



Welsh Language Policy

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Welsh Language Policy

1.0 General Statement

Children in Wales is committed to the promotion of Welsh language and culture. Children in Wales operates a Welsh Language Scheme, in accordance with the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011.

2.0 Principles

Children in Wales, through the implementation of its Welsh Language Scheme aims:

- To treat both the Welsh and English language on an equal basis and continue to provide and develop high quality services and communications through both mediums.
- To ensure that our members and other members of the public have the opportunity and the right to choose the language they would like to use when conducting business and corresponding with the organisation.
- To publicise, promote and further develop a bilingual ethos within Children in Wales, demonstrating its commitment to the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011.

Children in Wales' Welsh Language Scheme is intended to be a 'living document' and will be monitored and reviewed regularly by the organisation's Welsh Language Working Group and the Senior Management Team.

3.0 Scope of Policy

3.1 This Policy applies to all staff, Trustees, associates and volunteers of Children in Wales, and to all aspects of the work of Children in Wales.

3.2 This policy and procedures accompanying it apply to any accredited training course provided by Children in Wales or its Associates. It will therefore also apply to Assessors, Tutors, Trainers, Internal Verifiers, learners and Quality Assurance Managers of awarding bodies in relation to the delivery of accredited training.

4.0 Related Policies

Accredited Training Policy Series

Equality Policy

5.0 Guidance

- 5.1 Appendix 1 sets out Children in Wales' Welsh Language Scheme as it relates to the whole organisation. The Action Plan details who is responsible for each area of work and task to develop the organisation's use of the Welsh language. This document is designed to be publicly available.
- 5.2 As part of its recognition as a Centre for Accredited Training and as an accredited training provider, Children in Wales has in place systems and procedures to ensure that learners are assessed in the language of their choice (either English or Welsh).

6.0 Appendices

- 6.1 Appendix 1: Welsh Language Scheme and Action Plan

Appendix 1



Children in Wales Plant yng Nghymru

Cynllun Iaith Gymraeg Welsh Language Scheme

This scheme was prepared in accordance with the guidance from the office of the Welsh Language Commissioner, pursuant to the Welsh Language Act 1993 and the Welsh Language (Wales) Measure 2011.

1. Introduction

Children in Wales is the national umbrella organisation for those who work with children and young people in Wales. Its aims are to promote the interests of these groups and to operate to meet their needs. Children in Wales is a registered charity and an independent non-governmental organisation.

Children in Wales is a membership body and its members include individuals and organisations from a wide variety of fields with different interests. They come from the voluntary, statutory and private sectors.

The main aims of the organisation are:

- Making each and every Article of the United Nations Convention on the Rights of the Child a reality in Wales;
- Fighting for quality sustainable services and fair shares for children and young people living in Wales;
- Ensuring special attention and treatment for children in need;
- Giving a voice to children and young people in the most appropriate way to them.

Young Wales is participation initiative that is being funded by the Welsh Government Children and Families Development Grant. As part of the project Children in Wales is ensuring that children and young people are heard on issues that are important to them and affect them, and that they are heard by the Welsh Government.

The work of Children in Wales is broad in its nature, and it is vitally important for the organisation that every aspect of its work reflects the bilingual nature of Wales and respects the speakers of the country's two official languages.

2. Statement

Children in Wales will treat English and Welsh on the basis that they are equal as is appropriate under the circumstances and reasonably practicable.

A substantial amount of Children in Wales' finance stems from public money. It is the organisation's duty therefore to provide bilingually for its members in accordance with the guidelines of funders. More importantly than this, Children in Wales believe that offering services to its members and the public in accordance with the language choice of the individual is a matter of good practice. This scheme outlines how Children in Wales will be doing that while providing services to its members in Wales.

Children in Wales will work bilingually through its activities and services and promote the use of Welsh in all its work. Children in Wales will develop services with the individual at their heart, where that individual will feel comfortable using Welsh or English on each occasion.

3. Planning and delivering services

3.1 New Policies and Initiatives

In planning new and revised policies or initiatives, Children in Wales will be assessing the linguistic implications in order to adhere to the conditions of this scheme. Through the use of new policies and initiatives to facilitate the use of Welsh wherever possible, the organisation will move nearer to implementing the principle of equality at every opportunity.

All Children in Wales staff need to be aware of the Welsh Language Standards, as well as contractual requirements placed on the organisation through agreements with other bodies and the Welsh Language Act 1993 and the Welsh Language Measure 2011.

Children in Wales' Welsh Language Working Group will monitor the use of Welsh throughout the organisation.

3.2 Providing Services

Children in Wales will aim to provide consistent and reliable services for both Welsh and English speakers throughout Wales. As is specified in the schedule, the

organisation will be working towards providing a comprehensive service to the same high standard in English and Welsh by:

- Recruiting staff with Welsh language skills where needed for the role;
- Making sure that every member of staff knows how to refer individuals to Welsh services;
- Making sure that users are aware which staff members speak Welsh by using badges, lanyards and 'Iaith Gwaith' posters
- Providing training and guidance for staff / volunteers to facilitate the use of Welsh.
- Finding quality and reliable translation services to ensure that all the relevant material is translated quickly and in a reliable manner.

3.3 Forums and Networks

An important part of the work of Children in Wales is co-ordinating and administering many networks and forums. While the majority of these operate through the medium of English, Children in Wales will look into opportunities to run forums in Welsh or bilingually where practical. Options will be investigated for producing materials and presentations bilingually and facilitating discussions bilingually at forums and networks.

4. Communicating with our members and the public who speak Welsh

4.1 Written Communication

Members and the public will be welcome to send correspondence in Welsh to Children in Wales and those who make contact in Welsh will receive a Welsh reply.

If it is known that a member or a member of the public would prefer to receive correspondence in Welsh, then that individual will be corresponded with in Welsh.

In order to facilitate communication in Welsh, Children in Wales will be maintaining and providing a list of translators for staff members.

Where an individual choice is not known, Children in Wales will be communicating bilingually.

4.2 Telephone Communication

Callers will be welcome to conduct a telephone conversation with Children in Wales in Welsh or English.

Guidelines will be introduced to staff on the steps to be followed when answering the telephone. Every external call will be received with a standard bilingual greeting, namely:

*“Bore da, Plant yng Nghymru, Good Morning, Children in Wales”
or “Prynhawn da, Plant yng Nghymru, Good afternoon, Children in Wales”*

If a member of staff is not able to present a bilingual service, they will hand the call over to someone who can continue in Welsh where possible, or offer the option of getting someone to return the call in Welsh or to continue in English.

Messages on answering machines will be bilingual in all offices.

4.3 Face-to-face Communication

People who visit Children in Wales’ offices will be welcome to discuss their issues in Welsh. Children in Wales will endeavour to make sure that Welsh speakers are present in offices to deal with enquiries in Welsh. If the person in reception is unable to deal with the situation in Welsh, every effort will be made to find someone else in the building who is able to help.

4.4 Meetings and public events

When Children in Wales will be organising conferences and events, the following procedure is followed.

The notification of every conference will be bilingual.

When organising a conference, every effort will be made to ensure that the event will be planned bilingually, that is, presentations in Welsh will be arranged or a workshop in Welsh. In these circumstances, a simultaneous translation service will be provided.

When this happens, the booking form should state:

‘A part of this Conference will be held through the medium of Welsh, and contributions in Welsh will be welcome.’

If there will not be a presentation or workshop in Welsh, a Welsh-speaking Chair may be used. If the Chair is going to chair in Welsh or bilingually, a simultaneous translation service should be arranged.

When this happens, the booking form should state:

‘A part of this Conference will be held through the medium of Welsh, and contributions in Welsh will be welcome.’

When this is not possible and no part of the day is conducted in Welsh but there will be time to ask questions or to hold a discussion, then the booking form should state:

‘This conference will be in English but contributions through the medium of Welsh will be welcome. If you would like to contribute in Welsh, please tick here.’

Then, depending on how many affirmative responses that are received, a translation service will be arranged.

A simultaneous translator will not be available if no part of the day has been designed to be in Welsh and there will be no opportunity for anyone in the audience to ask questions.

'Iaith Gwaith' badges will be worn, which identify Welsh speakers in order to show which staff members or volunteers speak Welsh.

5. Corporate Image

5.1 Corporate Identity

Children in Wales and its sub-contractors will be adopting a fully bilingual corporate image in Wales. Written materials, logos and slogans will be bilingual. Headed notepaper, and compliment slips will be bilingual, with both languages equal in terms of format, size, clarity and prominence.

Every general notice and job advertisement that is sent out to the media in Wales will be bilingual. All display material and information to be used in exhibitions and information and events in Wales will be bilingual.

5.2 Signs

Children in Wales is committed to providing information bilingually, including within their offices. The signs will respect the principle of equality. New signs will be fully bilingual, with both languages equal and given equal prominence.

6. Publications

6.1 Documents

In printing and publishing material for the public, Children in Wales will be following the usual procedure of doing so bilingually. Documents will include those that are distributed or provided to the public in general, and will:

- Provide information on Children in Wales' services.
- Explain and advise on new policies, initiatives, developments and services.
- Ask the opinions of the public by consultation.

Bilingual publications will include reports, e-briefings, flyers, corporate publications and general published material for customers in Wales by Children in Wales or on their behalf.

In terms of layout, Welsh language text will be placed before the English. The Welsh text used will be of high quality and in the appropriate tone in addressing the target audience.

If it will not be possible or suitable to produce bilingual material, Welsh and English versions will be produced separately. At that time, both versions will be of the same standard, and will include a message explaining that a Welsh / English version will be shortly available.

6.2 Press Releases

Children in Wales is committed to publishing bilingual releases and notices to the press and the media in Wales.

Press releases for the media in Wales will be bilingual. It is understood that there are occasions, on a short timescale, when statements will have to be made in English only, but in every other situations, the translation process will have been incorporated into the planning schedule.

When possible press releases will give contact details of a Children in Wales representative will be given who speaks Welsh. That person will have authority to represent Children in Wales fully within the boundary of their knowledge.

7. Websites and Information Technology

Children in Wales' website will be fully bilingual, and every English page will have the same corresponding page in Welsh. Both languages will be shown separately, and the user will be able to switch from the one language to the other on any page by using a prominent toggle button.

The material that will be published on Children in Wales' website will be in Welsh and English, and it will be posted at the same time, whenever possible.

If the Welsh and English content will not be appearing at the same time at any time, then the English content will appear and the Welsh version will be available as soon as translation has been returned. When there is a link to an external document that has only been produced in English, a summary text will be provided bilingually with a note that the document is only available in English.

In designing or redeveloping websites or any other Information Technology service, consideration will be given to guidelines from the Welsh Government and the Welsh Language Commissioner.

In referring to a website in public documents or e-mail messages a Welsh website address will be used for Welsh documents, and an English website address for English documents.

In order to assist staff and volunteers to work through the medium of Welsh, IT software such as the Welsh version of Microsoft Office is available to those who wish to use them.

7.1 Social media

Social media accounts for Children in Wales and Young Wales will be bilingual, either by having parallel accounts or one bilingual channel. Content will be of equal standard and tone in English and Welsh. However, when posting content live from events, there may be more content posted in one language than the other.

8. Implementing the Scheme

8.1 Staffing

Children in Wales will be making every effort to ensure that staff and volunteers can provide a bilingual service at all times.

New vacancies will be reviewed in order to identify whether there is the need for Welsh language skills for the role. Any such requirements will be included in job descriptions and person specifications as essential. Other new vacancies will be advertised with Welsh language skills as desirable.

A skills audit will be carried out across the organisation by the Welsh Language Working Group to establish where staff could benefit from training or other support to learn or improve their Welsh. Support and training can be provided to interested staff and volunteers in the use of the Welsh language in order that they acquire skills or improve their existing skills.

Children in Wales will be motivating and supporting to staff who want to learn or to improve their Welsh, and will be encouraging Welsh speakers to use the language on every practical occasion. This will

- Help workers who speak Welsh who need to develop their language skills to fulfil their duties;
- Provide Welsh speaking members of staff with the administrative, technical or operational skills to provide a Welsh service for customers;
- Provide specific information on aspects of the services;
- Develop the Welsh language skills of non-Welsh speaking members of staff.

Every new member of staff will receive a session on the Children in Wales Language Scheme as part of the induction procedure.

8.2 Services by contractors on behalf of the Organisation

Each activity run by Children in Wales will be assessed to establish the Welsh language needs. Children in Wales will be making sure that contractors implement every relevant part of the scheme in dealing with its members and the public.

9. Monitoring the Scheme

Children in Wales has appointed a Welsh Language Working Group to undertake the work of monitoring this scheme.

Children in Wales will be measuring the implementation of the scheme in accordance with the Action Plan and the schedule that is related to this scheme.

Children in Wales' Welsh Language Working Group will be meeting regularly to review this document and suggest revisions and look at progress.

9.1 Complaints and Feedback

The existing Complaints Procedure covers any complaints made concerning implementing the Scheme or the Welsh services.

Children in Wales welcomes suggestions from the public, its staff and its members for improving its Scheme and its Welsh service. Any suggestions should be referred to the Chief Executive, and they will be considered during the monitoring phase.

10. Advertising the scheme and raising public awareness

Children in Wales will be advertising their Welsh Language Scheme to its members, the Trustee Board, the staff and other agencies continuously. Efforts will be made to ensure that people who deal with Children in Wales are aware of the scheme and its contents. Copies of the scheme will be available in the form of a downloadable bilingual document, with a printed version available free of charge in the organisation's offices.

The following publicity methods will be used:

- Distributing information and guidelines among staff;
- Ensuring that copies of the scheme are available to the members of Children in Wales and the public in general by posting it on the organisation's website and distributing it on request.