Welsh Language Scheme

This voluntary scheme was prepared in line with the Welsh Language Board's Guidance under the Welsh Language Act 1993

This Welsh Language Scheme was approved by the Welsh Language Board on ……

About Learning Disability Wales

Our Mission is to create a Wales that values and includes every child and adult with a learning disability.

We believe everyone has
- the right to an ordinary pattern of life within the community.
- the right to be treated as an individual.
- the right to additional help and support in developing their maximum potential.
- the right to participate in all decision-making and service planning.

Learning Disability Wales
41 Lambourne Crescent
Cardiff Business Park
Llanishen
Cardiff
CF14 5GG

☏   029 2068 1160
✉   enquiries@learningdisabilitywales.org.uk
🖱   www.learningdisabilitywales.org.uk

Registered Charity Number: 1062858

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Introduction and Statement of Intent

Learning Disability Wales supports the equal status of Welsh and English within Wales and aims to be inclusive in our activities by providing services in Welsh and English.

This scheme aims to support Learning Disability Wales's mission to create a Wales that values every child and adult with a learning disability by ensuring equality of access to our services and by encouraging our members and partners to adopt a similar approach.

Learning Disability Wales has adopted the principle that it will treat the Welsh and English languages on a basis of equality when delivering services in Wales. This scheme sets out how, over the next three years, we will develop and deliver these services where reasonably practicable and appropriate under the circumstances.

We believe that enabling people to use their preferred language plays an important role in individuals realising their rights. Learning Disability Wales recognises that denying people the right to use their preferred language can place them at a disadvantage. The importance of providing people with learning disabilities with services in their preferred language is highlighted in the report "Welsh in the Health Service" written for the Welsh Consumer Council.

> *"The difficulties which face people in this situation can be intensified if they are obliged to communicate in their second language. There is significant anecdotal evidence that Welsh speakers with learning disabilities do respond better to stimulus in their first language."*[1]

Learning Disability Wales is committed to inclusion and equality of access for all its membership and to their right to language choice. This is a basic

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[1] "Welsh in the Health Service", Andrew Missell 2000

human right, necessary to Learning Disability Wales's role as a collective voice in Wales.

This scheme contains current practice as well as work we will achieve in the future, as such it should be read in association with the Implementation Timetable on page 13.

August 2010

1. Public Image

Corporate Identity

1.1   We have a bilingual corporate identity logo that includes Welsh and English Language versions of our name.

1.2   All letterheads, fax covering sheets, compliment slips, business cards and other external standard forms will be produced bilingually.

Signs

This section applies to information signs within Learning Disability Wales's offices and information signs erected by Learning Disability Wales at venues used for public meetings, training courses, conferences or other events.

1.3   The size, quality, legibility and prominence of text on signs will respect the principles of equality as laid out in "A Guide to Bilingual Design"[2] (available to all staff).

1.4   Where separate Welsh and English signs are used they will be of equal format, size, quality, legibility and prominence.

1.5   Staff using temporary signs should use "Link Line to Welsh"[3] for translations (contact details made available to staff).

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[2] Welsh Language Board 2001
[3] http://www.byig-wlb.org.uk/English/services/Pages/Freetranslationservice.aspx

Published and printed materials

This section applies to both hard copy and electronic versions of the following, published since adoption of this scheme.

- Llais and Llais Update
- Promotional materials for training courses and public events
- Membership leaflets
- Annual report
- Any other documents of a similar nature

1.6 As a matter of good practice, the above materials will be published bilingually, either in one combined 'tilt and turn' document as a preferred option or as separate Welsh and English documents where publishing as one document is not possible or practicable.

1.7 We may, in the case of Llais / Llais update subscription, enquire the preferred language choice of subscriptors and supply publications in their preferred choice of Welsh or English.

1.8 In cases where separate Welsh and English Language versions of materials are published, each will carry a message saying the document is also available in English / Welsh "This document is also available in Welsh" / "Mae'r ddogfen hon hefyd ar gael yn Saesneg".

1.9 When Welsh and English versions are published separately they will be issued simultaneously and will be equally accessible.

1.10 There will be certain situations when a document has to be produced urgently and timescales will not allow for a translated document to be available at the same time. In this case the potential recipients of the document will be informed of its imminent production, which will be no more than one week.

1.11 Where documents are available for purchase, we will ensure that the cost of Welsh and English versions is the same.

1.12 Staff, volunteers and board members will receive guidelines on the production of bilingual materials[4].

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[4] "A Guide to Bilingual Design", Welsh Language Board 2009

Website

1.13 We will operate a fully bilingual website.

1.14 As a matter of good practice any amendments or changes to the website will be implemented simultaneously in Welsh and English.

1.15 Where simultaneous updating is not practical (i.e. an urgent or emergency situation when translation is not immediately available), the missing Welsh or English version will be available on the website within five working days.

2. Direct Contact

Telephone

2.1 All telephone calls into the organisation will be greeted with a bilingual greeting.

2.2 Answerphone greetings to our main office line will be bilingual.

2.3 Where callers wish to continue their call in Welsh and the person taking the call does not speak Welsh, they will be offered the opportunity to be transferred to a member of staff or volunteer who can speak Welsh.

2.4 Where no Welsh speaker is available the caller will be given the option of being called back when a Welsh speakers is available, making the enquiry in writing or continuing the call in English if possible.

At the time of approval no fully fluent Welsh speakers are employed by Learning Disability Wales, which compromises our ability to deliver the service outlined in 2.3. Continuous progress will be made through staff training and recruitment to deliver this service within one year of the approval of this scheme.

2.5 Staff will receive appropriate training and support to answer the telephone bilingually.

Written Correspondence

This section applies to written correspondence including letters and emails.

2.6 We will reply to correspondence in the language in which it was received. Where meeting the above requirement necessitates the use of translation services, responses will be made within normal response times.

2.7 Automated out-of-office email messages will be bilingual. Staff will be provided with standard translated text to include and will receive support to amend for correct dates.

Training, conferences, seminars and consultation events

It is important to us that events organised by Learning Disability Wales have a bilingual ethos that empowers attendees to feel at ease in communicating through their language of choice.

2.8 We will ask the language choice of attendees and record responses using the following wording

    A. Please indicate in which language you will be contributing to the event: English / Welsh

    B. Please indicate whether you will require translation equipment to understand any contribution made in Welsh: Yes / No

    C. Which language would you prefer your delegate pack in? Welsh / English

2.9 Where attendees express Welsh as their preferred language, appropriate interpretation arrangements will be made, relevant to the type of event.

2.10 All event feedback sheets and Equal Opportunities monitoring forms will be produced in Welsh and English.

2.11 We will open and close our annual conference in Welsh and English.

2.12 Where possible and appropriate, a Welsh speaker will chair conferences, seminars and consultation events and may assist in interpretation if necessary.

2.13 Documents produced by us for delegate packs at our conferences, seminars and consultation events will be produced in the delegate's preferred language choice according to their registration form. (See 2.8)

2.14 We will encourage other organisations providing materials for inclusion in delegate packs to provide materials in Welsh and English.

2.15 We will ask the language choice of purchasers for in-house training, and will endeavour to secure a trainer who can deliver in the chosen language.

3. Policy Development, Partnerships and Projects

3.1   We will ensure that all projects and partnerships established by Learning Disability Wales will promote and facilitate the use of Welsh to sustain this scheme and continue to promote equality.

3.2   We will ensure, as our policies are reviewed and new policies introduced, that they promote and facilitate the use of Welsh to sustain this scheme and continue to promote equality.

3.3   All new policies, partnerships and projects will support this scheme and not undermine it.

3.4   We will ensure that all staff involved in developing policies, projects and partnerships are aware of the obligations of this scheme and take account of them.

3.5   If needed, we will consult the Welsh Language Board in relation to any proposals that may have an effect on the Language Scheme. This Language Scheme will not be amended without the agreement of the Welsh Language Board, and our Management Committee.

3.6   We will encourage our members and other individuals and organisations working with or for people with learning disabilities to provide services through the medium of Welsh and English.

4. Management and Administration

Welsh language training & support

4.1 Supervisors will assess with their staff Welsh language training needs as part of the supervision and Annual Reviews process.

4.2 We will identify courses offered by external organisations and will promote these courses internally. If staff wish to attend a Welsh language course, each case will be considered on its merit, dependent upon the relevance of such training to the individual's post and their Personal Development Plan.

4.3 We will provide staff with a list of approved translators including the free translation service Linkline.

4.4 We will provide staff with a bank of useful phrases and sentences in Welsh and English.

Language Awareness Training

4.5 Language Awareness Training will be provided for all members of staff, Board members and volunteers. This will be done either through utilising the Language Awareness DVD and pack provided for free by the Welsh Language Board or through seminars provided by Estyn Llaw.

Technology

4.6 We will ensure that all software purchased by the organisation will be compatible with the delivery of the Welsh Language scheme. A Welsh Language computer spell-check package will be made available to relevant members of staff. The Welsh language versions of Windows, Office and any other relevant bilingual software packages will be made available to staff.

Monitoring

4.7   We will monitor the implementation of this policy annually and report to our Management Committee and the Welsh Language Board. The reporting template provided by the Welsh Language Board will be used for this purpose.

4.8   We will carry out a Welsh Language Skills Audit of staff every year.

4.9   In collaboration with the Welsh Language Board, this scheme will be reviewed and amended in light of this after a period of three years from approval.

Recruitment

4.10   As staff and management committee posts become vacant they will be given a language designation, which is used in recruitment. All new posts introduced are also given a language designation.

4.11   The language designation considers the degree to which communicating in Welsh is necessary in carrying out the post's duties. In some cases, the language designation may reflect funders' or stakeholders' requirements. The following designations are used:

- **Welsh essential** only candidates who define themselves to be fluent in Welsh can be short listed and interviewed. For Welsh essential posts, a short written and verbal test will be conducted as part of the interview.

- **Welsh an advantage** where the ability to speak Welsh is given an equal priority in the interviewing process to other essential requirements but does not prevent non-Welsh speakers from being short listed or appointed. Agreement to appropriate Welsh language training can form a part of the job offer.

- **Welsh desirable** ability to speak Welsh is considered only after other relevant factors are weighted and is used where there is little difference in other factors between candidates.

4.12 We will use bilingual advertisements for staff and management committee recruitment advertising.

4.13 For posts where Welsh is essential we will advertise in Welsh only with a brief explanation in English.

4.14 All potential job applicants will be asked to indicate in which language they will require an application pack, English or Welsh, and will be provided with materials in the appropriate language.

4.15 We will consider and employ, where appropriate, other means of advertising posts – for example in the 'Papurau Bro' (community newspapers) and Golwg.

4.16 All recruitment forms and information are available in both Welsh and English.

4.17 In all cases where Welsh is deemed essential, a minimum of one Welsh speaker will be included on the interview panel and will ask candidates at least one question in Welsh.

4.18 We will make the person specification for one administration worker Welsh essential when the next relevant post becomes available.

4.19 We will always have at least one Welsh speaker on our Management committee.

Publication and feedback

4.20 Our Welsh Language Scheme is available to all our members and the public.

4.21 An easy read summary of the scheme will be displayed on our website, where suggestions for improvements to the scheme will be encouraged.

4.22 Complaints about failures to meet scheme requirements will be dealt with by our Human Resources Co-ordinator in accordance with our standard complaints procedure.

Implementation Timetable 2010 - 2013

This timetable indicates target dates for reaching the standards set out in this scheme.

Each point in the scheme is addressed individually and given a score of 1 – 4 to indicate our performance:

- 1 = Not met at all
- 2 = Partially Met
- 3 = Mostly Met
- 4 = Fully Met

1. Public Image			Target Date	Lead	Score
1.1	Logo	Current practice	August 2010	Dir	
1.2	Lettereads etc	Existing non-compliant stock to be used until reprinted or September 2011, whichever comes first.	September 2011	RC	
1.3	Signage text	Current practice.	August 2010	RC TEM	
1.4	Separate signage	Current practice.	August 2010	RC TEM	
1.5	Temporary signage	Current practice.	August 2010	RC TEM IT	
1.6	Published materials	Llais is already bilingual, Llais Update is monolingual English. For other materials some are currently available bilingually, others monolingual English.	Llais Update April 2011. Everything else August 2010.	TEM RC IT	
1.7	Llais / Llais update	To be used as an option at the discretion of the information team.	N/A	IT	
1.8	Simultaneous monolingual	To be implemented immediately with the exception of Llais Update.	Llais Update April 2011. Everything else August	TEM RC	

			2010.	IT	
1.9	Simultaneous monolingual publication	To be implemented immediately.	August 2010	TEM RC IT	
1.10	Simultaneous monolingual publication	To be implemented immediately.	August 2010	TEM RC IT	
1.11	Same price for English & Welsh	To be implemented immediately.	August 2010	TEM RC IT	
1.12	Bilingual design guidelines	To be implemented immediately.	August 2010	TEM	
1.13	Website	Current practice although may not be 100% updated. All pages must be checked and made bilingual.	April 2011	IT	
1.14	Amending website simultaneously	Current practice.	August 2010	IT	
1.15	Amending website non-simultaneously	Current practice.	August 2010	IT	

2. Direct Contact			**Target Date**	**Lead**	**Score**
2.1	Answering the phone	Staff to be trained and supported.	August 2010	TEM	
2.2	Answerphone.	Current practice.	August 2010	OA	
2.3	Welsh speaking callers.	We aim to be able to meet this through staff recruitment and training.	March 2012	HR	
2.4	Welsh speaking	The full choice is not available to callers due to no Welsh speaking staff at present.	March 2012	HR	

		callers.			
2.5	Support for staff.	To be met though in-house training, staff awareness training and prompt cards beside each phone.	August 2010	TEM	
2.6	Reply to letters and. email	To be implemented immediately.	August 2010		
2.7	Out of office emails.	To be implemented immediately.	August 2010	TEM	
2.8	Language choice of delegates.	To be implemented as new booking forms are designed and ordered. Existing stock to be used up first.	August 2010	TEM	
2.9	Interpretation.	To be implemented as events run for which appropriate booking forms have been used.	August 2010	TEM	
2.10	Feedback and Equal Ops monitoring.	To be implemented immediately.	August 2010	TEM	
2.11	Annual Conference.	To be implemented immediately.	August 2010	TEM	
2.12	Chair of events.	To be implemented immediately.	August 2010	TEM	
2.13	Delegate packs.	To be implemented immediately.	August 2010	TEM	
2.14	Delegate pack inserts.	To be implemented immediately.	August 2010	TEM	
2.15	In-house training.	To be implemented immediately.	August 2010	TEM	

3. Policy Development, Partnerships and Projects			Target Date	Lead	Score
3.1	Projects and partnerships.	To be implemented immediately.	August 2010	DIR	
3.2	Our policies.	To be implemented immediately.	August 2010		

3.3	Projects, partnerships and policies.	To be implemented immediately.	August 2010	DIR	
3.4	Staff awareness.	To be implemented immediately.	August 2010	DIR	
3.5	Consultation and amendment.	To be implemented immediately.	August 2010	DIR	
3.6	Encourage others.	To be implemented immediately.	August 2010	DIR	

4. Management and Administration			Target Date	Lead	Score
4.1	Training need assessment.	To be implemented immediately.	August 2010	DIR	
4.2	Welsh language training.	To be implemented immediately.	August 2010	DIR	
4.3	Translators.	To be implemented immediately.	August 2010		
4.4	Useful words and phrases.	To be implemented immediately.	August 2010		
4.5	Awareness training.	To be implemented immediately.	August 2010	TEM	
4.6	Software.	To be implemented immediately.	August 2010	RC	
4.7	Monitoring the scheme.	To be implemented immediately.	August 2011	DIR	
4.8	Staff audit.	First language skills audit completed January 2010, next one on anniversary of Scheme Launch.	August 2011	TEM	
4.9	Review of scheme.	Scheme to be reviewed in three years.	August 2013	TEM	
4.10	Language designation of	To be implemented immediately.	August 2010	HR	

	posts.				
4.11	Definition of language designation of posts.	To be implemented immediately.	August 2010	HR	
4.12	Advertising posts.	To be implemented immediately.	August 2010	HR	
4.13	Welsh essential posts.	To be implemented immediately.	August 2010	HR	
4.14	Language choice in job application.				
4.15	Advertising posts.	To be implemented immediately.	August 2010	HR	
4.16	Recruitment forms.	To be implemented immediately.	August 2010	HR	
4.17	Welsh interviews.	To be implemented immediately.	August 2010	HR	
4.18	Welsh speaking staff member.	To be implemented immediately.		HR	
4.19	Welsh speaking Management Committee member.	This will be achieved by changing the person specification when a relevant post next comes up for recruitment.	August 2010	HR	
4.20	Publication of scheme.	To be implemented immediately.	August 2010	IT	
4.21	Easy read version.	To be published on our website, and all members informed.	August 2010	IT	
4.22	Complaints.	To be implemented immediately.	August 2010	IT	

DIR – Director   OA – Office Administrator
HR – Human Resources Coordinator   RC – Resources Coordinator
IT – Information Team   TEM – Training & Events Manager