



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD

Welsh Dyslexia Project

Welsh Language Scheme

This voluntary scheme was prepared in compliance with the Welsh Language Board's Guidelines according to the Welsh Language Act 1993

The Scheme was approved by the Welsh Dyslexia Project's Trustees: 17 March 2007

This scheme has received the Welsh Language Board's approval on 10/05/2007

1. Introduction

- 1.1 The Welsh Dyslexia Project ("WDP") has adopted the principle that it will treat Welsh and English equally when operating its public business in Wales. This Scheme specifies how the WDP will use the principle, when providing services to the public in Wales.
- 1.2 The Scheme specifies the necessary steps to implementing these principles in the way they are appropriate and practical for the organization.

2. Welsh Dyslexia Project

- 2.1 WDP's objective
 - 2.1.1 The WDP provides a service to every local authority in Wales, including establishing / creating resources, supporting parents, dyslexic individuals and anyone else that's interested in the Dyslexia field. The resources can include software, written resources, specific screening tests, and arranging conferences about aspects of Dyslexia.
 - 2.2 This Scheme is intended specifically to assist WDP to achieve its mission by ensuring that both main languages – Welsh and English – that are used by our service users, our staff, our volunteers and the public in general are used effectively.

3. Provide Services

3.1 Written Materials

- a) WDP's name, address, related information on stationery, information sheets, appeal material and public press releases will be bilingual.
- b) Text on stationery will include the following note:

Croesawir gohebiaeth yn y Gymraeg neu'r Saesneg Correspondence welcomed through the medium of Welsh or English

- c) WDP's letterheads, compliment slips, business cards, identification badges and similar items will be bilingual.
- d) Forms that are used internally and externally by the organization will be available in Welsh and English. The WDP intends to produce most of its forms bilingually, however, where this wouldn't be practical, Welsh and English would be available separately and each would include a bilingual note noting that the document is available in the other language as well.

3.2 Publications

- a) Any new publications that are published by WDP to be used throughout Wales will be done so in Welsh and English. The Welsh and English versions will usually be available as one bilingual publication. Where this isn't practical, the Welsh and English will be as accessible as each other. Our quarterly newsletter will include articles in Welsh and English, depending on the author's language.
- b) When publications are produced in partnership with other organisations / agencies, where possible, the Welsh and English versions will be published at the same time.

3.3 Publicity

- a) WDP will release information to the media and the public bilingually by way of press releases, conferences, interviews and newsletters to the press. The Welsh and English versions will be published at the same time, distributed together and will be as accessible as each other.
- b) Publicity campaigns and conferences publications and events will be relayed bilingually and they will comply with this Scheme's requirements
- c) WDP's Welsh Language Scheme and its Welsh language service will be published continuously by distributing copies of the Scheme, information sheets that are circulated throughout Wales, advertising posters and WDP's website.

3.4 Meetings and Conferences

WDP will encourage those people who attend meetings and conferences held by the WDP to state their preferred language choice in order to decide if translation facilities are needed.

We will offer a choice of language when holding public meetings. An assessment of the need for translation facilities will be undertaken for any meeting on a large scale, and facilities will be provided based on the assessment. Simultaneous translation facilities will be provided if the assessment shows that it's needed.

3.5 Local Services

WDP will promote, offer and facilitate the use of the Welsh language in the context of our local services. It will discover the language profile of individuals that use our local services and try to meet their language choice.

3.6 Employment Advertisements

Employment advertisements that are produced by WDP will be bilingual, with the exception of:

- a
dvertisements that are published in Welsh magazines and newspapers will be in Welsh only.
- a
dvertisements that are published in English magazines and newspapers, for jobs where Welsh is an essential qualification will be in Welsh only but a short explanatory note will be included.
- a
dvertisements that are published in the English media, and that are intended for people in the United Kingdom or Europe, usually in English only.

3.7 WDP's Trustees (Management Committee)

WDP aims to have a representational assortment of Welsh and English speakers as members of the Committee. Arrangements will be made for translation facilities so that the members of the Committee can use their chosen language in meetings and in written materials if needed.

4. Direct Contact

Direct services are provided by WDP in the service users' chosen language, a service that is continued to be confirmed through staff and volunteers and noted on our data base. Information and advice is provided bilingually to service users as needed.

4.1 Correspondence

WDP encourages correspondence in Welsh. Letters received in Welsh are responded to in Welsh. The reply period will be the same as for letters received in English. If Welsh is the recipient's chosen language, WDP will write to them in Welsh.

When there isn't sufficient time to translate a letter before sending a reply about an urgent matter (because of staff shortages), the letter will be translated by us as soon as possible and sent afterwards. We will explain this to the recipient. Usually, we will be able to respond in the appropriate language immediately. Appeal letters and standard WDP letters to staff, members and other establishments will be bilingual.

4.2 Phone calls

At the moment, (January 2007) WDP hasn't got an office; therefore we're using one of the trustees personal home phone. When we'll have an office, WDP will answer phone calls with a bilingual greeting. If the caller wishes to speak Welsh, we'll try to connect him / her with a Welsh speaker. If

there isn't a Welsh speaker available, WDP will give the caller a choice: (i) Either a Welsh speaker will phone him / her back (ii) continue the conversation in English, or (iii) send us the enquiry in writing in Welsh. There will be a bilingual message on WDP's answer machine and any Welsh messages that are left on the machine will be replied to in Welsh.

4.3 E-mail

All e-mail messages sent in Welsh to the WDP will be answered in Welsh. Where it is known that an e-mail message recipient prefers to correspond in Welsh, then the WDP will correspond in Welsh. The reply period for e-mail messages received in Welsh will be the same as for e-mail messages received in English. A data base is kept of organisations / individuals who wish to receive e-mail messages in Welsh, so that we're able to give them this provision every time.

4.4 Website

Members of the public can access information on WDP's website in Welsh and English. The website gives a clear sign of language choice and WDP acknowledges that the best way of steering language is by giving a choice of languages on the home page. Welsh and English pages on the website are changed and updated at the same time, with consideration given to differences that could occur because of different difficulties that are faced by dyslexic individuals in Welsh and English.

All new reports, documents and forms on the website will be available bilingually and both versions will be as easy to download as the other. All materials and provisions in Welsh and English are consistent in terms of updates, accuracy, transparency, easiness in regards of reading and quality. Written guidance is given to all staff members, consultants, designers and publishers in relation to designing bilingual material.

5. Internal Administrating

5.1 Professional Staff and Volunteers

In order for the Welsh Language Scheme to be successful, the WDP has to have enough professional staff and volunteers that can speak Welsh. Where appropriate, the ability to speak Welsh is considered one of many personal details when appointing staff, according to WDP's Equal Opportunities Policy.

All new jobs are considered in light of this Scheme. WDP will note jobs where the ability to speak Welsh is *essential*, *desirable* or where it's deemed that it isn't needed as a skill (ref 3.6). Job descriptions are then drawn up according to that. On occasions where recruiting for skilful / experienced staff has proved difficult, we may have to appoint a person who doesn't speak Welsh to a job where speaking Welsh is *essential*. WDP will offer

these jobs with an employment condition of learning Welsh and reaching a specific level of fluency within the agreed timescale. WDP will support and help the member of staff to achieve this condition and ensure that the staff member isn't under any disadvantage in other ways as a result of this condition. The learning programme is structured and monitored regularly to ensure that the employee and the employer honour this commitment. This will ensure that the WDP employs enough Welsh speakers to achieve the services that are outlined in the Scheme.

5.2 New Developments

The Welsh Language Scheme is an integral part of the WDP's planning to ensure that any new project, development or venture recognizes and includes the Scheme's implications.

5.3 Services that are contracted

The WDP will inspect any services that are contracted to external agencies and companies to ensure that relevant sections of the Welsh Language Scheme are implemented.

6. Implementing the Scheme

6.1 Evaluating

The WDP conducts an evaluation of the staff, volunteers and service users' language profile every year to ensure that the Welsh Language Scheme is implemented and meets the organisations' requirements. The evaluation will note jobs where Welsh is essential or desirable and the required standard.

6.2 Inspecting the Scheme

The WDP will inspect and evaluate the organisations' performance in relation to meeting this Scheme's aims within a specified timetable (see no. 8 below). Several criteria are drawn up that will include the most important aspects of the Scheme and use them in the inspecting process. They will include the number of Welsh speakers within the WDP, the average amount of documents produced, and how many are requested bilingually, and any developments / main events that are produced bilingually. The results of the inspection process are included in the WDP's Annual Report that's presented to the Board of Trustees and the Welsh Language Board also receives a copy of it.

The Welsh Dyslexia Project will evaluate the Scheme in three years time, from the date of approval by the Welsh Language Board.

6.3 Training

The WDP's Welsh Language Scheme is included in staff training and monitored separately according to the WDP's Human Resources policies and procedures. The WDP will encourage staff to improve / learn Welsh and will help and support staff with the right level of commitment to start language training.

7. Complaints

7.1 Complaints about the Welsh Language Scheme and it's usage by WDP should be sent to:

Michael Davies, Llysteifi, Llechryd, Aberteifi, SA43 2NX

Tel: (01239) 682849 07990 813921

E-mail: llechryd1@btconnect.com

8. Timetable:

Timetable for implementing

Where guidelines are mentioned in this Scheme, the implementing date will be the same as it is for the associated action.

1.1	When dealing with public business in Wales, Welsh and English will be treated equally.	<i>By June 2007</i>
3.1c	Welsh exhibition material will always appear alongside English material.	<i>By September 2007</i>
3.1d	All material will be translated by a professional translator.	<i>Current</i>
3.2a	The Welsh Dyslexia Project's newsletter will include Welsh and English articles	<i>By September 2007</i>
3.2a	The annual report will be bilingual.	<i>By December 2007</i>
3.3a	We will use staff and volunteers who speak Welsh as speakers for Welsh language media, ensuring that they have the information and the authority to speak on behalf of the WDP. Training in Welsh language or in media work will be given where appropriate.	<i>To be discussed and then to be added to the annually evaluation.</i>
3.3a	WDP will offer a bilingual service to the media. We will give information to the media in Wales in the requested language i.e. Welsh for Radio Cymru and English for Radio	<i>Current</i>

	Wales.	
3.4 3.5	We will offer a choice of language when holding private meetings. When we receive a notice and where it's practical to do so, we will comply with any requests to hold private meetings in the visitor's preferred language.	<i>By June 2007</i>
3.4	We will offer a choice of language in meetings. An assessment of translation needs will be done for any large scale meeting or a convention of WDP members, or the public and facilities will be provided according to that assessment. If translation facilities won't be provided, based on the assessment, this fact will be highlighted beforehand. An assessment template will be drawn up.	<i>By December 2007</i>
3.4	Simultaneous translation or consecutive translation facilities will be provided in meetings of 60 or more people if the assessment highlights that it's needed.	<i>By December 2007</i>
3.6	Employment agreements will be offered in both languages on request.	<i>By November 2007</i>
3.6	All WDP job advertisements will be bilingual.	<i>Current</i>
3.6	This Scheme will form an essential part of new member's of staff's induction programme.	<i>Current</i>
3.6	For new jobs, Welsh language training requirements will be identified and any training needed will be implemented within every job's probationary period.	<i>By October 2007</i>
3.6	For jobs which already exist, line managers / Board Trustees will identify Welsh language training requirements, and they will ensure that training has started within six months of approving this scheme.	<i>By November 2007</i>
4.1	All replies to written correspondence will be written in the same language as the original.	<i>By June 2007</i>
4.1	The reply period will be the same for both languages, as noted.	<i>By July 2007</i>
4.2	Phone calls will be answered with a bilingual greeting and the same	<i>By January 2008</i>

	message will be heard in both languages on the answering machine.	
4.2	All staff members who answer the phone (as noted in their job description) will be trained to answer the phone with a bilingual greeting and to deal appropriately with phone calls from Welsh speakers.	<i>By March 2008</i>
4.2	All staff members who answer the phone will be given training on how to pronounce Welsh personal names and place names correctly.	<i>By January 2008</i>
4.4	Welsh and English print of the same size will appear on all public material that originates from the WDP.	<i>By July 2007</i>
4.4	The Welsh material will always be of the same professional standard as English material.	<i>By September 2007</i>
5.1	This Scheme will be supported by training that will be available for every member of staff whose considered in need of a higher degree of capability to communicate in Welsh	<i>First phase by September 2007 and then continuing</i>
6.2	The Trustees are responsible for implementing the Scheme. Line managers to ensure that every member of staff knows of and understands the Scheme's implications for their work.	<i>By May 2007</i>
6.2	Trustees to review and evaluate the Scheme every three years against indicators and implementing the timetable and introducing an annual report to the Welsh Language Board..	<i>By May 2007 and then annually.</i>