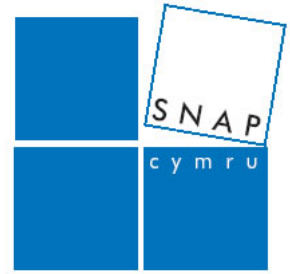


# SNAP Cymru



BWRDD YR IAITH  
GYMRAEG • WELSH  
LANGUAGE BOARD

## WELSH LANGUAGE SCHEME



Revised by SNAP Cymru 2009

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**This voluntary Scheme has been prepared in  
accordance with the Welsh language Board's  
guidelines under  
The Welsh Language Act 1993**

**“... Welsh is an official language in this country.  
That does not have to be stated in law.  
It is not stated in law in respect of English.  
English is also an official language.”**

*The Right Honourable Sir Wyn Roberts M.P.*

*(Minister of State at the Welsh Office at the time)  
(House of Commons, 15 July 1993)*

**This scheme has received the approval of  
the Welsh Language Board under section 14(1) of  
the Act, on the 6<sup>th</sup> February 2009**

**“SNAP has adopted the principle that in the conduct of public  
business in Wales, it will treat the English and Welsh Language  
on a basis of Equality. This scheme sets out how SNAP will give  
effect to that principle when providing services to the public in  
Wales.”**

# Introduction

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SNAP Cymru has full regard to the principle that the Welsh and English languages must be treated on a basis of equality, and applies this principle to the services provided to the public. SNAP Cymru recognizes the principle that language is an essential part of a person's identity and that offering people a real choice regarding the use of language is the essence of good practice.

Enabling people to use their preferred language is a matter of good practice and SNAP Cymru recognises that denying them the right to use their preferred language can place them at a disadvantage. The importance of providing children who have special needs with services in their preferred language is highlighted in a report entitled 'Welsh in Health Service' written for the Welsh Consumer Council by Andrew Misell. He noted, when referring to people with learning disabilities or other special needs that :-

*“The difficulties which face people in this situation can be intensified if they are obliged to communicate in their second language. There is significant anecdotal evidence that Welsh speakers with learning disabilities do respond better to stimulus in their first language”*

*(pg. 26 Misell 2000)*

The Welsh Language Scheme forms part of every employee's vision of the way forward for the Organisation and plays a role in the professional and personal development of each member of staff and our volunteers.

Each member of the SNAP Cymru team has some responsibility in ensuring that this Scheme functions as well as it possibly can. The Chief Executive Director of the Organisation and the Task Group responsible for writing and revising the scheme has responsibility for overseeing and administering the Scheme, as well as reviewing the scheme annually and reporting on its progress to the Board of Trustees.

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SNAP Cymru is aware that it has an important role in sustaining and fostering the Welsh language heritage. Our aim is to sustain an achievable and realistic Welsh Language Scheme and provide as high a quality service in Welsh for Welsh speakers as for English speakers in English.

SNAP Cymru is a non-profit organisation and has been at the forefront in promoting partnership working, giving information and advice regarding rights, roles and responsibilities of all partners involved in the planning and delivery of services for children and young people with additional learning needs (log on to [www.snapcymru.org](http://www.snapcymru.org) for full details of our range of service and activity).

The Organisation holds the Legal Services Commission Special Quality Mark for Educational Advice, the Wales Assembly Government Investors in People and Investors in Volunteering. The organisation operates through a regional structure from four Regional Offices across Wales at Swansea, Cardiff, Bangor, and Pontyclun. Further local offices are based at Barry, Newport, Tredegar, Aberfan, Neath, Llanelli, Haverfordwest and Aberaeron. SNAP Cymru's central services are based in Head Office in Cardiff.

SNAP Cymru is clear within its planning and policies and activities that the need for access to parity of service in Welsh and English is essential to embrace the varying percentages of Welsh speakers living in the communities we service.

This revised scheme is informed by service users, staff and volunteers through a Welsh Language Task Group who meet throughout the year to monitor and evaluate the implementation of our commitment and actions.

# Service Planning and Delivery

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## New Policies and Initiatives

All new policies and services have, and will continue to be assessed with regard to any linguistic consequences to ensure that they promote and facilitate the use of Welsh to sustain the scheme and continue the implementation of equality.

SNAP Cymru has adopted the directive that any new proposals will include an assessment of the likely impact it will have on our Welsh Language Scheme. Staff members working on policy development and new initiatives are aware of the obligations of the scheme and take account of them.

Future new policies and initiatives developed will complement the Scheme and will not undermine it.

In order to avoid any difficulties, we will consult with the Welsh Language Board in relation to proposals, which may have an effect on the Language Scheme. We will not under any circumstances alter the content of the scheme without the Board's agreement.

SNAP Cymru will also encourage those who provide services for children and young people with additional learning needs to provide services through the medium of Welsh and English.

# Service Delivery

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Our objective is to sustain a consistent and complete bilingual service across the whole organisation. We will continue to develop services of high quality in Welsh and in English, ensuring a person's choice of language will not impair the effectiveness of service provision.

SNAP Cymru's Regional Offices are managed by the Assistant Directors and outreach offices are supervised by Senior Development Officers and Development Officers. Working as an all Wales team each office has arrangements for the delivery of services bilingually to the public, and where required use the Communication Handbook produced by the Organisation. These arrangements are reviewed regularly to take account of any changes in demand and location of Welsh speakers.

The recruitment of all staff considers the need for sufficient numbers of staff able to offer bilingual assistance and service to Welsh speakers. In addition, staff and volunteers who are not able to speak Welsh are required to keep up to date regarding the availability and access arrangements. The organisation ensures that their work of dealing with the public is supported by high quality documentation, training, an administrative framework and translation services, as well as promoting a positive outlook on the Welsh language.

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To support the Scheme the Organisation issues all staff with a Welsh Language Communication Handbook, containing the following information:

- List of current Welsh Speaking staff, their roles within the Organisation and the contact details
- Standard telephone greeting for all staff.
- Standard phrases in Welsh.
- Instructions for non Welsh speakers regarding local arrangements to access Welsh speaking staff if the caller wants to be responded to or receive a service in Welsh.
- Translation arrangements via a named member of staff who coordinates translation to ensure consistent quality.
- A list of approved translators regularly used by the Organisation and the website for the Association of Welsh Translators - [www.cyfiethwycymru.org.uk](http://www.cyfiethwycymru.org.uk)
- Bilingual answer phone message.
- List of suppliers of translating equipment by county and costs.
- Standard phrases for correspondence and local publicity material.
- Keywords.
- Canolfan Bedwyr via Google.
- On line computerised dictionary.

Welsh dictionaries are available in all offices, Cysgliad PC Software package available for all PCs.

# Quality of Services through the Medium of Welsh

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SNAP Cymru's Welsh Language Scheme Aims, include the commitment to achieving equitable standards of quality in the delivery of services in Welsh. This is achieved by adopting the following principles:

- ❑ SNAP Cymru is committed to developing the delivery of an equally high quality service in Welsh and English.
- ❑ The organisation's commitment to providing services of the same standard in both languages is published in all policy and quality assurance documents, job advertisements, personnel documents and annual reports.
- ❑ SNAP is committed to setting specific standards as to the use of Welsh relating to the provision of services and dealings with the public which will be an integral part of staff, trustee and volunteer training and development.
- ❑ SNAP Cymru is committed to monitoring these standards, as well as monitoring their implementation.
- ❑ The Organisation ensures consistency in the standard of services in Welsh provided by the organisation in different localities.

# Dealing with the Welsh Speaking public

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## Written Correspondence and Letters

- ❑ SNAP Cymru welcomes letters and other written correspondence in Welsh. Deadlines do not differ from those set for responding to correspondence in English, which is currently in line with the Community Legal Services Quality Standards.
- ❑ All SNAP Cymru Letter headed paper and compliment slips currently have both the Welsh and English language version of the address and this shall remain so. Where addresses are added manually on SNAP headed paper, staff will write the address bilingually.
- ❑ Letters received in Welsh will receive a signed reply in Welsh whenever a reply is required, unless otherwise stated by the correspondent.
- ❑ Email correspondence received in Welsh will receive a signed reply in Welsh whenever a reply is required, unless otherwise stated by the correspondent.
- ❑ Email bilingual disclaimers and READ ONLY instructions are in operation.
- ❑ SNAP Cymru will correspond in writing Welsh following initial face to face or telephone communication in Welsh unless otherwise indicated.
- ❑ SNAP Cymru issue circulars, standard letters and group mailings to the public in Wales Bilingually whenever possible.
- ❑ SNAP Cymru initiate correspondence in Welsh with those who are known to prefer correspondence through the medium of Welsh.
- ❑ SNAP Cymru provide access for all staff to 'Cysill' the Welsh spellchecker software package.

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❑ SNAP is committed to establishing a data base of those who wish to deal with the Organisation in Welsh, should there be new developments in computerised communications steps will be taken to establish this.

❑ SNAP Cymru issue a Handbook for staff in their response and service provision with the Welsh speaking public.

## Telephone Communication

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❑ SNAP Cymru welcomes telephone calls in Welsh and in English, and adopt a means of conveying choice of language to those who are telephoning.

❑ Guidelines of the arrangements to deal with telephone calls in Welsh are contained in the Welsh Language Communication Handbook.

❑ The use of bilingual greetings and messages are standardised in the handbook and used in all offices by all welsh speaking members of staff and welsh learners, and all answer phone messages.

SNAP Cymru will provide an internal directory of Welsh speakers in the organisation to whom calls can be referred. This directory will be an integral part of the handbook and updated as required and reviewed annually.

# Public Meetings including, hearings, inquiries and other legal proceedings

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- ❑ Notices, invitations and papers encourage those attending to let the organisers know beforehand that they wish to participate in Welsh.
- ❑ People are encouraged to contribute through the medium of Welsh; organisers ensure that Welsh is spoken as much as possible throughout proceedings.
- ❑ On receipt of the language preferences of attendees, organisers of events determine if translation facilities are required having regard to the location of the event, who is likely to attend, the subject under consideration, and whether SNAP Cymru has been informed of anyone who wishes to speak in Welsh.
- ❑ Subject to the above all SNAP Cymru's National and Regional conferences and public events will make arrangements for a simultaneous translation service.
- ❑ All reports resultant from the above specified meetings will be bilingual.
- ❑ SNAP Cymru encourages the use of Welsh and English at public events and meetings organised by or on behalf of the Organisation

# Other meetings with the public

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- ❑ Those who wish to, or are required to have face-to face dealings with the organisation are welcome and able to do so in Welsh as in English.
- ❑ A description of the arrangements to be made to deal with face-to-face meetings with the public in Welsh with the advice contained in the Welsh Language Communication handbook.
- ❑ SNAP Cymru provide an internal directory of Welsh speakers in the Organisation from whom members of staff can seek assistance when required. This directory is an integral part of the handbook and updated on a regular basis.
- ❑ In counties where there is a high incidence of Welsh speakers in the community SNAP Cymru is committed to allocating wherever possible Welsh speaking staff to workplaces within these communities.
- ❑ If a Welsh speaker is unavailable and a person wishes to receive telephone information or support or hold a private meeting in Welsh the non Welsh speaker will offer to make arrangements for a Welsh speaker to contact them in a timely manner.

# Responding generally to the public

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❑ SNAP Cymru ensures that it can deal with the public and that people can deal with the organisation in Welsh. The Organisation is committed to the inclusion of the Welsh language in new developments in computerised communication, tele-video links and other useful media.

❑ SNAP Cymru has developed a Welsh Language Version of the Website. The site is updated alongside the English version. Any future IT developments will comply with the Welsh Language Board's Bilingual Software Guidelines and Standards.

❑ SNAP Cymru staff teams are able to communicate via e-mail through the medium of Welsh should service users require. The Welsh Language Communication Handbook contains a directory of welsh speaking members of staff available to assist in these situations. Bilingual messaging is in development.

❑ SNAP Cymru has developed a National Helpline and seeks to provide Welsh speakers at all times. Where this is not possible through a shortage of Welsh speaking staff and volunteers those answering the Helpline will offer the service in Welsh by appointment. SNAP Cymru have a planned recruitment of Welsh speakers throughout 2009.

# The Organisation's Public Face

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## Corporate Identity

- ❑ SNAP Cymru has a fully bilingual corporate identity in Wales, including SNAP Cymru's name, all office addresses, logos, visual identity, corporate slogan and other standard information used on its materials and goods ( such as letter headings, fax paper, business cards, identity badges, displays and publications and in other circumstances such as on signs, vehicles and buildings.
- ❑ The Welsh Language Board publication 'A Guide to Bilingual Design' will be provided to staff and designers to ensure the principle of equality is given effect consistently across the organisation's public face.

# Information Signs within the curtilage of properties owned or occupied by the organisation

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- ❑ SNAP Cymru information signs within the curtilage of all our offices throughout Wales, including internal areas to which the public have access, are fully bilingual. The Welsh language version shall be placed above or before the English version.
- ❑ The size, quality legibility and prominence of text on signs will respect the principles of equality as laid out in the publication, 'A Guide to Bilingual Design' which is available to all members of staff.
- ❑ Where separate Welsh and English signs are provided they will be equal in terms of format, size, quality legibility and prominence.
- ❑ The translations used will be monitored for accuracy by the WLB registered translators listed in the handbook. Proofs of all new material are sent to a named member of staff for signing off.
- ❑ Staff using temporary signs must use the 'link line to Welsh' for translation.
- ❑ Guidelines to implement these measures have been developed.

# Publishing and printing material directed at the public in Wales

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- ❑ SNAP publishes material aimed at the public bilingually with English and Welsh versions together in one document. SNAP is committed to continuing this practice in all new publications.
- ❑ In cases where cost and practicality make the publications of separate English and Welsh versions unavoidable all documents distributed separately carry a message saying ‘ This leaflet is also available in Welsh,’ Mae’r daflen hon ar gael hefyd yn Saesneg.’
- ❑ When Welsh and English versions are published separately, they are issued simultaneously, distributed together and are equally accessible.
- ❑ In the event of SNAP Cymru issuing priced documents, the Organisation ensures that the price of the Welsh version does not differ to that of the English version.
- ❑ The practice of issuing material in the one language and offering to issue the other on request will not be encouraged.
- ❑ SNAP Cymru’s staff, volunteers, relevant person (s) and publishers receive written guidelines on the policy of producing publications bilingually.
- ❑ SNAP Cymru consult and collaborate with other organisations when producing similar or identical work in order to lessen any duplication of work.

# Forms and Explanatory Material

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- ❑ Internal forms to be used primarily by the staff and volunteers will be bilingual, with the two languages afforded equal prominence on the same document.
  
- ❑ Where it is necessary to produce forms in Welsh and English separately, it will be as easy to access the form in the one language as in the other. Necessity may be because of funding and resource restrictions and in these cases a statement confirming that they are also available in Welsh will be made.
  
- ❑ Written guidelines will be issued to staff and designers responsible for producing the Organisation's forms.

# Press Releases

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## Local Provision

Press releases are an effective way of communication with varied and wide audiences. Every advertisement and statement by SNAP Cymru to the press and media in Wales will be fully bilingual. The Organisation will take full advantage of the Welsh Language media.

## Publicity, advertising and exhibitions

The Organisation's publicity campaigns and exhibitions are bilingual. The principal ways of marketing are through seminars, conferences, exhibitions, publicity campaigns, information bulletins, posters, information leaflets, notice boards, electronic messages, and any other publicity material. However, it should be noted that these events might contain material which is not available in Welsh or which has not been produced bilingually.

The Organisation encourages others who wish to display material or invited speakers to do so bilingually or with the relevant translation equipment available for use.

## Public Notices, Official Notices and Recruitment

### Advertising

SNAP Cymru's recruitment advertisements are bilingual and equal in form, legibility, size, quality and prominence.

Staff recruitment advertising is bilingual in Welsh national and regional newspapers, (English language) and again the two languages will be displayed with equal prominence, legibility, size, form and quality. In the major UK newspapers, advertisements will normally appear in English only. In Welsh language newspapers, advertisements will appear in Welsh only.

Written guidelines have been produced for those with a responsibility for recruitment so that these commitments are implemented consistently and appropriately.

# Implementing and monitoring the Scheme

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## Staffing

SNAP Cymru is committed to providing quality services to members of the public and all others visiting our offices in both the Welsh and English languages. The Organisation needs to have sufficient numbers of staff competent in Welsh, particularly in those areas where regular contact with members of the public can be expected. To facilitate the process, we are committed to developing a programme of training and recruitment to ensure an increasing proportion of staff able to deal with the public through the medium of Welsh and English.

The organisation has an audit of staff's Welsh language capabilities which will take place on the issue of the first Communication Handbook will be useful in highlighting where the need for Welsh speakers are and where our present resources are located.

In drawing up every job description, careful consideration is given to the potential need for written or spoken capabilities in Welsh. Senior staff review the nature and duties of individual posts and determine where there might be a need for a Welsh speaker. Welsh speaking personnel are desirable for all posts as it is envisaged that there is likely to be an increase in demand in the future.

Where it is clear that a shortage of Welsh speaking staff exists within specific areas, the Organisation, in order to meet service needs, will include a statement in its recruitment advertising stating that there is a language scheme in operation and that applications from Welsh speakers are welcome.

The Organisation will also provide and support Welsh language training undertaken by staff for the purposes of gaining new skills or improving existing ones.

The Personnel Department and managers responsible for recruitment will review this training and recruiting programme and take further action should the numbers of Welsh speakers in identified areas begin to decrease.

# Learning Welsh

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The Organisation operates in a bilingual Wales and therefore business needs are that we require Welsh language availability across the principality. The Organisation is committed to developing opportunities for learning and practicing Welsh language skills.

The Organisation will offer appropriate training to those staff who are most likely to be in contact with the public and whose areas of work involve dealing with individuals or institutions whose preferred language is Welsh. Budgetary constraints are a key factor in future development and a funding strategy to meet costs is in operation.

SNAP Cymru staff will be encouraged to learn Welsh or receive training through the medium of Welsh. The type of language training offered to staff will be a matter, in the first instance, for discussion with the person in question and his/her personal and professional needs in consideration of business needs at any one time.

Each Senior Development Officer will be responsible for keeping records of local Educational establishments who provide Welsh language courses at beginner, intermediate and advanced levels. We will establish and maintain a register of those staff who wish to learn or improve their Welsh and arrange suitable training according to service needs and within the restraints of the budget.

The training Unit and Senior Development Officers will source tools for learning and practicing skills in the workplace and local community wherever possible. Each region will report on their progress and share good practice via the Welsh Language Task Group.

# Recruitment

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The Chief Executive Director, Assistant Directors and the Personnel Department examine business and service needs to consider whether Welsh language capability may be useful when making appointments. This ensures that the obligations of this scheme are met. The process helps highlight those posts where the ability to speak Welsh is either desirable or essential.

Where the ability to write or speak Welsh is desirable, we will include a short statement in our recruitment advertisements noting that we welcome applications from Welsh speakers.

Where the ability to write or speak Welsh is essential, we make every effort to recruit a suitable Welsh speaker. If this does not prove to be possible, we will make an appointment dependent on a person's willingness to learn Welsh, with our full support, to a required standard within a stated period of time. This is monitored by the Senior Development Officer in the region that person has been appointed at the time of the probationary period review and then at each annual appraisal stage. Whilst the appointed officer is improving their Welsh language skills we will make alternative arrangements to cover the Welsh language elements of this post.

# Administrative arrangements for the implementation of the scheme

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## Authority

This Welsh Language Scheme was approved by the National Executive Committee BOARD OF TRUSTEES on 6<sup>th</sup> February 2009. The Board will consider and monitor its implementation in the future. The commitments set out in the Scheme will carry the full authority of the Board of Trustees, The National Executive Committee, The Chairman and the Director.

## Responsibility

It will be the Chief Executive Director's responsibility to ensure effective implementation of the scheme on a corporate level, although each Assistant Director and Senior Development Officer will be responsible for implementing those parts of the scheme pertinent to their respective regions.

## Instructions and Guidance

The Chief Executive Director shall be responsible for circulating information and guidance with regard to this Scheme to all Regional Offices and each Regional Office shall, in turn, circulate it within their region. It will be of the utmost importance that every member of staff and volunteers, as well as the Members of the Executive Committee and Board of Trustees, are aware of the requirements of the Scheme in order for it to be effective.

The implications of the Scheme will be incorporated into the induction training for new members of staff and volunteers.

The Welsh Language Task group has already been set up to co-ordinate the Scheme's implementation and to assist the Chief Executive Director with this role.

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

# Translation Services

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The Central Service Training Unit has a list of translators who provide an ad hoc, needs based service to the Organisation. We are able to secure a high quality and consistent translation service through a named member of staff. Additionally a list of regional approved translators and free translation services is made available in the Communication Handbook for regional use when necessary. Information regarding simultaneous translation equipment is also contained in the handbook.

Staff are aware that decisions relating to the approval of costs incurred will be made by the Assistant Director at his/her discretion and in consultation with the Chief Executive Director and /or nominated person.

## Agreements with Third Parties/Contracting Out

Any agreement or arrangement entered into with a third party and relating to the provision of services for the public in Wales will conform to the measures set out in this Scheme. This will include, without limitation, services which are contracted out.

# Monitoring the Scheme

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Existing policies and plans take account of and consider the obligations of the SNAP Cymru Welsh Language Scheme (revised 2009). As the Organisation develops, we will ensure consistency between new policies and plans and the Welsh Language Scheme.

The Chief Executive Director and Board of Trustees take responsibility for monitoring the Scheme on a corporate level and are assisted by the Welsh Language Task Group and Assistant Directors. The quality of the service provided in Welsh is also monitored, as is our progress in encouraging and facilitating the use of Welsh by other bodies.

We monitor our arrangements for dealing with the Welsh speaking public, including response times for answering written correspondence in Welsh, the quality of translations and suitable arrangements for meetings. In addition, we look at the quality of material produced to promote our bilingual corporate image, in our publications, forms, signs, advertisements and any other published material.

We review our staffing and recruitment measures regularly. We monitor the way services by agents and contractors are provided to ensure that they conform to the measures of the Scheme.

Complaints received are presented to the Director who takes responsibility for reviewing the situation at a corporate level.

We monitor the extent to which the measures outlined in this Scheme are adhered to, according to the timetable set out at the end of the document and we hold surveys from time to time on the opinions of Welsh speakers on the quality and range of the services we provide.

As part of our Quality Standards process we provide an annual report outlining the progress made in implementing and sustaining the measures within the scheme, any complaint or suggestion received

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from the public is submitted to the Welsh Language Board. The document is also available to the public. We welcome comments and suggestions on how to improve our services and this can be achieved by writing, email or via the web forum to:

Denise Inger - Director

SNAP Cymru, 10 Coopers Yard, Curran Road, Cardiff, CF10 1NB.

[Denise.inger@snapcymru.org](mailto:Denise.inger@snapcymru.org) [www.snapcymru.org](http://www.snapcymru.org)

## Targets

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In order to fully implement the measures set out in this scheme (revised 2009), the timetable will cover a period of four years from financial year 2009/2013 to allow sufficient time for the Organisation to further consider the budget for measures requiring additional funding and to implement a successful funding and recruitment strategy. This scheme will be reviewed for its effectiveness at the end of this four year period

### Publishing Information on Performance

In addition to the biannual report prepared by the Chief Executive Director which will be available to the public, SNAP Cymru will also publish information on our performance, including:

- Percentage of the Organisation's publications issued bilingually.
- Percentage of press notices issued bilingually.
- Number of staff able to speak Welsh.
- Number of Welsh speaking staff who consistently deal with the public.
- Number and percentage of Welsh speakers in posts where the ability to speak Welsh is essential or desirable.
- Number of staff receiving Welsh language training.

If standards and targets are not met, we will explain and publish the reasons for this and following on from that, underline the steps we intend to take to redress the situation.

# Publicising the Scheme

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The SNAP Cymru Welsh Language Scheme was published as part of an initial process of consultation and the launch. The revised scheme will be republished and updated as SNAP Cymru aims to publicise the service it offers through the medium of Welsh on a continuing basis.

The information will comprise a description of the purpose of the Scheme, how members of the public can get copies of it, to what extent they can deal with us through the medium of Welsh, the services on offer and how to access them.

We will do this by:

- Placing notices in local newspapers, “papurau bro” .
- Annual Reports and other information reports published.
- Information leaflets available in the SNAP Cymru offices.
- Also, distributing information to local schools and the LEA.

We will also continue to raise staff awareness by formal presentation to the SNAP Cymru Wales wide team, distributing guidelines on how to implement the Scheme.

# Timetable

IMPLEMENTATION	TIMING
<b>Planning and Delivering Services</b>	
New policies and developments to conform with the Scheme	Ongoing with annual review
Review the arrangements for providing bilingual services	Annually
Monitoring and publishing quality of services	Biannually
Review of Welsh Language Communication Handbook	Annually
<b>Written Correspondence</b>	
Monitoring response to Welsh correspondence in Welsh	6 monthly
Monitoring corresponding in Welsh on receipt of a request to do so	6 monthly
Monitoring writing in Welsh to known Welsh language users	6 monthly
<b>Telephone Communication</b>	
Monitoring Bilingual telephone greeting by all personnel	6 monthly
Monitoring access for directing Welsh speaking caller to appropriate Welsh speaker	6 monthly
Monitoring answer phone messages and greetings in Welsh and English	6 monthly
Monitoring Welsh speaking staff to answer calls with a bilingual greeting	6 monthly

<b>Public Meetings</b>	
Note to be placed on advertisements giving notice of a meeting and asking people to express language preference beforehand	6 monthly evidence based
Use of translation facilities ( <i>with prior notice given</i> )	6 monthly evidenced based
<b>Other Meetings</b>	
Welsh speakers, as necessary, to be in attendance at any other meetings	6 monthly monitoring
<b>Other dealings with the public</b>	
Using Welsh and English on electronic communication systems etc including website	6 monthly report on progress and usage internal and external
<b>Corporate Presentation</b>	
Bilingual letterheads, business cards, compliment slips, facsimile front sheets etc	Monitoring additional requirements
Bilingual signage organisation owned/rented buildings	Maintenance programme required
Information signs in and around buildings	Maintenance programme required

<b>Publications</b>	
Publications prepared as information to the public	Monitoring evidenced based
<b>Forms</b>	6 month review
Internal proformas and guidance	As need requires
<b>Press Release</b>	
Publication of press notices in Welsh and English	Monitoring evidenced based – increased use of Welsh media
<b>Publicity Campaigns, Advertising and Exhibitions</b>	
Bilingual material for exhibitions, displays and publicity campaigns	Monitoring evidenced based
<b>Public Notices, Official Notices and Recruitment</b>	
Bilingual notices	To continue current practice
Staff recruitment advertising in both languages	To continue current practice
<b>Marketing and Funding</b>	
Recruitment and Funding strategy	Set targets for 2009/10-2013 Review annually

<b>Staffing</b>	
Audit of staff's Welsh language abilities	HR Review annually
Develop a training and recruitment strategy	Reviewed biannually
<b>Learning Welsh/Vocational Training</b>	
Starting courses	Collate evidence annually
Research practical tools for learning and practicing Welsh in the workplace and local communities	Annual monitoring Review biannually
<b>Recruitment</b>	
Examine service needs	Review biannually
Include a statement in recruitment advertising to attract Welsh speakers	Monitor and evidence
<b>Other Administrative Arrangements</b>	
Written guidance to raise staff/member awareness Communication Handbook and training course	Part of all new staff and volunteer induction Review biannually
Using professional translators	Current practice
Reviewing and adapting computer systems	Annually

<b>Services contracted out to any third party</b>	
To conform to the terms of the Scheme and inclusion in standard practices	Annual monitoring
<b>Other Statutory Functions</b>	Ongoing
<b>Monitoring and Reviewing</b>	
Monitor all aspects of the Scheme and provide report to the Welsh Language Board	Annually
Review Welsh Language Scheme for its effectiveness after four years	2013
<b>Targets</b>	
Implementing targets	Monitor and review biannually
<b>Publishing Information</b>	Ongoing with biannual review
<b>Publicising the Scheme</b>	Leaflets, press release and annual reports, website, training, conferences and events e.g, Urdd, National Eisteddfod.



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