Supervisor

7.3 Changes to this Scheme

Carers Outreach Service will not change this scheme without consultation with the Welsh Language Board.

8. Complaints

Complaints concerning the Welsh Language Scheme and its use by Carers Outreach Service should be referred to:

The Chief Officer
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