

hafal

*Cyllun Iaith Gymraeg
Welsh Language Scheme*



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

First approved by the Hafal Board of Trustees on 11/12/2003.

*Updated Welsh Language Scheme approved by the
Welsh Language Board on 17/06/2004.*

*This updated Welsh Language Scheme was approved by
the Hafal Board of Trustees on 5 March 2009
and the Welsh Language Board on 23 April 2009.*

1. Introduction

- 1.1 Hafal has adopted the principle that in the conduct of its public business in Wales, it will treat the Welsh and English languages on a basis of equality. This Scheme sets out how Hafal will give effect to that principle when providing services to the public in Wales.
- 1.2 The Scheme specifies the actions required to meet these principles as far as is both appropriate and practicable for the organisation.
- 1.3 This scheme will not be amended without prior consultation and agreement with the Welsh Language Board.

2. Hafal's Objective

- 2.1 Hafal's objective :-

Hafal exists to improve the lives of everyone affected by schizophrenia and other severe mental illnesses by providing quality support, services and information, and by influencing local, regional and national policies.

- 2.2 Hafal provides a range of services in all 22 local authority areas across Wales including housing, employment, day services, and family support. Hafal employs 154 members of staff and has over 60 volunteers working in over 60 projects throughout Wales. 33% of Hafal's staff have a fluent or basic working knowledge of Welsh. Approximately one third of volunteers have a basic understanding or more of the language. In addition Hafal campaigns on behalf of families and individuals coping with serious mental illness.
- 2.3 This Scheme is designed explicitly to assist Hafal in achieving its Mission by ensuring that we use effectively both of the two principal languages – Welsh and English – used by our users, members, staff, collaborators, and wider public audience.
- 2.4 Hafal believes that appropriate language is vitally important in effective mental health services, as was highlighted in the report by the Welsh Consumer Council in 2000 entitled 'Welsh in the Health Service' which stated: "Of all the fields studied during the research of this report, it is probable that this is the one where the need for proper provision in the patient's chosen language can be most clearly seen. As any treatment for mental illness involves bringing the patient back to his or herself and restoring the normal balance of the mind, it is hard to see how that can be achieved without first understanding the norm which one is seeking to return. For the patient whose normality is a Welsh speaking one, treatment in English will not necessarily be appropriate or helpful." (pg. 27 Misell, 2000)

3. Providing Services

3.1 Stationery

- (a) Hafal's name, address, corporate slogan and associated information on printed stationery, information leaflets, appeals material and public expositions will be bilingual.
- (b) Hafal's letter headings, fax cover sheets, compliment slips, business cards, identity badges and similar articles will be bilingual.
- (c) Forms for use within the organisation and externally will be available in Welsh and English. Hafal aims to produce the majority of forms in a bilingual format : however, where this would not be practicable, separate versions in Welsh and English would be available and equally accessible and each will carry a bilingual message that the other is available.

3.2 Publications

- (a) Any new publications published by Hafal for use across Wales will be issued in Welsh and English. Welsh and English versions will normally be available as a single, bilingual publication. Where this is not practicable, for example, where a document is of such size it would render it unwieldy, the Welsh and English versions will be equally available.
- (b) When publications are issued jointly with other organisations / Agencies they will be issued bilingually.

3.3 Publicity

- (a) Hafal will release information to the media and public bilingually through press releases, press conferences, interviews and newsletters. The English and Welsh versions will be issued simultaneously, distributed together and be equally accessible.
- (b) Publicity campaigns and announcements of conferences and events will be communicated bilingually and comply with the requirements of this Scheme
- (c) The Hafal Welsh Language Scheme and its Welsh medium service will be publicised on a continuing basis through distribution of copies of the Scheme, information printed on Hafal literature – specifically the 22 local authority information leaflets which are distributed throughout Wales, advertising posters and the Hafal website.

3.4 Meetings and Conferences

Hafal will encourage those attending Hafal meetings and conferences to indicate their preference for communication to enable Hafal to determine the necessity for translation facilities. Notices for corporate meetings and conferences will be published bilingually. Registration forms will include a section to indicate the attendee's language preference so that translation facilities can be provided at such events where there is a significant need indicated.

3.5 Local Services

Hafal will encourage, offer, and facilitate use of the Welsh language within the context of our local services. Hafal will establish the language profile of individuals using local services and seek to meet their preference. Local services will be supported from Hafal's Head Office to meet these preferences.

3.6 Staff Recruitment Advertising

Staff recruitment advertisements published by Hafal will be bilingual excepting:

- * advertisements published in Welsh medium magazines and newspapers will be in Welsh only.
- * advertisements published in English medium magazines and newspapers for posts where the Welsh language is an essential qualification will be only in Welsh but with a short explanatory note in English.
- * advertisements published in English medium media aimed at a UK and European audience will normally be in English only.

3.7 Hafal's Board of Trustees

Hafal aims to sustain a representative mix of Welsh and English speakers on the Board. Translation arrangements will be made to enable Board members to use the language of their choice at meetings and in written materials. Hafal's work in relation to targets identified in its Welsh Language Scheme is reported to Trustees on a quarterly basis.

Section 3 : Timescale: Current
Responsibility: All Managers

4. Direct Contact

Hafal will provide direct services in the chosen language of the service user which will continue to be ascertained through staff and volunteer contacts and recorded on our contact database. Hafal will provide information and advice directly to service users on a bilingual basis where required.

4.1 Correspondence

Hafal encourages communication in Welsh. Letters received in Welsh will be replied to in Welsh. Response times will be the same as those for letters received in English. Where recipients' preferred language is Welsh, Hafal will write in Welsh.

Where time does not allow for translation before sending a response on an urgent matter we will translate the letter as soon as possible for dispatch thereafter (usually within 24 hours). Appeal letters and standard letters from Hafal to staff, members and other organisations will be bilingual.

4.2 Telephone Calls

Hafal will answer telephone calls with a bilingual greeting. If the caller wishes to conduct the conversation in Welsh we will try to connect them to a Welsh speaker. If no Welsh speaker is available, Hafal will offer the choice of (i) a Welsh speaker calling back; (ii) continuing the conversation in English, or (iii) submitting the query in writing in Welsh. Hafal's answerphone will carry a bilingual message and any message left on it in Welsh will be answered in Welsh. Provision for Welsh language services from Hafal's Head Office is referred to in Hafal's "Standards for Service" which is published on its website.

4.3 E-mail

E-mail received by Hafal in Welsh will be answered in Welsh. Where the recipient is known to prefer communicating in Welsh, Hafal will do so in Welsh. Response times for e-mail received in Welsh will be the same as for those received in English.

4.4 Website

Members of the public are able to access information via Hafal's website in both English and Welsh. The website provides a clear indication of language choice and Hafal acknowledges that the best form of language navigation is a language choice on every page of which a parallel version exists. Welsh and English pages of the website are revised and updated simultaneously. All new web-based reports, documents and forms are available bilingually with each version as easily available to download as one and other. All materials and provision in English and Welsh are consistent in terms of updating, accuracy, prominence, legibility and quality.

All staff, consultants, designers and publishers are provided with written guidance for dealing with and designing bilingual material.

Section 4 : Timescale: Current

Responsibility: All Managers

5. Internal Administration

5.1 Skilled Staff and Volunteers

For the Welsh Language Scheme to be successful, Hafal must have an adequate number of skilled staff and volunteers able to speak Welsh. Where appropriate, the ability to speak Welsh will be considered as one of a number of personal specifications in filling vacancies, in accordance with Hafal's Equal Opportunities Policy.

All new vacancies will be considered in light of this Scheme. Hafal will identify posts where the ability to communicate in Welsh is *essential*, *desirable* or not deemed required as a skill (ref 3.6). Job descriptions will then be formulated accordingly.

Where no suitable Welsh speaking candidate can be found for a post for which Welsh is deemed as essential, it may be necessary to appoint a non-Welsh speaker to the post. Hafal will offer these posts with a condition of employment to learn Welsh and to attain a specified level of fluency within an agreed timescale.

During the interim period Hafal will provide the Welsh language service as required. Hafal will support and assist the member of staff to meet this condition and will ensure that the member of staff is not disadvantaged in other ways as a result of meeting this condition. The learning programme will be structured and regularly monitored to ensure that both the employee and employer are honouring the commitment. This will be part of ensuring that Hafal has an adequate number of Welsh speakers in posts to deliver the services outlined in the Scheme.

5.2 New Developments

The Welsh Language Scheme will be made an integral to Hafal's planning, in order to ensure that any new project, development or initiative acknowledges and encompasses the implications of the Scheme.

5.3 Sub-Contracted Services

Hafal will monitor any services contracted to another party to ensure compliance with relevant sections of the Welsh Language Scheme. Hafal promotes its Welsh Language Scheme when contracting with other agencies and includes information and requirements on Welsh language provision when contracting for services.

Section 5 : Timescale: Current
Responsibility: All Managers

6. Implementation

6.1 Evaluation

Evaluation of the language profile of staff, volunteers and service users will be carried out by Hafal on an annual basis to ensure that the Welsh Language Scheme and the Organisation's requirements continue to be met. The evaluation questionnaire is circulated to all projects and feedback and guidance provided to all projects on an annual basis. The evaluation will identify posts of employment where Welsh speaking is essential or desirable and the level required.

6.2 Monitoring the Scheme

Hafal will monitor and evaluate the performance of the Organisation in relation to achieving the aims of this Scheme within the pre-determined timetable (see 9 below). A number of criteria covering the most important aspects of the Scheme will be devised and used in the monitoring process. These will include the number of Welsh speakers in Hafal, the proportion of documents published and requested bilingually, and any new developments / major publications being produced bilingually. The results from the monitoring procedure will be incorporated into Hafal's Annual Report presented to the Board of Trustees and copied to the Welsh Language Board. The Scheme will be reviewed in its entirety every four years in consultation with the Welsh Language Board and Hafal's Board of Trustees.

6.3 Training

Hafal's Welsh Language Scheme will become incorporated into staff training and be monitored on an individual basis in accordance with Hafal's Human Resources policies and procedures. Hafal will encourage staff to improve/learn Welsh and will assist and support staff who have the necessary level of commitment to commence language training.

Section 6 : Timescale: Current
Responsibility: Company Secretary

7. Complaints

7.1 Complaints regarding the Welsh Language Scheme and its application by Hafal should be addressed to :-

Bill Walden-Jones
Chief Executive, Hafal
Suite C2, William Knox House
Britannic Way
Llandarcy
Neath, SA10 6EL

Telephone: (01792) 816600
e.mail: hafal@hafal.org

7.2 Complaints received by Hafal regarding the Welsh Language Scheme will be dealt with in accordance with current policies and procedures.

Section 7 : Timescale: Current
Responsibility: Company Secretary

8. Timetable for Implementation

8.1 Hafal continues to implement the Scheme.

8.2 The Scheme reflects the current practice of Hafal.

8.3 Evaluation of the Scheme (6.1) continues on an annual basis and Monitoring of the Scheme (6.2) commences in 2008 with the second full review due in 2012.

Section 8 : Timescale: Current
Responsibility: Company Secretary