



cartrefbontnewydd



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD

WELSH LANGUAGE SCHEME

Prepared under the Welsh Language Act 1993

**Approved by the Welsh Language Board under section 16 of the
Welsh Language Act on 06/03/2009**

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This Scheme has received the approval of the Welsh Language Board under section 16 of the Act on (.....)

CARTREF BONTNEWYDD has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how CARTREF BONTNEWYDD will give effect to that principle when providing services to the public in Wales. It revises and updates the scheme approved by the Welsh Language Board on 5 May 1999.

1. INTRODUCTION

Cartref Bontnewydd Trust was established in 1898 to meet the needs of children who were unable to live at home. Originally Cartref Bontnewydd provided a home for orphaned children by now the work has changed considerably. The current work continues to meet the needs of the most vulnerable children in our society. There are 17 members of staff and there are 5 main areas, fostering/children social work, The NVQ Centre, Cwlwm, Clywed and the Y Bont projects.

Aims, objectives and values

To provide a range of services to children who are either not able or who are in danger of not being able to live at home.

Objectives

- ❖ To provide fostering services
- ❖ To provide standard social work services for children
- ❖ To support an NVQ Centre in order to ensure that those who care for children and young people are able to gain an NVQ qualification.
- ❖ To implement a Family Group Meeting Project, "Cwlwm", this organises family group meetings, training and consultancy in the field of family empowerment.
- ❖ Organise relevant training in the field of Children.
- ❖ To ensure that all services provided are of high quality.
- ❖ To develop appropriate services in response to the needs of children and young people.
- ❖ To support the efforts of individuals and agencies in order to strengthen the voice of users.

Values

- ❖ The best place for the majority of children is with their families.
- ❖ The small minority of children who do need to live with foster carers deserve carers of the highest standard.
- ❖ The carers need high quality training in order to undertake their work
- ❖ Children, young people and families need help and support to develop their voice, so that they may contribute to schemes, which could affect their lives.
- ❖ Children need to keep in touch with their roots so that they may develop a resilience that will help them to come to terms with their background and face the future.

Our work always involves: -

- ❖ Recognising individual personal identity.
- ❖ Promoting counter-discriminatory and counter-oppressive practices.
- ❖ Promoting, supporting and respecting the rights and choices of individuals in the provision of services.
- ❖ Supporting individuals through effective communication.
- ❖ Operating in a non-judgmental way.

1.2 Welsh Language Scheme

Cartref Bontnewydd Trust's Welsh Language Scheme supports the trust's wholehearted commitment to serving the needs and interests of vulnerable children and young people in society. Cartref Bontnewydd Trust has adopted the principle that, in the conduct of public business, it will treat the English and Welsh languages on a basis of equality.

There is already a record of good practice and this Scheme sets out how Cartref Bontnewydd will give further effect to the principle of linguistic equality when providing services.

The Scheme has been prepared in accordance with the Welsh Language Board guidelines. No changes will be made to the essence of the Scheme without reference to the Welsh Language Board. Any reference in the Scheme to bilingual refers to the ability to communicate through the medium of Welsh and English.

Part one of this scheme outlines Cartref Bontnewydd's policies and aims on working bilingually. Part two details an action plan highlighting responsibility within the organisation and target dates for implementation.

2. STATEMENT

1. CARTREF BONTNEWYDD's chosen language in dealing with every organisation which falls within the remit of the Language Act is Welsh. CARTREF BONTNEWYDD declare that a complete bilingual service will be provided for the public, be that in receiving information about the trust, being seen by the trust, or in making enquiries or receiving advice or any other contact, be that in person, over the phone, fax or by letter and in every publication, sign and public meeting hosted by the trust. CARTREF BONTNEWYDD's staff's methods of responding to an enquiry will make it clear that everyone can expect to receive a service of the same standard in Welsh or English according to their preference.
2. CARTREF BONTNEWYDD operates as a bilingual organisation, reflecting the communities which it serves. Service users have the right to receive advice in their language choice and to expect a bilingual service from any member of staff on duty.
3. CARTREF BONTNEWYDD will ensure that any new plan, policy or initiative which is adopted meets the needs of this Scheme and facilitates and promotes the use of Welsh. References will be made to this Scheme in any plans, policy or initiatives where that is relevant. An assessment of the probable linguistic impact of any new policy or initiative will be undertaken at the time that they are compiled and the effect of any policy adopted by the company will be assessed in monitoring the said policy or initiative.

3. RESPONSIBILITIES

1. The success of the Scheme is the responsibility of every staff member. The Director is fully aware of the requirements of the Scheme, and will ensure that these requirements are reflected in the work which is undertaken in their projects and in work done on their behalf by other individuals or companies. They will also be responsible for promoting the use of Welsh within the trust.
2. The Director is responsible for overseeing the Scheme and its implementation, and for reviewing the Scheme with the assistance of the Board of Trustees which will meet regularly to receive reports, to analyze complaints and to consider improvements. The Director will report annually to the Board of Trustees.
3. CARTREF BONTNEWYDD will report annually to the Welsh Language Board on its success in implementing the Language Scheme. CARTREF BONTNEWYDD will report back in accordance with the timetable and targets which are to be seen in section 8.

4. PROVISION FOR THE PUBLIC

1. The public face and corporate identity of the trust will be thoroughly Welsh. Every official general correspondence and public publications will be completely bilingual, which includes every form, newsletter or any other document published by the trust and distributed to the public. Correspondence with individuals, including salaried staff, will be in their preferred language, be that Welsh or English.
2. Staff members' response to phone enquiries will make it clear that everyone can expect to receive a service either in Welsh or English.
3. Every public letter sent out to the public will be either in Welsh or bilingual.
4. The name and logo of the trust will be in Welsh only, but CARTREF BONTNEWYDD's letterhead, fax paper, business cards, cards and identification cards, invitations, and all other publications will be bilingual.
5. Any contact made with the public by means of information technology eg the Internet will be completely bilingual, but correspondence with individuals will be occur by means of their chosen language, be that Welsh or English. The trust's website page will be completely bilingual.
6. Every statement released by the trust to the press or media will be in Welsh to Welsh language media, and if there is a need to release a statement to English language media, that will be done completely bilingually. The trust's advertising and marketing initiatives will be entirely bilingual in whatever form they appear, e.g statements, course leaflets, posters, press advertisements, a statement in English. This will include exhibitions of all sorts, and stalls staged by the trust in eisteddfodau or public shows.

5. PROVISION FOR STAFF

1. The trust commits itself to search for enough Welsh speakers who have the requisite skills to offer services through the medium of Welsh.
2. It will be essential for all the trust's staff to be able to communicate effectively in Welsh and English to a standard which is appropriate to the purposes of the post so they can fully fulfill their duties. The trust wish to work alongside it's staff to reach that position, and they acknowledge that there is a need to be flexible in reaching this objective.
3. Every staff member will take part in discussions with their manager as regards their training needs, either in a recruitment interview, a supervision session, or in a staff evaluation interview in planning objectives. A key part of the discussion will be to identify staff needs as regards improving Welsh or learning Welsh. The director will arrange refresher and Welsh courses according to demand and keep a note of the progress made in Personnel files.
4. Every staff recruitment advertisement published by the trust will be bilingual, apart from those adverts which are published in Welsh language papers and magazines and local papers which will be in Welsh alone, or adverts for jobs where Welsh is an essential requirement placed in English language papers and magazines which will be in Welsh alone with an explanatory note in English.
5. Welsh speakers are welcome to join the workforce, and the trust will ensure that this is made evident in trust adverts and publicity. When it is considered that language skill are essential or desirable for a post, this will be flagged up in the recruitment process.

6. COMPLAINTS

1. CARTREF BONTNEWYDD welcomes suggestions from its staff and service users for improvements to its Welsh Language Scheme. All suggestions should be addressed to the Director and will be considered at the monitoring stage.
2. All complaints regarding the implementation of the Scheme will be dealt with according to the complaints procedure. Proper consideration will be given to concerns that do not fall into the category of formal complaints. These considerations will inform future work.

7. PUBLICISING THE SCHEME

CARTREF BONTNEWYDD will publicise the Welsh Language Scheme to the public, the Welsh Language Board, staff, members and users on a continuing basis. It will ensure that people who deal with CARTREF BONTNEWYDD are aware of the Scheme and its contents. Copies of the Scheme will be made available as a free, bilingual document at all our offices.

The following methods of publicity will be used:

- Notice in the reception area at the offices
- Items in our publications and on our website
- Circulating information and guidance to employees
- Copies made available to the general public on request.

The trust will review the scheme every 3 years.

Anyone wishing to contact CARTREF BONTNEWYDD about this Scheme should contact:

Val Owen, Trust Director, Cartref Bontnewydd, Bontnewydd, Caernarfon,
LL54 7UW – Tel: 01286 671008

8. ACTION PLAN

TASK	TIMESCALE
Statement 1,2,3	In Place
Responsibilities 1,2,3	In Place
Provision for the public 1,2,3,4,5,6,7	In Place
Provision for staff 1,2,3,4,5	In Place
Complanits 1,2	In Place
Publicising the scheme	In Place

Tha above will be reviewed ond monitored regular by the Trust to ensure continual use of the Welsh language and to maintain the standard.