



Medrwn Môn

Cynllun 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

This Welsh Language Scheme was approved by the Welsh Language Board on 28/05/2009

WELSH LANGUAGE SCHEME

Medrwn Môn has adopted the principle by conducting a public business and administering justice in Wales that it will operate the Welsh and English on the basis that they are equal. This Scheme notes how Medrwn Môn will operate that principle by providing services to the public in Wales.

1. INTRODUCTION

Medrwn Môn is the Local Voluntary Council for all voluntary organisations and volunteers on Anglesey. The aim of the organisation is to promote, support and develop voluntary activity on Anglesey by supplying advice and information to all voluntary organisations on the island.

The offices of Medrwn Môn will be located in Llangefni.

Medrwn Môn will serve a population of 66,829 (2001 Census), distributed throughout the island and centred on the main towns i.e. Holyhead, Llangefni, Amlwch, Menai Bridge, Beaumaris and Benllech with an electorate of 54,000 for the whole of Anglesey, which is an area of 72,000 hectares (177,000 acres).

Of this population 60.1% are Welsh speaking.

Medrwn Môn will employ 9 staff.

2. BILINGUALISM

Medrwn Môn recognises equal status for the Welsh and English languages. Welsh and English will be the official languages of Medrwn Môn and will enjoy the same status and validity in its administration and work. Safeguarding and promoting the Welsh language and developing its use, within Medrwn Môn and outside it, is one of Medrwn Môn's basic objective.

Medrwn Môn will encourage, assist and support bilingualism amongst the voluntary sector on Anglesey by offering advice on bilingual equipment; supplying services in the public's language; supporting limited translation services and the use of translation equipment.

3. EQUALITY

Medrwn Môn respects the principle of equality in the Welsh Language Act 1993, and accordingly:

Offers the public the right to choose which language to use in their dealings which Medrwn Môn

Recognises that the members of the public can express their views and needs better in their preferred language

Recognises that enabling the public to use their preferred language is a matter of good practice, not a concession

Recognises that denying them the right to use their preferred language could place members of the public at a real disadvantage

The Chief Officer will be responsible for overseeing and administering the Scheme and for reviewing the Scheme annually and for reporting to the Management Board.

4. PLANNING A BILINGUAL SERVICE

4.1 Internal Administration

Welsh will be Medrwn Môn's main language for internal administration. All Staff will be encouraged to make use of Welsh at work and in internal communications.

Staff will be encouraged to use Welsh in communicating with one another orally or in writing.

However, members of staff will have a right to work through the medium of Welsh or English in so far as that is consistent with the Scheme, and does not substantially impair the effectiveness of internal communications.

5. PROVIDING A BILINGUAL SERVICE

Medrwn Môn will provide the public with a full bilingual service in Welsh and English across all its activities. The language chosen for dealings with Medrwn Môn, whether Welsh or English will not impair the effectiveness and standard of this service.

The aim will be to provide a high standard of service in every aspect of Medrwn Môn's work, internally and externally, and in writing or orally, in accordance with the commitments of this Scheme.

The standard of this service will be subject to regular review by the Chief Officer with the aim of continually improving the standard.

The Chief Officer will also review the bilingual service received from other organisations with a view to encouraging, facilitating and supporting those organisations to provide a full bilingual service for the public.

Any new policies or operations by Medrwn Môn will be consistent to this Scheme, and the organisation will contact the Welsh Language Board on any matter which will affect the Scheme, and there will be no change to the Scheme without the Board's permission.

6. DEALING WITH THE WELSH SPEAKING PUBLIC

6.1 Dealing with the Public face to face

We will make it clear that people will be welcome to speak in Welsh or English when dealing with Medrwn Môn staff.

Any person calling at the offices will be dealt with in the language of their choice. Any meeting with a service user or member will be conducted in their chosen language.

6.2 Written communication

The public will be welcome to deal with Medrwn Môn in writing in either Welsh or English. Correspondence will be answered by Medrwn Môn in the language of the original correspondence, and letters sent by Medrwn Môn, be they in Welsh or English, will be signed.

When a member of staff initiates a correspondence, the preferred language of the addressee should be employed, if known, and if it is not, the correspondence should be begun in bilingual form.

When a member of staff commences correspondence with a public body, that correspondence should be commenced in bilingual form.

A public body outside Wales should be written to in English other than where that body has been invited to submit a Welsh language scheme.

Any newsletter, circular or standard letters dispatched to the public will be bilingual.

If an officer writes to a member of the public after speaking to them in Welsh face to face or over the telephone, that correspondence will be in Welsh.

Letters in whatever language will receive a reply in accordance with the targets set for reply to letters.

6.3 Telephoning

The Public are welcome to speak Welsh or English when telephoning Medrwn Môn.

Messages on Medrwn Môn answering machine will be bilingual, with the Welsh message first.

6.4 Public Meetings

The public are welcome to speak Welsh or English at any meeting organised by Medrwn Môn as instantaneous translation equipment will be provided.

The public will be informed at such meetings that translation equipment is available and that they are welcome to use their preferred language. However, the aim will be to make bilingual meetings the norm so that such announcements are unnecessary. In the case of such meetings, the person responsible for arranging the meeting will be responsible for ensuring that a message is conveyed on the Agenda, invitation or advertisement in connection with the meeting to denote that a translation service will be available at the meeting.

6.5 Dealing with the Public in other ways

In view of the considerable development in the field of information technology, any contacts with the public through computerised media will include e-mails following the measures seen in the 'Communication' above.

The website will be totally bilingual with references to other bodies e.g. Menter Iaith and the Welsh Language Board etc.

In exhibition areas, material on display will be bilingual.

Medrwn Môn will provide guidelines and suitable training to staff on arrangements when dealing with the public.

7. MEDRWN MÔN'S PUBLIC FACE

7.1 Corporate Identity

Medrwn Môn's public face and corporate identity will be completely bilingual. This will include the name of Medrwn Môn, its address, its headed paper, publications and all public written material, whether in the form of a report, sign, form, notice or wording on office buildings.

In the case of mottoes such as 'Dan Do Môn' these will not be translated.

7.2 Signs

All Medrwn Môn internal and external signs will be completely bilingual.

When Welsh and English appear together on signs, they will have equal status as to form, size, legibility, prominence and quality. If they

have to be provided separately they will be equal as to form, size, legibility, prominence and quality and the Welsh sign will either be above the English one, or if they are in parallel format, on the left.

7.3 Publishing and printing public material

Any public material published by Medrwn Môn will be completely bilingual. This will include reports, minutes, forms, policies.

In the case of other organisations who will display their material, Medrwn Môn will offer assistance such as information about grants, translation services and printing.

This material will be published bilingually on one sheet or in one document with the 2 languages side by side, Welsh on the left, English on the right, or back to back.

7.4 Leaflets, booklets, forms and explanatory material

The above, which are related to Medrwn Môn's public publications will be completely bilingual.

Such material will be published bilingually on the same sheet or in the same document with the 2 languages side by side, Welsh on the left, English on the right, or back to back. In any exhibition, the two sides will be shown.

7.5 Contact with the Press and the Media

All press releases or statements to the media will be completely bilingual.

7.6 Advertising and Publicity

Advertising and publicity initiatives will be completely bilingual, whatever form they may take, e.g. press releases, leaflets, posters etc. Any marketing campaign carried out by, or on behalf of Medrwn Môn will be completely bilingual.

7.7 Advertisement of Posts

Job advertisements will be in the Welsh language with an explanatory paragraph in English.

7.8 Films, videos, tapes and audio visual materials

The above which are connected to Medrwn Môn will either be bilingual or in Welsh and English separately. Where the audience is bilingual, both languages should be used with Welsh being used first.

7.9 Exhibitions, conferences and seminars

Material relating to exhibitions, conferences and seminars will always be bilingual, with Welsh on the left or above the English, whichever format is most appropriate.

8. IMPLEMENTING THE SCHEME

8.1 Staffing

To ensure service on equal basis in Welsh and English it must be ensured that staff are capable of dealing with the public in their preferred language.

Welsh will be essential for every post within Medrwn Môn.

Medrwn Môn will ensure that every call from outside is answered with a bilingual greeting.

In this respect in the drawing up of every job description consideration will be given to the need for written and oral ability in Welsh and English.

8.2 Learning Welsh

Any staff appointed who are not sufficiently competent in the Welsh language will be actively encouraged to improve their ability. The type of course offered will be a matter for the Chief Officer to discuss with the staff member in question. Suitable courses will be provided for learners together with support in the workplace.

Suitable training will be provided for bilingual staff who wish to improve the standard of their written or oral Welsh and there will be time and finance for staff for courses in accordance with Medrwn Môn's operational policy.

8.3 Recruitment

Welsh is an essential skill for all posts at Medrwn Môn, and will be advertised as such.

If a situation arises where 2 candidates are equal as regards formal qualifications, experience etc. the level of ability in bilingual skills will lead the decision.

8.4 Vocational training

In organising vocational training staff must be informed of appropriate courses available through the medium of Welsh.

Staff will be encouraged courses through the medium of Welsh where relevant.

8.5 Translation service

Medrwn Môn staff will translate any material, and training will be offered to staff who do not feel competent.

Any documents, reports or letters received from an organisation, body or individual that do not represent a public body, in English, will be submitted in English only. Any such documents, reports or letters received in Welsh will be translated into English and submitted bilingually.

Public bodies will be requested to submit any correspondence or reports in bilingual form.

Everyone will have the right to speak Welsh or English in meetings organised by Medrwn Môn and simultaneous translation equipment will be provided.

8.6 Portable translation equipment

Medrwn Môn has use of portable translation equipment, and is available, not only to the activities of Medrwn Môn, but also for hire to the community, thus promoting opportunities for members of the public to speak either Welsh or English at public meetings.

The equipment is easy to assemble but assistance will be given to any group wishing to hire the equipment. The equipment is available through Menter Iaith Môn.

A list of local translators is available from Menter Iaith Môn.

8.7 Volunteer Bureau

The use of the Welsh language will be promoted to volunteers registering with Medrwn Môn. We will keep a record of volunteers' language skills on our database.

We will ask voluntary bodies who are seeking volunteers if they require volunteers who speak Welsh and will make every effort to create the contact.

9. REVIEWING THE SCHEME

The Chief Officer will hold regular reviews of the corporate performance of the Scheme and monitor it continuously, and will report annually to the Management Board and the Welsh Language Board. The following will be included in the monitoring process:

Planning ahead: that arrangements are in place to ensure that the Scheme is implemented constantly across the establishment today and to the future.

Awareness: how individual staff and the corporate establishment know what needs doing to implement the whole aspects of the Scheme successfully.

Maintaining the Scheme: that arrangements are in place to help and facilitate the scheme's implementation from day to day.

Bilingual Skills: that arrangements are in place to measure the need for bilingual skills and to satisfy that need.

Complaints: how many complaints received and what was the nature of the complaints.

Internal Monitoring: The arrangements and processes that exist to ensure that the Scheme is implemented constantly and to a standard and constantly across the establishment.

External Monitoring: The external monitoring procedures that exist as an independent test that the Scheme is implemented successfully.

Service by others: How we ensure that contractors and other parties implement relevant aspects of the Scheme.

Timetable: The steps that we as an organisation take to keep to the operational target timetable in the Scheme

9.1 Targets

- i. Matters relating to Medrwn Môn corporate identity and public image will be entirely bilingual from the outset. **(current and continually)**
- ii. Trial the use of the Welsh version of Microsoft Windows and Office **(Trial with Administrative officers in the first instance with a view to rollong out across the organisation in August 2009).**
- iii. Establish a webpage which refers to support to facilitate bilingualism **(by the end of August 2008).**
- iv. Promote the use of vocational courses through the medium of Welsh for staff. **(Continually and working with others to ensure that opportunities are available)**

- v. Promote improving Welsh courses to staff (**continually**)
- vi. Create the connection between volunteers who speak Welsh and voluntary bodies who require Welsh speakers (**Revise volunteering service documents and amend by August 2009**)
- vii. Present an annual monitoring report on the Welsh Language to Medrwn Môn's Board and in three years to the Welsh Language Board. (**Report to be presented to the May Board meeting and then to the Welsh Language Board**)
- viii. The scheme will be evaluated in its entirety after a period of three years from the date of recommendation. (**Evaluate the scheme in its entirety in 2011**)
- ix. The target for replying to correspondence, as mentioned above, is 7 working days, and this includes letters in both Welsh and English. (**Aim to continually meet this target**)

9.2 Report to the Management Board

A report will be submitted annually to the Management Board on the implementation of the Welsh Language Scheme and then the report will be presented to the Welsh Language Board.

9.3 Improving the Service

Medrwn Môn will be very pleased to receive comments and suggestions from the public on how to improve the bilingual services given to them. Any comments should be referred to the Chief Officer.

10. IMPLEMENTATION

Following the consultation process, the Scheme will be implemented on the date of its recommendation by the Welsh Language Board.