Voluntary Welsh Language Scheme Templates for the Third Sector

Sample templates for the preparation of voluntary Welsh Language Schemes by Third Sector Organizations

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Background

The principal aim of the Welsh Language Commissioner, an independent organization established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate use of the Welsh language. This will entail raising awareness of the official status of the Welsh language in Wales and by imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the Commissioner’s work:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

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Introduction

The legislative context

The Welsh Language (Wales) Measure 2011 (“The Measure”) sets a new legal context for the Welsh language. After the Measure received Royal Assent in February 2011, official status was established for the Welsh language in Wales, as well as the general principle that the Welsh language should be no less favourably treated than the English language in Wales. The Measure creates a new legislative framework for enforcing duties on persons operating in Wales with regard to the Welsh language, and in due course, will replace many of the provisions of the Welsh Language Act 1993 (“WLA 1993”).

Section 2 of the Measure establishes the Welsh Language Commissioner (“the Commissioner”) to implement this new legislative framework. The Commissioner is independent and has responsibility for enforcing legal duties on persons via ‘standards’ detailed in Part 4 of the Measure. These standards are enforceable by the provisions of Part 5 of the Measure. To aid organizations’ future implementation of such standards, standards codes of practice will be produced. The legal procedure underpinning the standards will be developed over the next few years.

Many of the public organizations which will be subject to standards currently operate Welsh Language Schemes under the WLA 1993. When the Welsh Language Board was abolished at the end of March 2012, its duties in relation to Welsh Language Schemes were transferred to the Welsh Language Commissioner. Each organization will still be obliged to comply with its Welsh Language Scheme, as approved under the WLA 1993 until such a time as that organization becomes subject to standards under the Measure.

The Welsh Language Commissioner’s Advice Documents

For the period until standards are in force and statutory codes of practice are in place, the Commissioner has published a series of advice documents, to assist any organization or individual to offer bilingual provision.

For organizations implementing schemes under the legislative framework of the Welsh Language Act 1993, these advice documents will assist compliance and build upon the statutory guidance published by the former Welsh Language Board (under Section 9 of the Welsh Language Act).

For other organizations, the advice documents will assist in the provision of bilingual services and operations in a context where the Welsh language has official status in Wales.
What is a Welsh Language Scheme?
A Welsh language scheme is an operational document which sets out the services that are available in Welsh, how these services will be provided, and when they will be available to the public.

Preparing and implementing a Welsh language scheme fits in naturally with the implementation of equal opportunities and diversity policies. A Welsh language scheme should include:
- a statement of intent
- a description of the actions required to provide services
- timescales and implementation targets.

The vast majority of organizations find that the development and implementation of a Welsh language scheme is a good opportunity to assess where they are, and then to plan in a pragmatic way how to reach where they want to be.

Do you need a Welsh Language Scheme?
Preparing an official Welsh language scheme will not be suitable for everyone. For some smaller organizations, making appropriate use of the Welsh language and undertaking a full assessment of the language needs of your members or users will be fit for purpose. If you receive a grant from a public body or provide a service on behalf of a public body, then language requirements may have been set out for you highlighting the steps which you need to take. This may include a requirement to prepare a Welsh language scheme.

It should be remembered that preparing a Welsh language scheme is an important part of the wider language planning process. For more information, please visit www.welshlanguagecommissioner.org.

The Welsh Language Measure (Wales) 2011 states that Welsh Ministers may specify standards. In time, the Welsh Language Commissioner will establish a system of standards.

The Measure places a duty on some organizations in the third sector to comply with the standards and gives the Commissioner the power to ensure that these organizations comply with the relevant standards. Third sector organizations may be added to the list of organizations that are required to comply. It will also be possible for organizations to comply with the standards on a voluntary basis. Organizations that have committed to a Welsh language scheme or are in the process of preparing a Welsh language scheme should continue to implement the scheme until they receive a Compliance Notice from the Commissioner, or until the standards are ready for adoption on a voluntary basis.
It is also possible that due to the nature of your organization you have a closer relationship with the private sector and advice is available on how to develop a policy which is suitable for the private sector by visiting 
www.welshlanguagecommissioner.org.

**What is the purpose of these templates?**

There are a number of reasons for producing these templates. The templates provide good examples of Welsh language schemes which have been tailored to the various types of organizations which exist in the third sector. Clearly, it's no easy task creating a template for a sector which includes over 35,000 organizations in Wales, varying from community groups to international charities.

By creating the following templates we are seeking to lay the foundations which will allow organizations to consider the types of commitments which will be expected of them. Some organizations will wish to draw up a Welsh language scheme in order to comply with the terms of a grant or contract with public bodies. Others feel strongly that they should offer language choice as good practice, and others wish to reflect the preferred language of their stakeholders. However, in general, our experience shows that when choosing to develop a Welsh language scheme organizations base their decision on a combination of important reasons.

**How do the templates work? The options**

We have created three options for you, which include the types of commitments expected in a Welsh language scheme so that it can be approved by the Welsh Language Commissioner in accordance with the Welsh Language Act 1993. The three options are in three columns and they are mainly relevant to three types of organizations. They are organizations are that receive most of their funding from the public purse ('Publicly Funded'); 'UK/International Charities' and 'Local/Small Organizations'.

We expect that you will want to use a combination of the commitments in the three columns, you are welcome to select and adapt the commitments which best suit your needs. You should produce a draft that combines the appropriate commitments from the three columns into one set of commitments; you should then send the draft to the Welsh Language Commissioner. The Welsh Language Commissioner will make comments and recommendations on your draft bearing in mind the nature and structure of your organization. If the scheme is suitable we will assist you through the process of receiving official Welsh Language Commissioner approval for your voluntary Welsh language scheme.

**What further information is available?**

Further information on how the Welsh Language Commissioner helps the third sector to offer more services in Welsh can be found by visiting 
www.welshlanguagecommissioner.org
The templates:

Cynllun Iaith Gymraeg
Welsh Language Scheme

<Name of the Organization>

This Welsh Language Scheme was approved by the Welsh Language Commissioner on dd/mm/yyyy.
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1 Introduction

An explanation of the nature and structure of your organization.

The values of your organization.

Your main objectives/values and how the Welsh language fits in with them.
2 Statement

You will need to make clear your wish to treat the English and Welsh languages on the basis of equality.

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> has adopted the principle that in the conduct of its business in Wales it will treat the English and Welsh languages on the basis of equality so far as is both appropriate in the circumstances and reasonably practical.

Much of <NAME OF ORGANIZATION>'s funding is public money. Therefore we have a duty to make bilingual provision for the public in accordance with our funding guidelines. More importantly, <NAME OF ORGANIZATION> believes that offering services to the public in their preferred language is good practice. This Scheme outlines how <NAME OF ORGANIZATION> will achieve this in the provision of services to the public in Wales.

Option 2 (UK/International Charity)

<NAME OF ORGANIZATION> has adopted the principle that in carrying out its work in Wales it will treat the English and Welsh languages on the basis of equality so far as is both appropriate in the circumstances and reasonably practical.

Although there is no statutory requirement for <NAME OF ORGANIZATION> to prepare a Welsh Language Scheme under the Welsh Language Act 1993, we feel strongly that bilingual services should be provided for the public in order to uphold the following principles:

- that members of the public can express their opinions and convey their needs better in their preferred language
- the importance of providing services

A Welsh language service will be considered an essential part of <NAME OF ORGANIZATION>'s activities. Our procedures for identifying spending and resources will reflect this. We will aim to ensure that spending and using resources on a Welsh language service
<NAME OF ORGANIZATION> will promote the use of the Welsh language through its activities and services and we will encourage Welsh speakers who deal with us to use more Welsh in their everyday lives. We will seek to develop services which focus on the individual, whereby that individual feels comfortable using English or Welsh at all times.

This Scheme explains how <NAME OF ORGANIZATION> will put into effect these principles in the provision of services for the public in Wales, wherever practical and appropriate. Although the Scheme will be implemented in Wales primarily, it will be approved at a UK level. All members of staff will be aware of their duty to operate the Scheme where relevant. If we are unable to provide the required service initially we will work towards providing it in future.

<NAME OF ORGANIZATION> will promote the use of the Welsh language through its activities and services and we will encourage Welsh speakers to use more Welsh in their everyday lives.

is normal practice so that it becomes natural to offer a service in Wales's two official languages wherever that is suitable, reasonable and practical.

This Scheme sets out how <NAME OF ORGANIZATION> will put into effect this principle when providing services to the public. The enclosed implementation plan will explain how and by what date the organization hopes to achieve its objectives. Learning from experience will be a feature of this Scheme, and we will endeavour to ensure continuous and regular progress to offer the best possible service to our users.
3 Planning and delivering services

Describe how the organization will consider Welsh at all times in planning services across the organization.

3.1 New policies and initiatives

Option 1 (Publicly Funded)

In planning new and revised policies or initiatives, <NAME OF ORGANIZATION> will assess the language implications in order to adhere to the terms of this Scheme. We will apply new policies and initiatives in order to facilitate the use of Welsh wherever possible and move the organization closer to putting into effect the principle of equality at every opportunity.

By means of the staff handbook, staff who draw up and implement new policies and initiatives will be aware of this Welsh Language Scheme as well as the contractual requirements placed

Option 2 (UK/International Charity)

By considering the Welsh language and the needs of individuals when developing new and revised policies and initiatives, <NAME OF ORGANIZATION> can move towards achieving the objectives of this Scheme. We will endeavour to make the most of such opportunities in order to move closer to the principle of equality between the English and Welsh languages.

In planning new policies and initiatives which affect the provision of public services in Wales, <NAME OF ORGANIZATION> will ensure that all developments comply with the

Option 3 (Local/Small Organization)

Any new or revised initiatives and policies which are adopted will promote and facilitate the use of Welsh wherever possible and take the organization closer to putting into effect the principle of equality at all times. We will ensure that all staff and volunteers are aware of the requirements of this Welsh Language Scheme and any responsibilities placed on the organization by contractors or grant providers.

When <NAME OF ORGANIZATION> plans and formalizes policies or initiatives, we
on the organization by working with other organizations and the Welsh Language Act 1993. A check list will be available to staff identifying matters to be considered when developing new policies and initiatives.

<NAME OF ORGANIZATION>’s Welsh Language Committee, chaired by a senior manager, will monitor the implementation of the Scheme.

This Welsh Language Scheme will not be altered without the agreement of the Welsh Language Commissioner.

commitments made in this Scheme. <NAME OF ORGANIZATION> will assess the language needs of the target audience in order to offer the most effective service and make the best use of resources.

As an organization with a head office outside Wales we will ensure that all departments within or outside Wales, are aware of the requirements of the Scheme. <NAME OF ORGANIZATION>’s directors will be responsible for ensuring the implementation of the Scheme. A check list will be available to staff identifying matters to be considered when developing new policies and initiatives. A Welsh language committee will monitor the compliance of new policies and initiatives with this Scheme.

This Welsh Language Scheme will not be altered without the agreement of the Welsh Language Commissioner.

will assess the language outcomes, ensuring that they fulfil the commitments of this Scheme. A check list will be available to staff and volunteers which will include matters to be considered when developing new policies and initiatives. The head of the organization will be responsible for ensuring that any developments respect the commitments made in this Scheme.

This Welsh Language Scheme will not be altered without the agreement of the Welsh Language Commissioner.
3.2 Delivery of services

Option 1 (Publicly Funded)

*NAME OF ORGANIZATION*’s aim is to provide a consistent and reliable service for Welsh speakers throughout Wales. As set out in the timescales we will work towards providing a comprehensive service of the same high standard in English and Welsh by:

- ensuring that all staff/volunteers know how to refer individuals to Welsh language services
- ensuring that service users are aware of which staff/volunteers speak Welsh by using the Working Welsh badges and posters
- providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme. Free training packs and language awareness DVDs are also available from the Welsh Government
- promoting bilingual workplaces in our offices. Resources are available from the Welsh Language Commissioner to

Option 2 (UK/International Charity)

*NAME OF ORGANIZATION*’s aim is to provide a consistent and reliable service for Welsh speakers throughout Wales. Services in areas where there are substantial numbers of Welsh speakers will include enough staff/volunteers to meet demand and the requirements of customers who wish to communicate in Welsh. In areas where there are fewer Welsh-speaking staff/volunteers, it is possible that a full Welsh language service will not be available at first. In accordance with the timescales for implementation, we will work towards this goal.

This Scheme contains a sub-section on how we will work with the organization’s Head Office, Marketing Department, Publications Department and any other departments which influence services in Wales.

As set out in the timescales *NAME OF ORGANIZATION* will work towards the provision of a comprehensive service of the same high standard in English and Welsh by:

- ensuring that all staff/volunteers are aware of the implications of this Welsh Language Scheme
- providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme. Free training packs and language awareness DVDs are available from the Welsh Government.
- encouraging service users to feel comfortable using Welsh by making use of the available resources, for
assist with this

- finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably. The Welsh Language Commissioner recommends using professional translators.

- See below for a description of the bilingual services offered by the various departments of <NAME OF ORGANIZATION>

<List your different departments and give a brief summary of the bilingual services that will be offered by each department.>

the same high standard in English and Welsh by:

- ensuring that all staff/volunteers know how to refer individuals to Welsh language services

- ensuring that service users are aware of which staff/volunteers speak Welsh by using the Working Welsh badges and posters

- promoting bilingual workplaces in our offices. Resources are available from the Welsh Language Commissioner to assist with this

- providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme. Free training packs and language awareness DVDs are also available from the Welsh Government.

- finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably. The Commissioner recommends using professional translators.

example, Working Welsh badges and posters
4 Communicating with the Welsh-speaking public

4.1 Written communication

Option 1 (Publicly Funded)
Customers are welcome to send Welsh language correspondence to <NAME OF ORGANIZATION> and those writing in Welsh will receive a signed answer in Welsh on official bilingual headed paper.

- Correspondence through the medium of Welsh in itself will not lead to delay.
- All letters received in Welsh will be answered in Welsh.
- Following Welsh language contact face to face or over the phone, any subsequent correspondence will be sent in Welsh or bilingually.
- If it is known that a customer prefers to receive correspondence in Welsh,

Option 2 (UK/International Charity)

- <NAME OF ORGANIZATION> welcomes correspondence in English and Welsh.
  - Correspondence through the medium of Welsh in itself will not lead to delay
  - All letters received in Welsh will be answered in Welsh.
  - Any correspondence from the public and service users in Welsh will receive a reply in Welsh.
  - The timescale for responding to correspondence in Welsh will be the same as in English.
  - Once it is known that a member of the

Option 3 (Local/Small Organization)

Written correspondence - including e-mail:

- <NAME OF ORGANIZATION> welcomes written correspondence in English and Welsh.
  - All letters received in Welsh will be answered in Welsh.
  - We will endeavour to ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English.
  - Standard letters will be bilingual.
  - <NAME OF ORGANIZATION>’s headed paper and e-mails will contain
wherever practical we will correspond with that person in Welsh.

- `<NAME OF ORGANIZATION> will maintain a database of customers who prefer to receive correspondence in Welsh, in English or bilingually.

- In order to facilitate communication with customers in Welsh, `<NAME OF ORGANIZATION>` will maintain and provide to staff a list of translators.

- Where an individual's preference is not known, for example in sending standard letters, written correspondence with the public in Wales will be bilingual.

- The headed paper and e-mail signature of `<NAME OF ORGANIZATION>` will include a note at the bottom welcoming correspondence in English or Welsh.

- `<NAME OF ORGANIZATION>` will maintain a database of customers who prefer to receive correspondence in Welsh.

- Where an individual's preference is not known, for example in sending standard letters, written correspondence with the public in Wales will be bilingual.

- When `<NAME OF ORGANIZATION>` has no staff available to answer correspondence in Welsh to a sufficiently high standard, we will use a professional translation agency.

- The headed paper and e-mail signature of `<NAME OF ORGANIZATION>` will include a note at the bottom welcoming correspondence in English or Welsh.

- A standard bilingual statement indicating that correspondence in English and Welsh is welcome.
4.2 Telephone communications

Option 1 (Publicly Funded)

Customers will be welcome to conduct telephone conversations with us in English or Welsh. <NAME OF ORGANIZATION> will maintain a helpline and Welsh-speaking operators will be available when practical, with the aim of having Welsh speakers available for at least eight hours a day.

Guidelines will be issued to staff on the steps to be taken when answering the telephone. All external calls will be answered with a standard bilingual greeting:

‘Bore da <NAME OF ORGANIZATION>’ or ‘Prynhawn da <NAME OF ORGANIZATION>’

If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another volunteer/member of staff. If no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back; submit the request in writing (hard copy/e-mail); or continue the conversation in English.

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Customers will be welcome to conduct telephone conversations with us in English or Welsh. <NAME OF ORGANIZATION> will maintain a helpline and Welsh-speaking operators will be available when practical, with the aim of having Welsh speakers available for at least eight hours a day.

Guidelines will be issued to staff on the steps to be taken when answering the telephone. All external calls will be answered with a standard bilingual greeting:

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If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another volunteer/member of staff. If no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back; submit the request in writing (hard copy/e-mail); or continue the conversation in English.

Option 3 (Local/Small Organization)

People are welcome to speak English or Welsh in dealing with <NAME OF ORGANIZATION> over the phone. All external calls will be answered with a standard bilingual greeting:

‘Bore da <NAME OF ORGANIZATION>’ or ‘Prynhawn da <NAME OF ORGANIZATION>’

If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another volunteer/member of staff. If no Welsh speakers are available the caller may provide an internal directory of Welsh speakers in the organization to whom calls may be transferred.
choose to have a Welsh speaker phone them back; submit the request in writing (hard copy/e-mail); or continue the conversation in English. <NAME OF ORGANIZATION> will provide an internal directory of Welsh speakers in the organization to whom calls may be transferred.

Following a telephone conversation in Welsh, all subsequent communications, whether written or verbal, will be in Welsh or bilingually at the request of the caller.

Answer machine messages will be bilingual in our offices in Wales.

4.3 Face-to-face

Option 1 (Publicly Funded)
People visiting the offices of <NAME OF ORGANIZATION> in Wales that are open to the public will be welcome to discuss their business in Welsh if they wish. <NAME OF ORGANIZATION> will endeavour to ensure that Welsh speakers are present in their offices to deal with enquiries in Welsh. If the

Option 2 (UK/International Charity)
<NAME OF ORGANIZATION> has undertaken to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff/volunteer will be able to do so at all times. By advertising our Welsh language services, we will encourage individuals to use their preferred

Option 3 (Local/Small Organization)
<NAME OF ORGANIZATION> has undertaken to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff/volunteer will be able to do so. This may not be possible at all times, but we will encourage and train Welsh-speaking staff/volunteers to make the most of their
member of staff is unable to deal with the matter fully, every effort will be made to find a suitable person, in the office or over the phone. If this is not possible, the customer will be given an opportunity to discuss the matter in English or the enquiry will be noted and transferred to an appropriate member of staff for a written reply to the customer in Welsh.

4.4 Public meetings and events

Option 1 (Publicly Funded)
When <NAME OF ORGANIZATION> arranges large public meetings in Wales, we will establish standard practices for bilingual provision. Notices of all public meetings, events and conferences will be bilingual, and will include a statement that the right of those attending to speak English or Welsh will be respected.

Translation needs will be assessed language when dealing with us.

Every effort will be made to ensure that a Welsh-speaking member of staff is located in the offices and projects of <NAME OF ORGANIZATION> in Wales where Welsh-speaking members of the public call in frequently. Every effort will be made to establish teams which include Welsh speakers or which are able to have access to Welsh speakers as required.

[Note: some organizations will be able to provide services through the medium of Welsh at all times and should therefore disregard this last sentence.]

Option 2 (UK/International Charity)

Notices of all public meetings and conferences will be bilingual, and will include a statement that the right of those attending to speak English or Welsh will be respected. Exhibitions and presentations will be bilingual and <NAME OF ORGANIZATION> will encourage everyone to uphold the principle of equality.

We will measure the need for simultaneous translation facilities by

Option 3 (Local/Small Organization)

All publicity material for events will be published bilingually including
before holding any public meeting or conference. The appropriate translation facilities will be provided on the basis of this assessment. If translation facilities are provided prior notice will be given that anyone will be welcome to speak Welsh. If, on the basis of the assessment, it is considered that translation facilities are not necessary or practical, this will be made clear beforehand. The assessment will be made on the basis of the purpose or subject matter of the meeting, its location, those likely to attend and any prior information regarding language choice. Equally an assessment will be made of the requirement for Welsh-speaking staff members to receive and welcome the public at meetings.

Working Welsh badges denoting Welsh speakers will be worn to show which members of staff or volunteers speak Welsh.

exhibitions and presentations to the media.

Those attending national and regional conferences organised by <NAME OF ORGANIZATION> will be welcome to contribute in English or Welsh. When <NAME OF ORGANIZATION> arranges workshops, training courses, conferences and similar events it will assess the need for Welsh provision by including a clear statement on all publicity material indicating that delegates are welcome to contribute in English or Welsh. All registration forms will include a section to indicate language choice.

When <NAME OF ORGANIZATION> arranges a public meeting it will arrange interpretation or translation facilities for those attending who do not speak Welsh.

Badges denoting Welsh speakers will be worn to show which members of staff or volunteers speak Welsh.

requesting delegates to indicate their preferred language on the registration form. If at least 20% of delegates indicate they wish to communicate in Welsh then we will arrange simultaneous translation. If there are no available resources to arrange a translator, Welsh-speaking staff members/volunteers will translate questions.

Badges denoting Welsh speakers will be worn to show which members of staff or volunteers speak Welsh.
5 Corporate image

5.1 Corporate identity

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> and its main contractors will adopt a completely bilingual corporate image in Wales. Written material, logos and slogans will be bilingual. Headed paper, compliment slips and appointment cards will all be bilingual with both languages equal in terms of format, size, clarity and prominence.

All general and public notices and job advertisements issued to the media in Wales will be bilingual. Display material and information used in exhibitions and events in Wales will be bilingual.

Option 2 (UK/International Charity)

The public image and corporate identity of <NAME OF ORGANIZATION>, including its address, logo, visual identity and any other standard information will be bilingual. This will include headed paper, compliment slips, fax sheets, business cards, name badges, exhibitions and publications, signage, vehicles and premises.

Both languages will be equal in terms of size, format, quality, clarity and prominence.

Option 3 (Local/Small Organization)

The corporate identity of <NAME OF ORGANIZATION> will be completely bilingual including the name of the organization, its address and logo and it will be visible on headed paper, fax paper, business cards, publications, premises etc.

Both languages will be equal in terms of size, format, quality, clarity and prominence.
5.2 Signage

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> is committed to providing information signage bilingually including within its offices. The signage will uphold the principle of equality, with the Welsh appearing above the English. New signage in future will be completely bilingual with both languages displayed in the same way and with the same prominence.

Option 2 (UK/International Charity)

In Wales, when replacing signage, all external and internal signage in public places at the premises of <NAME OF ORGANIZATION> will be bilingual and equal in terms of form, size, quality and prominence. The Welsh version will be placed above or in front of the English version. Where it is necessary to use separate English and Welsh signage, they will be equal.

Option 3 (Local/Small Organization)

In replacing signage, <NAME OF ORGANIZATION> is committed to the provision of completely bilingual signage and both languages will be equal in terms of form, size, quality and prominence. This will include internal and external signage at offices/centres. The signage will uphold the principle of equality, with the Welsh appearing above or in front of the English.
6 Publications

6.1 Documents

Option 1 (Publicly Funded)

When printing and publishing material for the public, <NAME OF ORGANIZATION> will follow the normal practice of making it bilingual. Bilingual documents will include those distributed to or provided for the public in general, and which:

- provide information on the services of <NAME OF ORGANIZATION>
- explain and advise on <NAME OF ORGANIZATION>’s new policies, initiatives, developments and services
- seek the public’s opinion by consulting them.

Bilingual publications will include pamphlets, booklets, newsletters, corporate publications and general published material distributed to customers in Wales by <NAME OF ORGANIZATION>.

Option 2 (UK/International Charity)

<NAMESPACE> aims to publish all its relevant campaigning material bilingually in one document. If it is necessary for whatever reason, e.g. the size of the document, for <NAME OF ORGANIZATION> to publish English and Welsh versions separately, we will publish them at the same time.

Bilingual documents will include those distributed to or provided for the public in general, and which:

- provide information on the services of <NAME OF ORGANIZATION>
- explain and advise on <NAME OF ORGANIZATION>’s new policies, initiatives, developments and services
- seek the views of the public by consulting them.

All printed public material such as posters, forms, handbooks, annual reports and statements, will be bilingual i.e. with both languages in the same document, and in a suitable style for the document e.g. side-by-side for posters and back-to-back for larger documents.

If it is not possible to publish documents in a bilingual format, <NAME OF ORGANIZATION> will ensure that the English and Welsh versions appear at the same time.

Current public material will be produced bilingually when revised or reprinted. When a charge is made for a document in a bilingual format, the price will not be higher than the single language version of that document and the price of the Welsh version will not be higher.
Customers will be able to choose to receive information in English or Welsh. We will ensure that the Welsh text is of a high standard and in the correct register, and is mindful of the target audience.

If it is not possible or appropriate to produce bilingual material, separate English and Welsh versions will be produced. In this case, both versions will be of the same standard and will be published and distributed at the same time and will include a note that an English/Welsh version is available.

We will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience.

Campaign information material and external policy reports produced by <NAME OF ORGANIZATION> for world-wide distribution or across the UK will be assessed to see whether bilingual versions are necessary (see the criteria).

Policy and technical research documents produced by <NAME OF ORGANIZATION> for world-wide or UK use will rarely be translated as this material is often expensive and will have limited distribution in Wales. The internal planning team will receive information on the Scheme and a process for producing bilingual materials will be established. A matrix of criteria for deciding whether materials should be produced bilingually will be used.

Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

We will consider how to make the best use of voluntary assistance in preparing bilingual publications. At the same time we will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience.
7 Press releases

Option 1 (Publicly Funded)
We are committed to issuing bilingual statements and notices to the press and the media in Wales whenever possible.

- Press releases for the press and media in Wales will be issued bilingually. It is understood that occasionally, in an emergency, it will be necessary to issue press releases in English only, but in all other circumstances the translation process will be incorporated into the planning timescales.

- All press releases will include contact details of a Welsh-speaking representative of <NAME OF ORGANIZATION>. This person will be authorised to fully represent <NAME OF ORGANIZATION> within the boundaries of their knowledge. We will keep a list of suitable contact names.

Option 2 (UK/International Charity)
We are committed to issuing bilingual statements and notices to the press and the media in Wales whenever possible.

- Press releases for the press and media in Wales will be issued bilingually. It is understood that occasionally, in an emergency, it will be necessary to issue press releases in English only, but in all other circumstances the translation process will be incorporated into the planning timescales.

- All press releases will include contact details of a Welsh-speaking representative of <NAME OF ORGANIZATION>. This person will be authorised to fully represent <NAME OF ORGANIZATION> within the boundaries of their knowledge. We will keep a list of suitable contact names.

Option 3 (Local/Small Organization)
Press releases will be issued bilingually. Interviews will be held in Welsh where appropriate. Consequently, a Welsh-speaking press spokesperson will be appointed.
8 Websites and Information Technology

Describe how the organization will use Information Technology developments to offer more bilingual services.

Option 1 (Publicly Funded)

<NAMESPACE OF ORGANIZATION>’s website will be fully bilingual and all English pages will have an equivalent identical Welsh page. Both languages will appear separately and it will be possible for the user to move from one language to the other at any time by using the prominent language switch. Material published on <NAMESPACE OF ORGANIZATION>’s website will appear in English and Welsh and will be placed at the same time wherever possible.

If the English and Welsh content does not appear together at any time, then the English content will appear with a note informing the user when the Welsh page will be available, and the Welsh version will appear within 2 working days.

Option 2 (UK/International Charity)

Sections or webpages on the external website of <NAMESPACE OF ORGANIZATION> which relate specifically to activities in Wales will appear bilingually. The Wales regional pages on the main website will be fully bilingual. All English pages will have a corresponding page in Welsh. The languages will appear separately and it will be possible for the user to move from one language to the other at any time by using a prominent language switch.

English and Welsh versions of any <NAMESPACE OF ORGANIZATION> documentation uploaded on the website will be available bilingually at the same time.

Option 3 (Local/Small Organization)

Members of the public will be able to access information via <NAMESPACE OF ORGANIZATION>’s website in English and Welsh. The website will indicate language choice clearly. <NAMESPACE OF ORGANIZATION> recognises that the best way to steer language is to include language choice on each page where a corresponding version is available. We will develop the website’s bilingual content over time and prioritise the most popular and static pages in the first instance. English and Welsh pages on the website will be revised and updated at the same time.

All new web-based reports, documents and forms will be available bilingually and all versions will be available for easy download. All material and provision in English and Welsh will be
When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines: 'technology, websites and software: Welsh language considerations'.

When referring to the website in public documents or e-mails, the <Welsh language web address> will be used for Welsh documents and the <English language web address> will be used for English documents. Both will be used when the content is bilingual e.g. on 'pop-up' display material. This should be done in line with the website's branding guidelines.

In order to help staff and volunteers work through the medium of Welsh, IT software such as the Cysgliad dictionary and spellchecker will be available on computers. Welsh-language versions of Microsoft Windows and Office will also be available to staff and volunteers who wish to use them (they can be downloaded free of charge from the Commissioner's website).

**Discussion Forums and Electronic Networks**

English text which has been placed on the website by an external party will not be translated, for example organizations which have registered an institution or project. When uploading information, the website will indicate to the user that the Welsh section has not been completed, and that they will be responsible for undertaking this.

When <NAME OF ORGANIZATION> starts or joins in a discussion on its own discussion forum, all contributions will be bilingual. The contributions of other parties will not be translated without prior agreement. Facebook and other electronic networks will be maintained in both languages wherever possible – either separately in English and Welsh or bilingually.

When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines: 'technology, websites and software: Welsh language considerations'.

consistent, i.e. it will be up-to-date, accurate, and will enjoy the same prominence and be of the same quality. All staff, consultants, designers and printers will be given written guidelines on how to deal with the design of bilingual material.

When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines: 'technology, websites and software: Welsh language considerations'.

In order to help staff and volunteers work through the medium of Welsh, IT software such as the Cysgliad dictionary and spellchecker will be available on computers. Welsh-language versions of Microsoft Windows and Office will also be available to staff and volunteers who wish to use them.
9 Implementing the Scheme

9.1 Staffing

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> will endeavour to ensure that staff and volunteers can provide a service for Welsh speakers in all offices and projects which have contact with the public.

All office and project posts will be reviewed to establish where the need for oral Welsh and/or written Welsh is essential or desirable. Any such requirements will be included in job descriptions and person specifications. Criteria for assessing the requirement will be established, including the nature of the post and frequency of contact with Welsh-speaking members of the public.

Each year a list of staff members

Option 2 (UK/International Charity)

<NAME OF ORGANIZATION> will aim to ensure that sufficient Welsh-speaking staff are available to develop a bilingual service in all its offices in Wales. <NAME OF ORGANIZATION> recognises that the ability to speak Welsh is a valuable and relevant skill.

An up-to-date list of Welsh-speaking staff and volunteers will be circulated.

Language awareness training will be offered to all employees, directors and volunteers, making use of the free pack and DVD which is available from the Welsh Government.

Whenever a new post is established, or an existing post becomes vacant, an

Option 3 (Local/Small Organization)

<NAME OF ORGANIZATION> will assess what language skills are necessary in each workplace and for each core activity in order to implement this Scheme. Job descriptions will include a clause noting that the ability to communicate in Welsh is essential, desirable or not required for the post in question.

<NAME OF ORGANIZATION> will conduct a review of the language skills of its staff and will include this information in an internal contacts list in order to (a) make full use of their language skills and (b) recognise any skills shortage within the team. Any language skills shortages will be dealt with by training current staff or recruiting new staff as appropriate. Language
providing a service to the public in Wales who are able to speak and write in Welsh will be provided. Every effort will be made to recruit Welsh-speaking staff to certain posts when a vacancy occurs.

Support and training will be provided to staff and volunteers in the use of Welsh so that they may gain new skills and improve current skills. <NAME OF ORGANIZATION>‘s resources (i.e. direct funding and time during working hours) will be allocated depending on the training needs assessment and priorities regarding the benefit to service provision.

Approaches to monitoring the service, identifying defects and determining what to do will be established.

Language awareness training will be offered to all employees, directors and volunteers, making use of the free pack and DVD which is available from the Welsh Government.

objective assessment will be made by the recruiting manager in consultation with the head of the Welsh branch of <NAME OF ORGANIZATION>, to establish whether or not to designate the post as Welsh essential.

Where a post is designated as Welsh essential or where a short-listed candidate has indicated that they are fluent in the Welsh language, their oral and written fluency in Welsh will be tested. If there have been difficulties in recruiting a Welsh speaker to a post for which the ability to speak Welsh is an essential requirement, it may be necessary to consider appointing someone who cannot speak Welsh. In such cases, the Welsh language elements of the post will be undertaken by another member of staff while the appointed officer receives language training in order to reach the necessary standard within a particular timescale.

All posts, which are not designated Welsh essential, will have ‘fluent Welsh’ as a desirable attribute. This will mean that those interviewed will receive additional weighting if they are fluent

Non-Welsh speaking staff will receive training on how to answer the telephone bilingually and how to refer Welsh language enquiries as well as how to pronounce and spell Welsh names. When recruiting new staff, directors and volunteers <NAME OF ORGANIZATION> will take into consideration the linguistic requirement of the post and the whole team in order to allow the implementation of this Scheme. <NAME OF ORGANIZATION> will support staff who wish to improve their language skills as part of their continuing professional development.
Welsh speakers. Staff recruitment for Welsh essential posts will be advertised in Welsh, accompanied by a brief explanation in English, or bilingually. Training and support in the use of the Welsh language will be provided to staff and volunteers who want to extend their use of the language where that is appropriate to their role profile or part of their personal development plan.
9.2 Learning Welsh

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> will encourage and support staff who wish to learn or improve their Welsh and encourage Welsh speakers to use the language whenever practical.

We will assess the training needs of employees in order to identify staff who may benefit from training programmes, financial support or dedicated working hours by <NAME OF ORGANIZATION> in order to:

- assist Welsh-speaking employees who need to develop their language skills in order to fulfil their duties
- provide Welsh-speaking staff members with the appropriate administrative, technical or operational skills to provide a Welsh language service to customers
- provide specific information on aspects of the services
- develop the Welsh language skills of non-Welsh speaking members of staff.

Option 2 (UK/International Charity)

<NAME OF ORGANIZATION> will encourage and support staff who wish to learn or improve their Welsh and encourage Welsh speakers to use the language whenever practical.

Facilities will be provided for staff and long-term volunteers to learn and improve their Welsh in the workplace via weekly basic language classes with a suitable and qualified tutor.

Where this may not be appropriate or suitable for employed staff, evening, weekend or residential language courses will be paid for from the training budget and will be considered as taking place in working hours. The use of Welsh by learners and fluent speakers in the office will be encourage and supported.

Regular audits of the language profile of service users, staff and volunteers will be held to ensure that the Welsh language needs of the organization

Option 3 (Local/Small Organization)

<NAME OF ORGANIZATION> will endeavour to encourage and support staff who wish to learn Welsh and support Welsh-speaking staff who wish to improve their language skills. Welsh-speaking staff and volunteers will encourage other staff who are learning Welsh to speak Welsh in the workplace. <NAME OF ORGANIZATION> will fund training in Welsh and allow staff to attend courses during working hours.

Copies of Welsh dictionaries will be available in our offices/centres. <NAME OF ORGANIZATION> will also encourage non-Welsh speaking members to use Welsh during events and will provide useful sentences for them to practise.
<NAME OF ORGANIZATION> will introduce measures to monitor those who are developing and/or learning Welsh language skills and <NAME OF ORGANIZATION>’s human resources departments and main contractors will maintain a register of Welsh speakers and learners.

The audit will identify those posts where Welsh speaking skills are essential and the precise level of skills required.

The organization's approach to allocating spending and resources will be adapted to reflect this. The aim is to normalise spending and use of resources on Welsh language services such that it is entirely natural for services to be provided in the two official languages of Wales and to organise resources to meet that objective.

9.3 Services by contractors on behalf of the organization

Option 1 (Publicly Funded)
Through its contracting arrangements <NAME OF ORGANIZATION> will ensure that contractors implement all relevant sections of the Scheme when dealing with customers or the public.

Provision will be made to monitor compliance by <NAME OF

Option 2 (UK/International Charity)
It is often necessary for <NAME OF ORGANIZATION> to contract services to other agencies, organizations or individuals, e.g. care agencies, catering staff. On such occasions the contracted organization will be notified of <NAME OF ORGANIZATION>’s commitment to this Welsh Language Scheme and will receive written guidelines on the most

Option 3 (Local/Small Organization)
This is not usually relevant.
and contractors with the relevant sections of the Scheme within the standard monitoring arrangements, including regular performance reports by contractors and agents and members of the Welsh language panel.

Contracts or arrangements may be of short duration and for a specific task or activity where it is not practical to require full compliance with the Scheme. In such cases the fullest possible compliance under the circumstances will be sought, e.g. van hire, producing guidebooks etc.

Where the public does not have direct access to the contractor, in terms of complaints, they will be expected to deal directly with <NAME OF ORGANIZATION>.

### 10 Implementation and monitoring

Describe how the organization will monitor the implementation of the Scheme.

#### 10.1 Monitoring

**Option 1 (Publicly Funded)**

<NAME OF ORGANIZATION> will measure the implementation of the

**Option 2 (UK/International Charity)**

A monitoring and evaluation report will be provided to the Chief Executive of

**Option 3 (Local/Small Organization)**

The Chief Executive will monitor the implementation of the Scheme in
Scheme in accordance with the implementation plan and timescales attached to this Scheme.

Each year, an annual report will be presented to the Chief Executive, the Management Board and to the Welsh Language Commissioner for feedback.

A section on compliance with this Scheme will be included in the corporate annual report.

(NAME OF ORGANIZATION) will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

(NAME OF ORGANIZATION), and a copy will be sent to the Welsh Language Commissioner for feedback on an annual basis.

Based on the Welsh Language Commissioner’s reporting template the following points will be monitored and will form part of the report:

- Implementing the Scheme
- Forward planning
- Awareness
- Bilingual Skills
- Putting the User First
- Complaints
- Data Collection
- Reporting
- Timescales for Implementation

(NAME OF ORGANIZATION) will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

accordance with the enclosed timescales and report to the Board of Director and the Welsh Language Commissioner on an annual basis.

(NAME OF ORGANIZATION) will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.
10.2 Complaints and feedback

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION>‘s current complaints procedure will encompass any complaints made regarding the implementation of the Scheme or Welsh language service. <NAME OF ORGANIZATION> welcomes suggestions from the public, its staff and members for improving its Scheme and Welsh language service. Any suggestions should be sent to the Chief Executive and will be considered during the monitoring period.

Option 2 (UK/International Charity)

All complaints regarding the implementation of the Scheme will be submitted locally and monitored by the <DESIGNATED OFFICER> of <NAME OF ORGANIZATION>. <NAME OF ORGANIZATION> welcomes suggestions from the public, its staff and members for improving its Welsh Language Scheme and service. All suggestions should be sent to the <DESIGNATED OFFICER> + <POSTAL/E-MAIL ADDRESS>.

Option 3 (Local/Small Organization)

A question on the Welsh Language Scheme will be included in questionnaires to clients. Official complaints and suggestions should be sent to: <POSTAL/E-MAIL ADDRESS>

Any complaints received by <NAME OF ORGANIZATION> will be dealt with in accordance with the current complaints procedures and policies.

11 Advertising the Scheme and raising public awareness

Option 1 (Publicly Funded)

<NAME OF ORGANIZATION> will advertise its Welsh Language Scheme to the public, staff, members and agencies on a continuous basis. We will ensure that those dealing with <NAME OF ORGANIZATION> are aware of the

Option 2 (UK/International Charity)

<NAME OF ORGANIZATION> will refer to the Scheme in its annual report, business plan and general material for customers, and will make clear that customers are welcome to use Welsh when dealing with the company and its

Option 3 (Local/Small Organization)

The Scheme will be published on <NAME OF ORGANIZATION>’s website.

A section on implementation against
Scheme and its contents. Copies of the Scheme will be available at all our offices in the form of a free bilingual document.

The following means of publicity will be used:

- Issuing information and guidelines to staff
- Ensuring that copies of the Scheme are available to all members of <NAME OF ORGANIZATION> and the public in general by placing it on our website and issuing it on demand
- Workshops and presentations for clients and stakeholders

<NAME OF ORGANIZATION> will provide copies of the Scheme for customers on demand. <NAME OF ORGANIZATION> welcomes suggestions to improve the Scheme by customers and employees. Any suggestions should be sent to the Welsh Language Steering Group <POSTAL ADDRESS>

the Welsh Language Scheme will be included in our annual report.
# Appendix 1

## Timescales and Implementation Plan

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