



Gofal Cymru Welsh Language Scheme: Policy and Procedure

This voluntary scheme has been prepared in accordance with the Welsh Language Board's Guidelines under the Welsh Language Act 1993.

This Welsh Language Scheme was approved by the Welsh Language Board on 30/01/2009.

General Policy Statement

Gofal Cymru is a mental health charity that, since 1990, has been providing community based services to people who are currently or who have experienced mental ill health.

Our main area of operation is in Wales and as such we understand and appreciate the importance of the Welsh Language and culture.

As an organisation we will always aim to ensure that the English and Welsh languages are treated on an equal basis and our intention is to increase the profile of the Welsh Language internally and to ensure that this is displayed externally.

We believe that people have the right to use their language of choice and that this is an essential part of a person's identity. We will endeavour to respond to a person's request to use the Welsh Language. Whilst sufficient capacity to provide a Welsh language service cannot be guaranteed at all times at time of approval of this scheme, this will be our goal. This scheme details how we intend to reach that goal.

A Welsh Language Group exists to promote the use of the Welsh language in Gofal Cymru.

Contents

In line with the general policy statement this document outlines our approach and procedures for use of the Welsh Language. In particular it includes the following sections.

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Procedures

Service Planning and Delivery

Service Delivery

Gofal Cymru is committed to promoting the use of Welsh language in its work and will work towards having services available through Welsh and English.

Service users will be asked to state their language of choice during their initial assessment. Wherever possible the individual will be referred to a Welsh speaker. However in case of an emergency, where a referral to a Welsh speaker would cause unnecessary delay, priority will be given to the health, safety and welfare of the service user.

New Policies and Procedures

Gofal Cymru will assess the linguistic consequences of any new policies and initiatives when they are being formulated.

All policies and procedures should include standard sections, one of these concerning consideration to be given to implications for other policies and Welsh language is used as an example. Using guidance from the Welsh Language Board, two questions should be asked of every new or reviewed policy and procedure in Gofal Cymru to ensure that the needs of Welsh speakers are included.

1. Have the needs of Welsh speakers been considered?
2. Are Welsh speakers likely to receive the same standard of service in Welsh as provided in English?

Recording

Work with service users who are receiving Gofal services through the medium of Welsh shall be recorded in Welsh should they specifically request this. As it will be necessary for the file to be accessed by a non-Welsh speaking member of staff, the file shall be recorded bilingually.

Funding

Any additional costs associated with the Welsh language should be incorporated into the appropriate budget heading – eg. The publicity budget should be sufficient to cover translation/production costs.

Dealing with the Welsh Speaking Public

Written communication

The organisation will welcome correspondence in both English and Welsh, and letters received in Welsh will be responded to in Welsh.

Where a Welsh speaking member of staff is providing and recording services bilingually, it may be appropriate for them to produce and answer correspondence in Welsh.

Where letters are received in Welsh outside of this, professional translators should be used to translate letters and any subsequent reply.

Telephone communication

External calls will be answered with a bilingual greeting:-

- Bore Da / Good Morning, Prynhawn Da / Good Afternoon, Noswaith Dda / Good Evening – Gofal Cymru

If a caller replies in Welsh to a greeting, the call will be directed to a Welsh speaking member of staff if one is available. If a Welsh speaker is not available, the caller will be given the option of having the call returned by a Welsh speaker (if this is an option), to make the enquiry in writing or to continue the call in English.

Staff will receive information on some basic Welsh phrases for answering the phone and will be directed to the Welsh Language Board's website for further information.

A directory of Welsh speaking staff will be maintained on the organisation's outlook intranet system.

Where the organisation has answer phone facilities in operation the messages on the answer phone will be bilingual, and a standard basic message will be provided to each office.

Non-public meetings

All face to face meetings will be conducted in English unless there is a specific request prior to the meeting for it to be conducted in Welsh. Advance notice will be required in order to ensure the availability of Welsh language speakers.

Public meetings

Where Gofal Cymru holds public meetings, the intention will be that people will be able and welcome to contribute through the medium of Welsh.

The following steps will be taken to enable the above:

- a) Booking forms and promotional material will be bilingual and will include a box to tick to denote that individuals would like to express themselves through the medium of Welsh.
- b) Agenda for meetings will be produced bilingually with a statement that all further information can be provided in Welsh on request.
- c) The decision as to whether or not to provide translation facilities will be dependent on if any individual has expressed a wish to communicate through the medium of Welsh. The location of the meeting, the audience at which it is aimed will also be taken into account.
- d) Guidelines will be issued to Chairs on how to facilitate a bilingual environment at public meetings.

Gofal Cymru's Public Face

Corporate identity

The organisation will have a fully bilingual corporate identity. However the organisation's name is Gofal Cymru and there is no desire for its literal English translation to be used. Therefore the name and logo will remain as Gofal Cymru and not be translated.

The organisation will have bilingual letter headings, fax covers, compliment slips, business cards and publications.

All Welsh text will be produced or checked by a professional translator.

The organisation will work towards developing a fully-bilingual website.

Published and printed material

Material printed and published by the organisation for the use of the public in Wales will be bilingual and will usually be produced as a single document.

Published and printed material includes reports, posters, marketing and publicity material.

Official notices, public notices and staff recruitment advertising

Official notices, public notices and staff recruitment advertising in papers and journals circulated generally in Wales will be bilingual.

Current capacity and training

Current capacity

An audit of the Welsh language skills of staff has been carried out and will be reviewed on an annual basis. A list of Welsh language speakers is maintained on the organisation's outlook system.

Welsh language speakers are not currently available at every Gofal Cymru project.

To raise the profile of the Welsh language, Gofal Cymru will strive to recruit more bilingual individuals, both as staff and Board of Trustee members. Gofal Cymru will identify those posts where the ability to speak Welsh is essential or desirable and job descriptions and person specifications will be drafted accordingly.

Bilingual facilities will be available at interview only where **specifically** requested.

Training

Options for training and improving the Welsh language skills of staff will be publicised throughout Gofal Cymru. This will include opportunities for improving the Welsh language skills of staff and Board member who already have a certain level of fluency. Also there will be opportunities for encouraging staff and Board members who wish to learn basic Welsh to do so.

Welsh language awareness raising will be incorporated into future training plans as part of induction and ongoing training through using the Welsh Language Board's DVD and Training Pack.

Administrative Arrangement

Approval

This policy is approved for implementation in line with Gofal Cymru's usual processes.

Translation

Professional translators will undertake written translation work for Gofal Cymru and will also provide translation at events if required. All translators will be made aware of the need to ensure confidentiality in any work undertaken.

For short translation – e.g. to translate job titles – use should be made of the Linkline to Welsh translation service on (0845) 6076070.

Complaints

Any complaints in relation to the policy should be dealt with under Gofal Cymru's Complaints policy.

Reference to other policies and procedures

This Welsh language policy may have implications for other Gofal Cymru's policies and procedures. In the first instance certainly all those that relate to service delivery and that are public facing.

Welsh language consideration should therefore be included in all these policies.

The Welsh language policy should also be read in conjunction with Equal Opportunities policies and procedures.

Implementation and monitoring

The Welsh language group has been set up with an initial remit to include:

- To develop and raise the profile of the Welsh Language in the organisation
- To develop resources to promote services in both Welsh and English and to be able to respond to Welsh Language media requests.
- To prepare an annual progress report that will be presented to the Board of Trustees and the Welsh Language Board.

The development of this policy and its action plans is the responsibility of the Welsh Language Group. After initial implementation the group will meet on a 6 monthly basis to monitor progress, review effectiveness of training and other initiatives and to consider areas where improvements can be made.

This scheme will not be altered without agreement with the Welsh Language Board.

This Scheme will be reviewed for its appropriateness after a period of 3 years, with advice and guidance sought from the Welsh Language Board.

Process of review

Formal reviews of progress will initially take place through meetings of the group on a 6 monthly basis and will consider targets and action sets along with overall success of implementation.

Appendix One – Action Plan

Actions planned for next three years outlined below.

Annually/Ongoing

Action	Lead
Audit Welsh Language Skills and consider options for improving capacity.	HR Department
Welsh Language Monitoring Group to meet every 6 months to monitor progress.	Welsh Language Group members
Monitor compliance with the Welsh Language Scheme, with particular regard to new policies and developments.	Welsh Language Group members
Prepare annual progress report for the Board of Trustees and Welsh Language Board.	Welsh Language Group members

2009-2010

Action	Lead
Distribute copies of Welsh Language Scheme to staff and volunteers and highlight commitments in the scheme.	Welsh Language Group members
Create fully bi-lingual corporate identity – new leaflets currently being printed in bi-lingual format. Others to be reviewed and updated over the year.	Admin – publicity
Induction and rolling training to include Welsh Language Awareness	HR Department
Provide guidance to staff and volunteers on bilingual phone/reception greeting, and the procedure for providing for Welsh speakers, provide training where necessary.	HR Department
All answer phones to have bi-lingual messages	Welsh Language Group
Purchase Welsh Spell Check	HR in conjunction with IT
Referral forms to ask whether person speaks Welsh and if available would they prefer support through Welsh or English	Services
Guidance for staff and Chairs on organising bilingual conferences and meetings (guidance available from Welsh Language Board)	Welsh Language Group members
Welsh Language Column to be included in newsletter	Welsh Language Group members

2010-2011

Action	Lead
Bi-lingual website complete and functioning	Website Group
Intranet developed with Welsh Language resources for staff	Website Group

2011-2012

Action	Lead
Formal Review of Scheme with assistance from Welsh Language Board.	Welsh Language Group

It is anticipated that actions from 2009-2010 will be continued and that through 6 monthly reviews of progress additional actions may be added that will reflect the needs of the organisation as it develops.