

# Cynllun Iaith Gymraeg

## Welsh Language Scheme

Caerphilly Miners Centre for the Community

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### 1. Introduction

Caerphilly Miners is a charity working to give back a restored part of the Caerphilly Miners hospital to the community as social enterprise, delivering services to support well-being. It follows the miners' ethos of mutuality and collaboration, community enterprise and self-help. The multi-use facility will provide a place to socialise, learn and develop skills, access information, and participate in community activities. It seeks to tackle inequality, economic exclusion and social isolation, and support people of all ages and circumstances.

The project is designed to support the whole community – carers and cared for people, people with mental health problems, older and younger people, economically excluded people, community members wanting to improve their well-being, have a place to go, meet others and have some fun. Our community includes Welsh speakers, Welsh learners, and those that do not speak or understand the language, but nevertheless value it and want to sustain it. Our wish to include all these people and embrace their views underpins our Welsh Language scheme.

## **2. Statement of Intent (Local/Small Organization)**

Caerphilly Miners Centre for the Community 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. We believe that offering services which respect an individual's choice of language can make a significant difference to the experience of the individual. We wish to encourage people who have dealings with Caerphilly Miners Centre for the Community to feel comfortable using their preferred language. We will provide our services bilingually wherever it is practical and appropriate.

A Welsh language service will be considered an essential part of Caerphilly Miners Centre for the Community'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 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 Caerphilly Miners Centre for the Community 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**

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 Caerphilly Miners Centre for the Community plans and formalizes policies or initiatives, we 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.

The aim is to provide a high standard of service in accordance with our commitment in this Scheme. The standard of this bilingual service will be regularly reviewed, with the aim of continuously improving the standard.

As set out in the timescales, Caerphilly Miners Centre for the Community 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 example, Working Welsh badges and posters
- 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.

## 4. Communicating with the Welsh-speaking public

### 4.1 Written correspondence - including e-mail

Caerphilly Miners Centre for the Community 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.
- Caerphilly Miners Centre for the Community's headed paper and e-mails will contain a standard bilingual statement indicating that correspondence in English and Welsh is welcome.
- Where an individual's preference is not known, for example in sending standard letters, written correspondence with the public in Wales will be bilingual.

### 4.2 Telephone communications

People are welcome to speak English or Welsh in dealing with Caerphilly Miners Centre for the Community over the phone. All external calls will be answered with a standard bilingual greeting:

*'Bore da Caerphilly Miners Centre for the Community' or 'Prynhawn da Caerphilly Miners Centre for the Community'*

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.

Caerphilly Miners Centre for the Community 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.

The answer phone message will be bilingual in all offices.

### 4.3 Face to face contact

Caerphilly Miners Centre for the Community 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 skills in order to offer as full a service as possible.

#### **4.4 Public meetings and events**

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 Caerphilly Miners Centre for the Community will encourage everyone to uphold the principle of equality.

We will measure the need for simultaneous translation facilities by 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**

The corporate identity of Caerphilly Miners Centre for the Community 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.

In replacing signage, Caerphilly Miners Centre for the Community 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**

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, Caerphilly Miners Centre for the Community 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 than the price of the English version.

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.

Press releases will be issued bilingually. Interviews will be held in Welsh where appropriate. Consequently, a Welsh-speaking press spokesperson will be appointed.

## **7 Websites and Information Technology**

Members of the public will be able to access information via Caerphilly Miners Centre for the Community's website in English and Welsh. The website will indicate language choice clearly. Caerphilly Miners Centre for the Community 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 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.

## **8 Implementing the Scheme**

### **8.1 Staffing**

Caerphilly Miners Centre for the Community 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.

Caerphilly Miners Centre for the Community 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 awareness training will be offered to all staff and volunteers.

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 Caerphilly Miners Centre for the Community will take into consideration the linguistic requirement of the post and the whole team in order to allow the implementation of this Scheme. Caerphilly Miners Centre for the Community will support staff who wish to improve their language skills as part of their continuing professional development

## **8.2 Learning Welsh**

Caerphilly Miners Centre for the Community 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. Caerphilly Miners Centre for the Community 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. Caerphilly Miners Centre for the Community will also encourage non-Welsh speaking members to use Welsh during events and will provide useful sentences for them to practise.

## **9 Implementation and monitoring**

### **9.1 Monitoring and review**

The Chief Executive will monitor the implementation of the Scheme in accordance with the enclosed timescales and report to the Board of Director and the Welsh Language Commissioner on an annual basis.

Caerphilly Miners Centre for the Community will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

### **9.1 Complaints and feedback**

A question on the Welsh Language Scheme will be included in questionnaires to clients. Official complaints and suggestions should be sent to:  
[secretary@caerphillyminerscentre.org.uk](mailto:secretary@caerphillyminerscentre.org.uk)

Any complaints received by Caerphilly Miners Centre for the Community will be dealt with in accordance with the current complaints procedures and policies.

## **10 Advertising the Scheme and raising public awareness**

The Scheme will be published on Caerphilly Miners Centre for the Community's website. A section on implementation against the Welsh Language Scheme will be included in our annual report.

## Appendix 1 Timescales and Implementation Plan

	AREA OF ACTIVITY	IMPLEMENTATION	BY WHOM	TIMESCALES
<b>3</b>	<b>Planning and delivering services</b>			
3.1	New policies and initiatives			
3.2	Delivery of services			
<b>4</b>	<b>Communicating with the Welsh-speaking public</b>			
4.1	Written communication			
4.2	Telephone communications			
4.3	Face-to-face communications			
4.4	Public meetings and events			
<b>5</b>	<b>Corporate image</b>			
5.1	Corporate identity			
5.2	Signage			
<b>6</b>	<b>Publications</b>			
<b>7</b>	<b>Websites and Information Technology</b>			
<b>8</b>	<b>Implementation of the scheme</b>			
8.1	Staffing			
8.2	Learning Welsh			
<b>9</b>	<b>Implementation and Monitoring</b>			
9.1	Monitoring and Review			
9.2	Complaints and Feedback			
<b>10</b>	<b>Advertising the scheme</b>			