hapus i siarad **Cymraeg!**

**Cyngor Gweithredu
Gwirfoddol Cymru**

wcva

**Wales Council for
Voluntary Action**

As good as our words

**Good practice guidelines for
developing the use of Welsh
in the voluntary sector**

BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD

As good as our words

Good practice guidelines for developing the use of Welsh language in the voluntary sector

Contents

Acknowledgments

Foreword

It gives me great pleasure to present a brand new version of *As good as our words* to you. Although the document has already been previously revised in 1996 and 2002, this is the first time that the Wales Council for Voluntary Action has published the work on CD ROM format. It is hoped that the new format will be more user friendly and that it will play a major role in the development of the use of the Welsh language in the voluntary sector.

Special thanks to the Welsh Language Board for their advice and for working closely with us in developing the publication. Their support has been of great assistance and we look forward to working together again as the Board develops its strategy for the voluntary sector and promotes it amongst the sector.

By now many voluntary organizations are aware of the importance of providing bilingual services for their communities. I very much hope that this version of *As good as our words* will provide practical support for those already operating bilingually and will be of assistance to those who are eager to offer a bilingual service for the first time.

Win Griffiths
Chair
Wales Council for Voluntary Action

It is a great pleasure to be able to contribute a foreword to this, the third edition of *As Good as Our Words*. This all important document has consistently been a popular and useful resource for voluntary bodies as they plan to develop their provision of bilingual services. It is therefore a delight to be able to contribute towards updating this edition, to ensure that we provide voluntary bodies with the most up to date advice and information, and this in an accessible format.

Clearly, the voluntary sector in all its varied manifestations plays a vital role in our communities and their contribution towards promoting the Welsh language is invaluable. In order to facilitate and promote the continued and sustainable growth of bilingual services in the voluntary sector, the Welsh Language Board will be intensifying its work with the sector over the months and years to come in order to offer as much support and advice as possible. One example of this increased emphasis is close collaboration between the Board and the Wales Council for Voluntary Action. The two organisations are co-funding a Welsh Language Development Officer for the Voluntary Sector, based with the Wales Council for Voluntary Action, this publication serves as the first fruits of this new appointment, in the form of a CD ROM of *As Good As Our Words*.

I am confident that this document will be of value to you as you develop your bilingual services; I shall look forward to seeing further developments as the Welsh language strengthens its presence in the voluntary sector.

Meri Huws.
Chair
Welsh Language Board

Introduction

Voluntary organisations in Wales have been in the vanguard of the campaign to preserve the Welsh Language and without doubt they have provided the foundation of its preservation. Even before 1993 some charities and voluntary organisations accustomed to working in English only began to recognise the value of providing services bilingually. A new stature and confidence was given to this development with the introduction of The Welsh Language Act 1993. The publication of the Welsh Assembly Government's document 'Iaith Pawb – a National Plan for a Bilingual Wales' in 2003 has further promoted the benefits of bilingualism.

Wales Council for Voluntary Action (WCVA) launched its project, 'Welsh Language Development in the voluntary sector' in 1995, this publication is its most recent development to support the creation of comprehensive Welsh language schemes in the voluntary sector.

As good as our words was first published in 1996 as part of WCVA's Welsh Language Development Project. It was revised in 2002 and now it has been updated on CR ROM fomat to offer a resource to voluntary organisations that will encourage them to create and implement a Welsh Language Scheme that will fulfil their needs and the needs of clients and funders into the twenty first century.

Adopting bilingualism brings many advantages. It:

- offers a better service to Welsh speakers.
- gives recognition to the bilingual nature of Wales.
- gives a wider access to activities.
- raises the Welsh profile of the organisation and recognises ownership by Welsh speakers and non-Welsh speakers alike.
- strengthens the appeal of the organisation.
- provides a more effective service.
- strengthens the fundraising appeal of the organisation.
- ensures conformity to the linguistic and cultural specifications in other legislation (see Appendix 2 for other relevant legislation).
- demonstrates good will.
- attracts Welsh speaking volunteers.

This publication is intended to lead you step by step through the process of developing a Welsh Language Scheme. It is a description of the content and purpose of a language scheme and includes relevant issues and legislation for consideration. There are six essential steps towards creating a scheme.

1. Awareness raising
Before drawing up a Welsh language scheme it is important that all sections of the organisation support the principles behind developing bilingualism. This step includes suggestions of how to raise awareness and stimulate discussion.

2. Reviewing current policy and practice
Establishing the current baseline activity and considering your priorities for the future.

3. Planning the scheme
This section contains detailed descriptions of all the measures to be considered in the creation of a scheme and guidelines on how to implement them. Examples of how some organisations have dealt with issues are also included.

4. Language profile of staff and volunteers
Suggestions on how to assess the language profile of staff and volunteers in your organisation.

5. Setting the timetable
It will not usually be possible to implement all parts of the scheme immediately. Setting and adhering to a timetable will ensure that final targets are achieved.

6. Launching the scheme
An all-important step that will highlight the beginning of a new way of working within the organisation. A number of ideas have been put forward that will gain public and press attention and inform the public and your members about the new scheme.

The language scheme

A language scheme is a working document which notes which services are available in Welsh, how these services will be delivered and when they will be available to the public.

Developing and implementing a language scheme is a natural part of the implementation of equal opportunities and diversity policies and is good anti-oppressive practice. A language scheme can include:

- A statement of intent.
- A description of the steps that will be taken to provide all services.
- A timetable and targets for implementation.
- A statement of the organisations wholehearted support.
- A statement of the organisations commitment.
- A complaints procedure.

Naturally, language schemes amongst voluntary organisations vary hugely due to the diverse nature of voluntary organisations who are active in Wales, from the local management committee of a village hall to a large national organisation such as Barnardos. However they are substantially the same with the same underlying principles and similar issues to be considered.

! An active Welsh Language Scheme ensures commitment from the organisation as a whole as opposed to individuals, therefore ensuring consistency in delivering bilingual services.

Steps of the scheme

1. Raising awareness
It is often a small group of workers or management committee members that inspire fundamental policy changes within an organisation. These individuals are undoubtedly enthusiastic but to stimulate real change in practice as well as policy, everyone - workers, the management committee and other volunteers - must be convinced of the value of bilingualism.

Changing the linguistic character of an organisation can create a reaction. Some see bilingualism as 'a waste of money' others as 'not important in this area'.

! **To ensure active support for the scheme it is vital that everyone concerned with the organisation understands the principles and rationale behind the Welsh language scheme.**

It is important that everyone within the organisation, whether they are fluent or speak little or no Welsh, realise that it is their responsibility to work bilingually and that the support is there for them to do so. Indeed it is important to stress to those who do not speak Welsh that the scheme's success depends a great deal on their support.

Language awareness sessions for workers, volunteers and management committee are an ideal starting point for gathering support. These sessions consider:

- The importance of language to identity.
- The status of a language.
- Language in the context of equal opportunities.
- Sensitivity to language.
- The linguistic background of service users i.e. a language profile of the local community or community of interest of the organisation.
- Relevant legislation.

On the whole, those in the voluntary sector are very open to change especially in the context of equal opportunities, diversity policy and minority rights. If the awareness raising sessions are sensitive and inclusive it may be possible to develop a widely supported statement of intent which can be incorporated into the final scheme. This will increase a sense of ownership and commitment to the final document.

Training materials are available (see Appendix 10) and there are trainers who specialise in this field. Further information is available through the Welsh Language Board and WCVA.The organisation could usefully carry out some research into the linguistic background of the geographical area it serves and its community of interest or other users.

Some information on linguistic backgrounds can easily be gathered by looking at:

- The number of Welsh Language Playgroups (Cylch Meithrin).

- The number of children attending Welsh language schools.
- The number of classes for adults to learn Welsh.
- The number of groups that operate bilingually or in Welsh e.g. Merched y Wawr, Welsh language clubs, Drama groups, choirs, dance teams, branches of Yr Urdd.
- The circulation of the local 'Papur Bro' (Welsh language newsletter).

It is likely that some of the organisation's staff and/or volunteers will know of clients who are Welsh speakers and who are not, at the moment, receiving services in Welsh. Referring to these or even inviting them to speak at the session will help to set the scheme in an understandable context for all.

√ **Presenting an individual's real experience can often be a more effective way of raising awareness than to complete a thorough audit of users.**

This method of raising awareness was successfully used by an organisation supporting children in need.

"One member of staff, in a recent review, stated that he was aware that working bilingually was important but when he heard a young person who was a Welsh speaker addressing a meeting he was even more convinced of the need to offer services in the appropriate language."

Convincing headquarters, that are outside Wales, of the need to develop a bilingual service is a common difficulty for voluntary organisations that are part of a UK wide organisation.

√ **When one organisation was confronted with this situation they invited the Chief Executive and Committee Members to the National Eisteddfod for a day. This was an effective way of raising their awareness, and a method that has been repeated by other organisations.**

√ **Another method of raising awareness amongst colleagues who work across the border is to include bilingual articles in annual reports.**

Both the Welsh Language Board and WCVA can provide advice and support on dealing with your Headquarters.

2. Reviewing existing policy and current practice

Setting priorities

Before starting on the scheme it is important to ask, 'Where is the organisation now?' and 'Where does it want to go?' Your organisation's aims need to be clear.

It is possible that the organisation has no formal policy on the use of Welsh. Despite this, it is likely that Welsh is used in some situations in most organisations, especially national organisations and those that operate in traditionally Welsh language areas.

! Record the current use of Welsh within your organisation along with the provision you would like to offer in the future.

Examples:

- Offer language choice when providing direct services.
- Consider bilingual publications.
- Bilingual services to the public, public relations and the organisation's displays.

As you can see there are a number of reasons for taking up bilingualism and adopting a Welsh Language Scheme. The rationale will vary from organisation to organisation as will the priorities.

It will be important to draw a complete list of all services provided by the organisation to ensure that each is considered when drawing up the scheme.

! If the statement of aims is clear, priorities and necessary steps towards implementation will become clear.

See Appendix 3 - Shopping list, this is a list of what voluntary organisations should consider when developing a bilingual scheme.

3.Planning the scheme - contents and implementation

Introduction

An organisation's language scheme is unique to that organisation. These measures were put together to help you develop the use of Welsh in your particular field of work.

The aim is to give advice and practical help on many aspects of supplying a bilingual service.

Bilingualism is a policy decision within the voluntary sector, based on the advantages it brings to the organisations e.g.

- Underline the Welsh ethos of the organisation.
- Improve service and care to customers.
- Give customers more choice.
- Strengthen public relations and increase good will.

> **"Direct and extra costs can be reduced through careful planning and following good practice guidelines."**

This does not mean that everything has to be done bilingually all at once - but rather over a period of time.

Different aspects can be introduced at different times, depending on need by

- changing signs
- re-printing headed paper
- producing new publications etc

> **"Producing bilingual materials does not require doubling the cost nor even increasing the cost substantially."**

The Welsh Language Board has published a guidebook that gives advice on bilingual design. It is full of useful information and practical suggestions - 'Bilingual Design Guidelines' is available in hardcopy or from its website - www.bwrdd-yr-iaith.org.uk.

Following the measures

The section that follows includes suggestions on the measures that need to be considered when preparing schemes and guidance on how to action the principle of equality between Welsh and English within the context of each measure.

It is recommended that for each measure you consider the following:

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

The scheme is divided into three parts to enable an organisation to work its way methodically through the various areas of work and follow the thread of the scheme. The three parts are:

Public image
Direct contact
Internal administration and management

For each measure there is a concise explanation, advice on implementation and practical examples. In working through the measures, not all of them will be appropriate for the organisation and perhaps there will be some situations that don't appear in this publication. In these circumstances it is possible to consult with language specialists (See Appendix 9 - useful contacts). Some measures may already be implemented so include current good practice in your scheme.

Basic principle

Welsh and English should be treated on the basis of equality

The use of Welsh and English should be of the same standard and be as visual as each other.

Bilingual means using both languages to the same extent. Design techniques can be used to differentiate between both languages but designs that give prominence to one language over another should be avoided.

It is important also to give consideration to other policies when creating bilingual resources, for example Disability - ensure that the font used is large enough, so that those with impaired vision can read in which ever language they choose.

X Here are some examples of common mistakes that occur as a result of not considering this basic principle.

- Setting Welsh in smaller print than English.
- Putting Welsh on the back of display materials with English in view.
- Phone messages that greet bilingually but give information in English only.
- Providing professionally designed English language materials alongside 'in-house' produced Welsh language equivalents.

The Measures

1. Public image

1.1   Describe how the organisation will ensure that its corporate image respects bilingualism

Consider the type of image your organisation has in the public eye. Corporate identity includes name, address, logo and any other standard information used by the organisation e.g. headed paper, fax, business cards, publications, displays etc.

More often than not, headed paper or a business card is the first impression a person will get, therefore a corporate bilingual image should be created.

Most organisations will not be able to introduce everything bilingually right from the start, therefore prioritising is essential when working towards this measure, ensuring that replacement/new signs, publications etc are produced bilingually the next time.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.2 Describe how you will ensure that signs respect the principle of equality.

You can consider placing bilingual signs both inside and outside your organisations' office/ centre. This will create a bilingual environment. Bilingual signs form an important part of a bilingual service.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.3 Describe how the organisation will develop its provision of bilingual publications.

The way organisations deal with their publications demonstrates visually their commitment towards developing bilingualism.

An organisation should consider how they can develop bilingual material aimed at the public.

Producing everything in bilingual form at once is better than separate versions in Welsh and English. This is good practice, it makes it easier to administer and also ensures that both versions are as available as each other.

Preparing bilingual versions can create a far reaching impression at a reasonable cost.

Despite this there may be some occasions where it is necessary to publish separate versions. When this is the case, it is important to ensure that both versions in Welsh and English are distributed and displayed simultaneously.

! '**In both languages' can mean preparing separate materials but in the same format and at the same time**

If you have a number of publications available in English only you could plan to publish them bilingually as they are updated. As for prioritising, consideration should be given to producing general documents that provide information about the organisation with the widest audience first, e.g. annual report or explanatory documentation.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.4 Describe how your organisation will increase its provision of bilingual forms/newsletters

Forms should be designed with both languages in mind. Ideally, every form of information designed with the general public in mind should be bilingual. If the organisation publishes newsletters or general mailings, consideration should be given to producing them bilingually.

It should be remembered that newsletters are a way of communicating with the public as well as members. Perhaps your organisation may not be able to produce bilingual newsletters immediately, but encouragement could be given by asking individuals to contribute an article in Welsh and ensuring that it is published. Examples of good practice can be found e.g. Cantref, Medrwn Môn, Sports Council of Wales, and WCVA to name only a few.

"One county voluntary council decided that in order to have a fully bilingual newsletter, rather than a professionally printed version, it would have the bilingual cover professionally printed and create the internal pages 'in-house'."	**"One voluntary organisation with a very visible reception, used the Welsh Language Board's Working Welsh scheme. "It was a simple effective and free way of making a strong statement that we respected and welcomed both languages. People are more likely to speak Welsh if they see a sign saying 'Speak Welsh or English here'. We get a very positive reaction when staff wear their 'Welsh / English' badges said the co-ordinator of the language scheme".**

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.5 Describe how the organisation will provide information to the media in Wales.

To many organisations, publishing press releases is one of the main forms of communicating with the public. The Welsh press includes weekly and monthly papers and magazines.

Press releases play an important part in an organisation's public image - publishing them bilingually should therefore be considered.

Sending bilingual press releases is one way of attracting the attention of the Welsh language media. One way of ensuring that the information reaches Welsh speakers is to use Welsh medium papers such as 'Papurau Bro', (local Welsh papers). The Welsh Language Board has a contact list for these papers on its website: www.bwrdd-yr-iaith.org.uk.

Perhaps the organisation would like to carry out radio and television interviews. To this end, it would be useful to have a spokesperson who is a fluent Welsh speaker. One way of achieving this is to appoint a volunteer, committee member or member of staff as the spokesperson. This person needs to be fully briefed before speaking on the organisation's behalf.

Consideration should be given to giving media training to the spokesperson or appointing a public relations officer for larger organisations.

For advice on how to deal with the media in Wales, Wales Council for Voluntary Action has a range of information sheets on communications.

Remember that BBC Wales produces the news for S4C and often uses bilingual journalists and the same camera crew. Catching the attention of the Welsh language media can lead to coverage in the English language media in Wales.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.6 Describe how the voluntary organisation will arrange bilingual publicity and marketing campaigns.

Marketing and publicity activity is a very public part of a voluntary organisation's activity. Every advert issued is an opportunity to promote the bilingual image of the organisation. It is important to show that both Welsh and English are treated in a way which demonstrates the principle of equality.

When planning marketing campaigns for your organisation, why not consider the following:

- produce Welsh and English materials.
- Welsh and English posters and information on information boards.
- bilingual displays and stands.

If your organisation uses display materials - it's important that they are both attractive and eye-catching. Have you considered producing these bilingually? Some panels can be used for text whilst others are used for images. This will mean that you're enhancing the flexibility of their use, especially if you are looking to use them outside Wales.

√ **Arranging a bilingual appeal is the best way to ensure that your organisation is reaching the largest number of people in Wales who can potentially contribute to your appeal.**

If your organisation distributes promotional goods for an appeal e.g. envelopes, appeal letters in Wales, you should consider producing them bilingually. It will cost no more to print 1000 balloons with a bilingual message than with a single language. It is difficult to overemphasise the value and power of producing bilingual promotional material in Wales.

√ **Bilingual Christmas cards are a major source of income for many organisations such as Oxfam, Barnardos and Tenovus. A good example of a ground-breaking gesture in the past, becoming good practice and an invaluable source of income.**

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

1.7   Outline any developments in   the field of designing a bilingual website.

Websites are becoming more and more important to voluntary organisations today. Producing a bilingual website is simple and it is easy to ensure that both languages are given equal status.

If your organisation is developing a website, it is important that they consider designing a bilingual one.

Remember the following:

- try to ensure that the front page is bilingual and that it is simple to make a language choice.
- changing language should be possible on every page.

√ **Why not search the internet for good examples of bi-lingual websites.**

The Welsh Language Board has published a report on websites, noting good practice when developing bilingual sites. (See Appendix 10).

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

2. Direct contact

You don't get a second chance to make a first impression. This is what stays in the mind and influences the opinion of the individual. If that first contact is in English only, that is the impression the individual will have of the organisation's services too.

2.1 Describe how you will arrange correspondence on the phone.

Very often a phone call is the first contact between a person and an organisation. It's important therefore that the greeting is bilingual in order to offer a choice of language at the first contact.

It should not be difficult to ensure a bilingual message on the answer phone though it will require the support of a Welsh speaker. If it is not possible to transfer a call through to a Welsh speaker then it should be explained politely that no Welsh speaker is available at that time, and to offer that a Welsh speaker will call back as soon as possible.

> **"It is important that that first contact demonstrates that anyone is welcome to use Welsh or English according to their choice of language."**

If you are in a situation where you have no Welsh speakers currently on the staff, the analysis of staff requirements (Step 5) will have demonstrated any need and the Welsh language scheme should include plans to fulfil this need. In this case it can be explained to the caller that the organisation is working towards providing this service and the caller can be given a timescale.

It is important that everyone who answers the phone must be able to do so bilingually and knows how to deal with calls from Welsh speakers. It is important also that they can pronounce Welsh place names and personal names properly.

In order to implement this, the organisation can:
- explain the rationale behind changing working practices with all staff as part of an awareness raising session.

- hold a simple training session to ensure consistent practice in answering the phone bilingually.
- create any support materials identified such as desk top cards to aid memory e.g. a card with the appropriate Welsh greetings or sentences.

See Appendix 5 and 6 for desktop cards.

"In one organisation a woman who was not from Wales, was having difficulty with pronunciation. She was able to answer the telephone bilingually after a 'phonetic' version of the desk-top card had been produced with her advice."

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

2.2 All correspondence received in Welsh should be answered in Welsh. Responses to Welsh language correspondence should be issued within the time limit set for English language responses.

Clear guidelines are required within the organisation to ensure that they can deal with this situation effectively. In situations where Welsh language correspondence is directed at a non-Welsh speaker, a translator can be used.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

2.3 Correspondence with individuals and organisations should be made in their chosen language.

To do this effectively an organisation should put procedures in place to ascertain individual or organisational language choice. A simple form can be created to find out the language choice of an individual or contact within an organisation and the information added to the organisation's database.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

2.4 The need for translating equipment for public events and meetings should be assessed in advance by asking attendants to note their choice language.

The assessment of the need for translation facilities should include the following:

- How many Welsh speakers are likely to attend the meeting?
- Will one of the speakers or contributors address the meeting in Welsh?
- Who are the target audience?
- Is the meeting a national meeting?
- Give consideration to the geographical location of the meeting.

On the basis of the assessment a decision can be taken on what translation facility is to be provided.

1. **Simultaneous translation facilities** - essential if the meeting is to be addressed in Welsh, when there is likely to be a number of contributions in Welsh, or at national meetings.

2. **Interpretation** - i.e. the chair person or other appointed person will give a summary of what was said in Welsh following the contribution. This is appropriate where very few, short, contributions like questions are expected.

3. **No translation** - This can be appropriate where no Welsh speakers are expected because of the linguistic characteristics of the area, nature of the field of work, or when all attending speak Welsh.

! **Perhaps your organisation could prepare a standard translation needs assessment form to be used time and again.**

At the start of every meeting the Chair should:

- Explain how the translation equipment is used.
- Give everyone an opportunity to test their headset.
- Ask contributors to allow a few seconds if they are changing the language used to allow for removing or replacing headsets.
- Explain how the interpretation of Welsh will work (see above) and encourage contributions in Welsh so that those wishing to use Welsh feel confident and comfortable to do so.

It would be a good idea to prepare instructions for staff and volunteers in advance in order to ensure consistency throughout the organisation.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

2.5 Describe how the organisation will provide care or direct services in Welsh and in particular, note how an individuals' chosen language is ascertained at the beginning.

This guideline lies at the heart of the principle of the Welsh Language Act and the heart of many voluntary organisations - i.e. the welfare of the service users. 'Users' in this context means any person that uses the organisation's services whether that is individual care, advice over the phone or anything similar.

! Provision of the service in the chosen language of the user is essential good practice in fostering a relationship with the user based on equality and avoiding oppression and inequality. It also reinstates the organisation's equal opportunities policy.

Consideration must be given in this section to every service offered. It should not be assumed that a bilingual greeting will guarantee knowledge of language preference. Attempt to confirm the language choice at the first face to face meeting. Training will have prepared staff/volunteers to understand that a person may choose different languages in spoken or written contexts.

It is possible that a person will prefer discussing the content of a form in Welsh but will complete the form in English.

A number of voluntary organisations have experience in providing bilingual services. It is important that voluntary organisations work together and share experiences and good practice in order to raise standards.

A list of organisations that have developed Welsh language schemes is available on the Welsh Language Board website www.bwrdd-yr-iaith.org.uk.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
5. How to monitor the measure's success?

2.6 Face to face meetings with users or members of the public should be held in the chosen language of that person.

It is important that individuals may choose the language they wish to use. In arranging meetings with someone for the first time the person's language choice should be ascertained beforehand. It should be possible, with due notice, for most organisations to hold meetings in Welsh. However if the meeting is between a Welsh speaker and a non-Welsh speaker it is possible to ask for the presence of a translator or to ask for a volunteer or other member of staff to be present to translate.

√ **If the nature of the meeting is important or with serious consequences and it is essential that communication is correct it is recommended that a professional simultaneous translator be used.**

It is important, with sensitive and personal matters, to give consideration to confidentiality and ensure that all present at the meeting respect that.

This guideline is very important when services are being provided to users, especially if they are dealing with personal or sensitive matters.

"In order to ensure that a Welsh speaker would be available, one organisation developed a database of Welsh speaking staff and volunteers who were willing to be on hand if needed".	**Consider** 1. How will it be implemented practically? 2. What resources are needed? 3. Who's responsible for its implementation? 4. How to monitor the measure's success?

2.7 Describe how the organisation will give Welsh its appropriate place within the social activities of the organisation.

The social activities of a voluntary organisation will arise directly from the local community. They should therefore reflect the nature of that community and the language scheme should give guidance on how to achieve this.

There are a number of ways in which these activities can reinforce the aims of the scheme e.g:

- Include Welsh carols in a Christmas service.
- Hold a competition in local schools for designing a bilingual poster for an event.
- Invite a Welsh language bookshops to a fair.
- Have a Welsh group to take part in a concert.
- Having a stand at the National Eisteddfod or the Urdd Eisteddfod.

From time to time, high profile social events are held with the aim of promoting the organisation or influencing a target audience. These can be treated as follows:

- Secure a bilingual Master/Mistress of ceremony.
- Arrange a formal Welsh and English speech.
- Include Welsh music.
- Organise banners, balloons, slogan etc with bilingual messages.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

3   Internal administration and management

√ **The scheme should be woven in to all the organisations planning in order to ensure that any project, development or new venture takes the requirements of the scheme fully into consideration.**

Providing services through the medium of Welsh and English should become and integral part of the organisation's activities. Systems for allocating spending and resources should recognise this. Expenditure on Welsh services should be normalised so that it becomes natural to provide services in both Wales' official languages and to arrange resources to achieve this aim.

The only sustainable way to provide services in Welsh is for this to become normal within the organisations activities. The language scheme should describe how to achieve this. It is not reasonable to consider provision of services in Welsh, as an extra cost that can be avoided when funding is scarce.

Many organisations depend on large funders within Wales such as the Welsh Assembly Government, Crown Agencies, local authorities, the Big Lottery Fund and bodies who are funded by the Assembly. It is true to say that funding bodies such as those mentioned have developed or are busy developing funding programmes that require applicants to demonstrate that they have given due consideration to the linguistic patterns of the users or the local geographical community as part of their equal opportunities policy.

√ **There are some practical steps that can be taken to ensure resources to implement the scheme.**

- Prepare a schedule of expenditure according to the requirements and timetable set by the scheme.
- Build in the cost of bilingualism to any funding application.

- Use resources in the most efficient way to promote the scheme. There are little or no costs associated with many changes e.g. answering the phone bilingually, borrowing translating equipment and putting the issue on the agenda of the Executive meeting.
- Prioritising must take place e.g. The funding for a full colour, English only leaflet will more than cover a simpler bilingual version. Which would be the priority for your organisation?

3.1 Describe how the organisation will ensure that the Scheme is promoted through its internal administration.

Some organisations work principally through the medium of English. The majority of them will have to consider what steps are necessary to ensure that the organisation's administration supports, rather than undermines the language scheme. More often than not, this important aspect of the scheme is discarded by organisations who concentrate their resources on providing external services.

Perhaps the following could be considered:

- Offer appraisals to staff in the language of their choice.

- Offer contracts and staff handbooks bilingually.

- Encourage volunteers to use Welsh in their meetings.

- Try to get simultaneous translation facilities for internal meetings e.g. the management committee. Equipment is available for hire free or at a low cost from other voluntary organisations (e.g. Local Menter Iaith).

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

3.2 Describe the arrangements that are in place within human resources to ensure that the scheme will be administered in the most efficient way in the years to come.

Consideration should be given, when developing your Welsh language scheme and outlining how you will reach each target, to the possibility of deploying staff or volunteers to posts where a bilingual service is required.

Staff could be seconded, provided they wish to do so, or use staff from other agencies.

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

3.3 Describe the organisation's aims in acquiring bilingual staff, volunteers and members of the management committee in order to implement the scheme fully.

Consideration can be given to include a statement in such advertisements to explain that the organisation is working towards the full implementation of its language scheme.

Bilingual advertisements do not always mean extra costs. Often job adverts contain information that would be better included in the application pack. With careful design, the costs of bilingual adverts will pay for themselves and bringattention to the language scheme at the same time.

It is important to advertise bilingually in English language papers as Welsh speakers as well as English speakers read them. The reverse is not true for the Welsh language papers so it is reasonable to advertise in Welsh only.

It is however important to take account of the legal implications when recruiting to jobs where Welsh is deemed essential. The Welsh Language Board and the Commission for Race Equality have developed a concord on how they co-operate to enhance racial and linguistic harmony.

See Appendix 1 Strategic language skills

Consider

1. How will it be implemented practically?
2. What resources are needed?
3. Who's responsible for its implementation?
4. How to monitor the measure's success?

3.4 Consideration should be given to develop a language training strategy to support the aims of the Scheme.

When the scheme is ready for implementation, training implications will be sure to arise. It is essential therefore that preparation to fulfil these needs be made beforehand. See Appendix 7 on Training and also a document available from the Welsh Language Board, *Welsh Language Training in the Workplace*.

Consider

1.　　　How will it be implemented practically?
2.　　　What resources are needed?
3.　　　Who's responsible for its implementation?
4.　　　How to monitor the measure's success?

3.5　Describe the steps the organisation will take to ensure that staff and volunteers are aware of their responsibilities within the Scheme.

Clear instructions should be given to staff and volunteers on matters such as:

* Which documents should be bilingual.
* When simultaneous translation is required.
* Who organises translation.
* How to do an assessment of language requirements for a meeting.

Directions should be given on how to organise the above along with practical directions e.g. how to answer the phone, who can offer services through the medium of Welsh etc. Perhaps these could be included in a staff/volunteers handbook.

Consider

1.　　　How will it be implemented practically?
2.　　　What resources are needed?
3.　　　Who's responsible for its implementation?
4.　　　How to monitor the measure's success?

3.6　The scheme should form an integral part of any induction process for staff and volunteers and should be part of any personal development programme.

It is likely that changes will be needed to the induction programme for new staff in order to ensure that understanding of the scheme is included. Consider how the ethos and aim of the scheme is to be introduced to staff and volunteers as they join the organisation.

From the point of view of personal development, ability in Welsh can be considered a skill to be developed amongst staff even if Welsh is not needed for the current post. Anyone who is enthusiastic to learn can be given the opportunity to learn.

Consider

1.　　　How will it be implemented practically?
2.　　　What resources are needed?
3.　　　Who' s responsible for its implementation?
4.　　　How to monitor the measure's success?

3.7   Describe how the organisation will monitor the scheme.

The best way of ensuring the language scheme's continuing success is to weave it into the organisation's usual system.

Here are some things that can be done to strengthen the guidelines:

- Include discussion of the language scheme as a standing item on agenda's of meetings.
- Include a section on the scheme in the annual report.
- Assess the linguistic implications when considering new developments or projects

! **It is very helpful to have measurable targets when evaluating and revising a scheme.**

The sort of targets that could be set includes:

- The percentage of publications to be produced bilingually.
- The percentage of Welsh language correspondence received.
- The number of new bilingual staff/ volunteers recruited.
- The number of staff/ volunteers who have attended a training or awareness raising session.
- User satisfaction rates.
- Member or user assessment of the standard of Welsh language services.
- The number of Welsh phone calls received.

"A National Organisation that has hundreds of small active branches, regularly places the Welsh Language Scheme as a discussion point within their National Forum. It is a successful way of increasing ownership and understanding amongst the members".

Consider

1.   How will it be implemented practically?
2.   What resources are needed?
3.   Who's responsible for its implementation?
4.   How to monitor the measure's success?

3.8   Outline how the organisation will ensure the day to day implementation of the scheme e.g. establish a panel/ Welsh language working group.

Those responsible will need to create a review system to ensure that the scheme is implemented consistently throughout the organisation. Consideration will need to be given to the internal compliance to the scheme and ensuring that targets are met within the timetable. This should be part of the organisation's usual management structure and will be part of the responsibility of departmental heads and managers of staff.

It will be the responsibility of the person or panel to report to the Chief Executive or Management Committee on the implementation of the scheme.

This should be done regularly every six months or annually. The scheme can be revised and new targets set if failures are encountered.

Consider

1.   How will it be implemented practically?
2.   What resources are needed?
3.   Who's responsible for its implementation?
4.   How to monitor the measure's success?

3.9   Describe how the organisation will deal with any complaints against the implementation of the scheme.

A person or panel should be designated as responsible for the complaints procedure. The organisation's central complaints procedure could be used. The person or panel in question will need to be made aware of the requirements of the scheme and respond adequately to those who make a complaint.

Consider

1.   How will it be implemented practically?
2.   What resources are needed?
3.   Who's responsible for its implementation?
4.   How to monitor the measure's success?

3.10   Describe the steps the organisation will take to ensure that any third party conforms to the scheme.

This principle holds for agreements between public bodies and voluntary organisations. It therefore follows that it forms a part of a voluntary organisation's scheme also.

Consider

1.   How will it be implemented practically?
2.   What resources are needed?
3.   Who's responsible for its implementation?
4.   How to monitor the measure's success?

4. Language profile of staff and volunteers

Offering language choice is an essential part of providing a quality service.

To many voluntary organisations being able to offer an effective service through the medium of Welsh will entail ensuring they have enough Welsh speakers who hold relevant skills. Having members of staff who have bilingual skills or are willing to develop them are a valuable resource when providing services in Welsh.

It's therefore essential that organisations are aware of the language profile of their staff and volunteers.

! The Welsh Language Board has examples of language skills questionnaires. Also see Appendix 8.

Once your organisation is aware of the Welsh language skills of its staff and volunteers it will be easier to match staff and their skills to the most appropriate posts/location.

Great care and sensitivity should be taken when undertaking this work to ensure that non-Welsh speakers don't feel threatened and that Welsh speakers aren't re-located against their will.

! Developing a language skill strategy will enable an organisation to not only have a clear picture of its present linguistic skills but also its future needs. It can also guide the organisation when developing and implementing its recruitment and training policies.

See Appendix 1 - Language skills strategy and Appendix 8 - Language skills questionnaire

Internal consultation

Now that you have an outline of the Welsh Language Scheme you need to carry out an internal consultation with all the organisation's staff and volunteers, to ensure that they feel part of the process.

Consultation can be carried out in a variety of ways including questionnaires, workshops and individual supervision. This step should not be ignored. Implementation of the scheme will be impossible without the support of staff and volunteers.

Fears and uncertainty may arise regarding the implementation of the scheme. It is important to discuss every comment and concern that is raised and present it in a positive way. It may be useful to refer back to work done in the awareness raising training. It is important to emphasise that everything will not change overnight and that it will be a gradual process.

5. Setting the timetable

This provides a second opportunity to prioritise what you want to achieve. It is important to differentiate between that which is easy to achieve and that which is a priority as it fulfils the most important needs of clients and users. Prioritising the measures that are easiest to implement should be avoided e.g. translating signs and leaflets when the organisation has services that affect people and their language choice.

√ **Priority should be given to considering the organisation's primary services and it is likely that time and resources will be needed to offer these bilingually. The sooner priorities are set the better.**

The timetable set must be practicable and there may be measures that may take more than three-years to implement. Where this is the case include preparatory step towards their implementation. The scheme will not end in three years but will be reviewed and revised annually and continue to develop.

Guidelines and practical training

Before implementation of the scheme can begin the appropriate support and directives should have been drawn up and shared with members of the organisation. These could include:

- A training session on all the measures.
- Holding a training session on how to pronounce your bilingual telephone greeting and related sentences.
- Distributing desktop cards displaying the greeting as a reminder for all!
- Creating and distributing guidelines on translation.
- Buying any software necessary along with any supporting publications like dictionaries, CYSILL, etc. (see Appendix 10)
- Ensure that everyone is aware of the monitoring procedures

6. Launching the scheme

The launch of the Welsh Language Scheme is an official announcement stating that the organisation is now implementing the measures within the scheme.

1. Ensure that everyone in the organisation is aware that they are now expected to introduce the new practices in line with the scheme.
2. Members of the public and service users will be made aware of the organisations commitment to develop bilingual services.
3. It is an effective way of gaining the attention of Welsh speakers and attracting their interest in the organisation.

The launch should be a public event depending on the nature of the organisation and its field of operation. It is an excellent opportunity to make links with the Welsh language community and perhaps to invite them to take part in the launch.

Some ideas and examples:

- Arrange for the Chief Executive or Chairman of your organisation to launch the scheme.
- Invite guest speakers
- Organise an effective visual event such as the release of balloons (this is more likely to gain the attention of the press and media).

The possibilities are endless! If these guidelines have been followed it is possible to ask the Welsh Language Board to give formal approval to the Welsh Language Scheme. If this is done the Language Board is usually happy to send a representative to the launch to present its approval in the form of a certificate.

Do remember that you need to continue to publicise your Welsh language scheme after the official launch. The best way to do this is to implement the scheme and provide information on the bilingual services and goods you provide as an organisation.

Best wishes to you in planning your scheme and remember there are a number of sources of advice to help you on your way. (See Appendices).

Appendix 1

Language Skills Strategy

Linguistic requirements of posts and appropriate recruitment

A need exists to secure sufficient numbers of Welsh speakers to be able to implement the measures contained in your organisation's Welsh language Scheme. The way you choose to achieve this is a matter for your organisation to decide upon within the context of implementing the measures outlined in the language scheme. This can mean placing Welsh speakers in specific posts, or as members of a team or unit, in order to provide a particular service. The degrees to which this is necessary or practicable will vary from one organisation to the next.

Any staffing arrangements made in support of the scheme should be introduced in a sensitive manner. The organisation should foster a supportive attitude towards providing bilingual services and should encourage its staff to take part. Neither Welsh speakers nor those who do not speak the language should be made to feel threatened or disadvantaged, and Welsh speakers should not be prevailed upon to change posts, should they feel unwilling to do so, simply in order that the scheme is implemented. Nevertheless, you as an organisation should be alert to opportunities to implement facets of the scheme when suitable training, transfer or recruitment opportunities arise.

Assessing the language requirements of your organisation

As part of the scheme, you as an organisation should decide which steps you intend to take as part of your staffing / volunteering strategy in order to achieve a situation at the earliest opportunity where the full range of services may be offered through the medium of the Welsh language. Wherever possible, this should link with the timescale contained within the scheme. In assessing your staffing / volunteering needs, the organisation should provide for a possible increase in the services on offer through the medium of Welsh as various elements of the scheme come on line. Bearing this in mind, the organisation should follow the procedures outlined below.

1   In considering your activities and your relationship with the public, you as an organisation should assess the need, within each individual post, to be able to communicate verbally and in writing through the medium of Welsh and to nominate those posts where this skill is essential and those where this would be desirable. Team / Unit descriptions and job descriptions should be drawn up in accordance with these decisions. Staff, volunteers and members should be included in this exercise. As a guideline to assist you, you may wish to consider:

Staff

Will the member of staff deal with / have contact with the public?
Do you expect him / her to prepare materials for publication?
Will this member of staff be responsible for looking after service users who are Welsh speakers?

Volunteers

Will the volunteer be representing you within any bilingual context, e.g. fundraising events, working as a shop assistant, taking telephone calls, offering advice? Will they be speaking to the media on your behalf?

Do not forget that what you are evaluating at this stage are the requirements for the post, and not the individual who is the current post-holder. In looking at the circumstances and requirements of each post you can prioritise where this would be an essential or a desirable skill.

You can draw up a matrix of the language requirements for each post, *e.g:*

	Fluent	Able	Basic	Nil
Speaking				
Understanding				
Reading				
Writing				

2   Having completed this exercise the next step will be to establish how many of your existing staff / volunteers speak Welsh, or are learning the language; the level of their abilities; and how many of these are currently in work situations that have been designated as essential or desirable as per exercise number (1). The results of this second exercise should then be compared to the results of exercise number (1).

3   Once this exercise has been completed the organisation should then consider the best way of achieving the remaining staffing and volunteering requirements as outlined in exercise number (2) above. The choices available may include reassigning existing Welsh speaking staff to specific workplaces or posts, providing Welsh language training for staff, and recruiting Welsh speakers to specific workplaces or posts.

4   The next step for you as an organisation is to adopt a prioritised action plan. The person(s) responsible for recruitment, training and supervision of staff should be familiar with the action plan and be responsible for its implementation.

A note about Recruitment

If your organisation has drawn up a language skills strategy in line with the steps described above, then the posts where the ability to communicate through the medium of Welsh is either essential or desirable will have been so designated on the basis of need, and no racial discrimination be construed. There are no legal implications whatsoever in relation to any post where Welsh is viewed as a desirable or advantageous skill amongst a number of other abilities.

Nevertheless, as a legal matter, it bears mention that in accordance with the terms of the Race Relations Act 1976/2000, the Welsh are a single racial group, and not two groups of Welsh speakers and non-Welsh speakers. As such, differentiating between Welsh people on the basis of their ability or otherwise to speak the language does not create an unlawful racial discrimination. Nevertheless it is still important to adhere to good practice.

If you are in a situation where you have failed to recruit any Welsh speakers to a post where Welsh is considered necessary, you may have to appoint a person who cannot speak the language. However, you can offer the position to a non-Welsh speaker on the understanding that he / she will be required to learn the language and achieve a reasonable level of ability within a specified and reasonable period. In this, specific targets and achievements need to be set. Further assistance is available from the Welsh Language Board.

Whether the ability to speak Welsh is considered essential or desirable, the important point is that a need exists for organisations to adopt and apply objective criteria to ensure that appointments are made fairly and consistently in each and every case, and that they reflect the requirements of the post.

If you would like to receive further information, please contact the Welsh Language Board.

See Appendix 8 for further details.

Appendix 2

Relevant legislation

Welsh Language Act 1993

The principle of treating Welsh and English on the basis that both languages are equal was established and enshrined in the Welsh Language Act of 1993. The Welsh Language Board was formed and given responsibility for promoting and facilitating the use of the Welsh language. The Act requires that public bodies form a language policy under the supervision of the Welsh Language Board. There is no statutory requirement that voluntary organisations should draw up a language policy. However, if a voluntary organisation provides services on behalf of a public body it must conform to the language policy of that public organisation. The easiest way of doing this is to adopt an appropriate language scheme. This scheme would state which services you intend to offer bilingually, for example help lines or information centres, and state how you will go about making these services possible.

The language policy of any local authority will have to state e.g. how an external service that provides homes for children conforms to the language scheme. As such, the service providers – be they voluntary organisations or private companies – must give an undertaking that they will adhere to the language scheme as appropriate.

Other legislation that should be given consideration

The Children Act 1989

In making decisions as to the welfare of a child, the court has to take his or her background into account. This includes the child's cultural background. When a local authority is responsible for the care of a child, it must give due consideration to the child's religious, racial, cultural and linguistic background and provide appropriate services that are sensitive to these factors.

Similar provisions are made for registered children's homes and those who care for children under the age of eight.

Children's Commissioner Act Wales 2001

Children's Commissioner for Wales, he and his team are there to help make sure that children and young people in Wales: are safe from harm and abuse; get the opportunities and services they need and deserve are respected and valued; have a voice in their communities and are able to play as full a part as possible in decisions that affect them; know about their rights and the UN Convention on the Rights of the Child. The Children's Commission has the duty to deliver upon a Welsh Language Scheme.

Mental Health Act 1983

In making a decision as to whether a patient should be admitted involuntarily to a mental hospital, he or she must be interviewed in a "suitable manner". Although the Act does not provide a specific explanation as to what the "suitable manner" may be, a code of good practice has been published which states that the ability to understand the patient's preferred language is essential.

Race Relations (Amendment) Act 2000

In recruiting staff to posts where the ability to speak Welsh is considered essential, organisations should be alert to the implications of the Race Relations Act 1976/2000.

If the ability to speak Welsh is an "essential" condition for fulfilling the terms of the post, the organisation should be able to demonstrate, in an objective fashion, that there is justification for this requirement. Whether the ability to speak Welsh is considered essential or desirable, the centrally important point is to remain objective, so that all appointments are made fairly and consistently.

The Equality Act 2006

An Act to make provision for the establishment of the Commission for Equality and Human Rights; to dissolve the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission; to make provision about discrimination on grounds of religion or belief; to enable provision to be made about discrimination on grounds of sexual orientation; to impose duties relating to sex discrimination on persons performing public functions; to amend the Disability Discrimination Act 1995; and for connected purposes. The Commission shall establish a decision making committee to be know as the Wales Committee.

Government of Wales Act 2006

By May 2007, following the Assembly elections the Government of Wales Act 2006 will become fully operational. At this point a formal, legal separation will be made between the National Assembly for Wales and the Welsh Assembly Government, with the former taking on the legislature role and the latter taking on the executive role. From September 2007 onwards the National Assembly for Wales will be able to acquire enhanced legislative powers for matters approved by Parliament with the possibility of full legislative powers if approved in a referendum in the future.
In addition, the Welsh Ministers must adopt a strategy setting out how they propose to promote and facilitate the use of the Welsh language and they must adopt a comprehensive Welsh Language Scheme. As part of the Government of Wales Act, "the Assembly must, in the conduct of Assembly proceedings, give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle that the English and Welsh languages should be treated on a basis of equality".

Other strategies that should be given consideration

Iaith Pawb – A National Action Plan for a Bilingual Wales 2003

This document by The Welsh Assembly Government sets out a national policy framework, clearly defining its role in providing political and strategic leadership, the goals to be achieved and the broad strategies by which "a truly bilingual nation" can be achieved.

The Welsh Language Board's Youth Strategy 2006

The strategy aims to increase the social use of Welsh by young people in the 11-25 age group. The voluntary and private sectors have a role to play in the provision of services for young people available in Welsh throughout Wales. The strategy notes that although the voluntary and private sectors "have no statutory responsibility to offer language choice in their services for young people this should be encouraged as good practice. In cases where voluntary bodies receive public funding it is the responsibility of the funding body to ensure that the requirements of their Welsh Language Scheme are implemented".

The Future of Welsh – A Strategic Plan by the Welsh Language Board

In August 2005 the Welsh Language Board published the important document '*The future of Welsh – a strategic plan'.* The document outlines what the Board believes needs to be accomplished to see "the Welsh language flourishing in a truly bilingual Wales" and names eleven priority areas. Amongst these are use of Welsh by young people, promoting and facilitating the use of Welsh in the community, Welsh language schemes and developing and providing services in the Welsh language, normalising bilingualism and promoting language rights as part of the equal opportunities field.

Bilingual Software Guidelines and Standards by the Welsh Language Board

This document should be read by all those with an interest in, or responsibility for, IT projects intended for use in Wales – managers, developers and users alike.

Appendix 3

Shopping list

This list reflects advice and suggestions as to the issues that should be considered by organisations within the voluntary sector when developing their bilingual service.
Not all of these will be relevant to you. However, you are invited to consider every item on the list, and to decide what is appropriate for the organisation. Remember, all organisations be they National Charities or a local community group can do something.

Public Image

Corporate Identity
- Bilingual provision of letterheads, fax sheets, business cards, identity cards.

Signs
- Provide bilingual signs every time an existing sign is replaced or changed
- Provide bilingual signs each time a brand new sign is required.

Publications/Printed Materials
- Provide the following bilingually :
    Annual report
    Pamphlets/leaflets
    Advertisements
    Forms and explanatory materials
- If it is not possible to publish in a bilingual format, ensure that Welsh and English language versions appear simultaneously etc.

Information for the Press
- Place advertisements in the English language press within Wales in both languages
- Place advertisements in Welsh language publications (including *papurau bro* – 'community newspapers') in Welsh only, or bilingually.
- Publish Press Releases in both Welsh and English.

Publicity /Marketing
- Use both Welsh and English in direct marketing activities
    Pamphlets and leaflets
    Explanatory letters
    Envelopes

Websites
- Develop a bilingual website.

Direct contact

Communicating on the telephone
- Greet all callers bilingually
- Make arrangements for dealing with telephone calls in Welsh
- Ensure that internal telephone directories provide information about linguistic abilities
- Ansaphone messages in both Welsh and in English.

Correspondence
- Ensure that letters received in the Welsh language receive a response in Welsh
- Establish a database of individuals / organisations who wish to receive information from the organisation in Welsh / bilingually.

Public Meetings
- Establish the preferred language of individuals in advance of the meeting, and organise any translation facilities required

Direct Services
- Advice
- Training
- Care
- Assistance.

One-to-one Meetings
Undertake a survey of staff / volunteers' language skills, in terms of
- Speaking
- Understanding spoken Welsh
- Reading
- Writing
- Assessing which workplaces need bilingual workers
- Encourage staff / volunteers to learn / improve their Welsh
- Consider the need for bilingual staff / volunteers as part of the recruitment process
- Place bilingual advertisements in the press

Appendix 4

Translation

The Language Scheme should state which documents are to be translated and who will be responsible for organising the translation. English to Welsh translations will be needed most for the majority of organisations. Finding translators is easy enough; the Wales Association of Translators publishes a booklet of contacts. Copies can be obtained free of charge from the Association. (See Appendix 9 for details).

When you receive the work back from the translator it is desirable if someone from your organisation can cast an eye over it to ensure you are happy with the style of the writing. It's important that the style suits your organisation and you can discuss with the translator in advance who your target audience is, and whether you want an informal or formal publication. It is worth developing a relationship with one or two translators so that they can ensure regularity of vocabulary and standardised terms. It is also helpful if a designated person can co-ordinate sending and receiving work from translators. This will avoid small bits of translations being sent in isolation, and the co-ordinator can organise what is expected when, and which piece of work corresponds to which invoice.

Somebody within your organisation may be prepared to translate as a favour, but it is unwise to depend on this. It may be appropriate from time to time but bear in mind that a translations company will guarantee the standard of translations and will be insured against any loss to your organisation that may arise from mis-translations. If you are temporarily restricted by your budget and wish to ensure the standard of a voluntary translation you could ask a translation company to check the translation and this would be cheaper than translation.

Short translations (up to 30 words) are available free of charge from the Link Line to Welsh. (See Appendix 10)

Planning ahead will ease the process of creating bilingual publications. Set a timetable that allows for translation time and inform the translator beforehand that the document is on its way and of its length. If you need a translation at short notice or no notice you can ask a translator to prioritise the work but there maybe a cost implication.

Simultaneous translation

The Language Scheme will state when simultaneous translation should take place. Not all translators offer this service, but many will have simultaneous translation equipment. Should you need to borrow further sets your local Menter Iaith can probably help. Sometimes Local Authorities have rooms where simultaneous translation equipment is built in and there is no additional charge for hire.

Again it is worth forming a relationship with a translator to ensure that he/she is familiar with the vocabulary and terms that could be used. Often organisations use technical terms that are unfamiliar to outsiders so, giving the translator as much information as possible before hand is a good idea.

If the person organising the meeting is not used to simultaneous translation equipment, they need to spend some time with the translator discussing how to introduce the use of the equipment. It is important to do this in a clear manner, as often people are unsure of how to use the equipment.

The Chair/Presenter can explain how to use the translating equipment at the start of the meeting by:

- Asking everybody who need translations from Welsh to English to take a set of headphones if they have not already done so.
- Explaining that a quick test will be carried out to ensure that everybody's head sets are working.
- Asking all Welsh speaking contributors to indicate they are going to speak and allow a minute to enable people to put their sets to their ears.

Appendix 5

A support card to welcome people to reception

Start with:	*Bore da* **or** *Prynhawn da*
Then:	Gaf i'ch help chi?
Likely replies are:	*"Mae gen i gyfarfod gyda…"* **I have a meeting with….**
	"Dwi wedi trefnu gweld….." **I have organised to see…**
	"Dwi wedi trefnu cyfarfod gyda…….." **I have organised a meeting with….**
If you understood the reply:	
Then:	*"Beth yw eich enw os gwelwch yn dda?"* **What is your name please?**
Then:	*"Arhoswch funud os gwelwch yn dda"* **Wait a minute please**
If you don't understand the request and you cannot continue in Welsh then you could explain:	
	"I'm sorry I don't speak enough Welsh to understand you, but we do record Welsh requests so that we can develop this service by….."
Or you could say:	*"I'll just go and get Jane who speaks Welsh to come and talk to you."*

Appendix 6

Desktop card aid for answering the phone

Start with:	*Bore da* **or** *Prynhawn da*
When you hear the caller asking for a named person reply:	*"Pwy sy'n galw os gwelwch yn dda?"* **Who is calling please?**
Then you can put them through and ask them to:	*"Daliwch y lein"* **Hold the line please**
If the named person is not in or if the caller did not ask for a named person don't panic!! Simply explain:	*"Sorry I only speak a little Welsh. Can I take your name and number and a Welsh speaker will call you back"*
	or
If you do not have any Welsh speakers at the moment you could explain:	*"Sorry we do not have any Welsh speakers at present but we are working towards a bilingual service and will be able to provide this service by ...."*

Another possibility is to co-operate with other branches of your organisation or other organisations so that you can share skills and ensure a comprehensive bilingual service. This is a very cost-effective way of working and opens up many opportunities to extend your services.

Here are some extra phrases for you to try out

I'm sorry ....isn't here at the moment	*Mae'n flin da fi dyw................ ddim yma ar hyn o bryd*
Can I take a message in English?	*Ga'i gymryd neges yn Saesneg?*
Can I take a phone number?	*Ga'i gymryd rhif ffôn?*
This morning	*Bore yma*
This afternoon	*Prynhawn yma*
Joseph will be back: **After lunch** **At… .. o'clock** **Later**	*Bydd Joseff nol:* *Ar ôl cinio* *Am ……. o'r gloch* *Yn hwyrach*

Appendix 7

Training

Language awareness training

Welsh Language training is not the only form of training associated with the Language Scheme. Language awareness and sensitivity to language training are critical. These training sessions provide an opportunity to increase understanding of language and bilingualism as well as raising awareness of the importance of language in service delivery.

For your information the Welsh Language Board and the Welsh Assembly Government are currently jointly developing a Language Awareness Training Strategy. The Estyn Llaw project also have a handbook listing available training courses.

Language training

Developing a Welsh language training programme is essential to support your language scheme, and to encourage and support employees and volunteers to learn Welsh. The training programme should be integrated with your general training programme. No one should be pushed to learn Welsh against his or her will. The type of training available varies and is very flexible, from Welsh in the workplace that will enable people to answer the telephone and pronounce correctly, to courses that improve people's written skills and grammar specifically.

Before you establish your Welsh Language training programme in the workplace you need to consider:

1. Commitment of managers to train staff
2. Commitment of staff to the training
3. Resources to begin implementing the programme

It is sensible to offer language courses to those who already have some knowledge of Welsh, Welsh speakers or good learners that have the potential to work through the medium of Welsh.

Investing as much time as possible to small groups of people is advisable, offering them as many learning hours as possible. You need to prioritise and select staff carefully for Welsh in the workplace training in order to avoid falling attendance over time where individuals attend for a few weeks and then loose interest. Front desk staff and those in contact with the public are an obvious priority. When devising a training programme:

- It is important to set targets for staff who are learning.
- It is important also to ensure adequate contact hours for each individual.
- Make sure that the course is appropriate for the student and will teach the relevant skill e.g. Enough Welsh to chat informally and answer the phone, or improve a worker's written skills.

You could consider arranging Welsh Language courses in the workplace and allowing staff time from work to attend a course. Try to avoid placing staff in the situation of having to miss classes due to prioritising other work. This will give the general impression that the lessons (and language) are unimportant. It is usually easier for people to make time for courses either first thing in the morning or towards the end of the day. There are many ways of organising this either through an agreement with a tutor to teach your organisation only or by taking advantage of the many courses available in the community.

There are also many ways of complementing the formal learning or improvement of language. Welsh language lunch breaks could be organised once a week to improve confidence; learners could be given permission to attend learners social events or residential events or fluent Welsh speakers could be appointed as mentors for learners. These would all be a significant boost for learners.

Detailed information and examples of how to put a Welsh Language training strategy into action can be found in *Welsh Language Training in the Workplace* that is published by the Welsh Language Board:

Welsh Language Board
Market Chambers
5-7 St Mary Street
Cardiff
CF10 1AT
Phone: 029 2087 8000

Occupational training

To ensure that both languages have equal status in your organisation you should consider if it is possible to provide Welsh medium occupational training for those who are competent speakers. This would promote the status of the language internally and improve the skills and confidence of your workers and volunteers.

Translation training

For larger organisations or a consortium of organisations in partnership it may be worthwhile considering improving an individual's skills and offering to train them for translation. There are language improvement courses available as well as simultaneous translation courses. It is possible to sit an exam with the Association of Welsh Translators in order to be accredited as a translator.

See Appendix 9 for contact details regarding the Association of Welsh Translators.

Appendix 8

Language skills questionnaire
for staff and volunteers

The purpose of this questionnaire is to ascertain the language skills of staff, volunteers and committee members. The information provided will enable the organisation to plan for bilingual services. Please be as honest as possible!

Name

Job title

Department and workplace

Please indicate your Welsh skills below

	Understand	Speak	Read	Write
Not at all	☐	☐	☐	☐
A little	☐	☐	☐	☐
Moderately	☐	☐	☐	☐
Quite well	☐	☐	☐	☐
Fluent	☐	☐	☐	☐

Are you learning Welsh at the moment?

Yes ☐   **No** ☐

If you answer 'yes' please answer the following questions:

How long have you been learning Welsh?

How have you been learning Welsh?

Are you working towards a recognised accreditation?

If so, which one?

Would you be interested in learning Welsh, or improving your Welsh?

Yes ☐   **No** ☐

If 'Yes' please answer the following questions:

When would be the most convenient time to attend a class (one or more boxes)

First thing in the morning ☐   **Lunch time** ☐

After work ☐   **During work hours** ☐

A more detailed form suitable for a larger organisation can be found in the publication *Welsh language training in the workplace* available from the Welsh Language Board.

Appendix 9

Useful contacts

Wales Council for Voluntary Action

WCVA's mission is to create a civil society which:

- offers equality of opportunity;
- is inclusive;
- empowers people to participate;
- fosters community leadership;
- encourages voluntary action and respects its independence;
- celebrates and reflects linguistic and cultural diversity and choice;
- promotes genuine partnership.

It represents and campaigns for voluntary organisations, volunteers and committees in Wales.

WCVA leads the sector in:

- Providing advice, information and training;
- Lobbying decision-makers at all levels;
- Safeguarding and increasing resources for the sector;
- Responding positively to new challenges.

Registered office – Head office

Baltic House
Mount Stuart Square
Cardiff
CF10 5FH

Reception	029 20431700
WCVA Helpdesk	0800 2888 329
Email	enquiries@wcva.org.uk

North Wales office

Morfa Hall
Bath St
Rhyl
LL18 3EB

Reception	01745 357540
WCVA Helpdesk	0800 2888 329
Email	enquiries@wcva.org.uk

Mid Wales office

Ladywell House
Newtown
Powys
SY16 1JB

Phone   01686 611050
WCVA Helpdesk   0800 2888 329
Email   enquiries@wcva.org.uk

Welsh Language Board

The Welsh Language Board is a statutory body and its function is to make it easier for people to use their Welsh; ensure that public bodies are working towards treating the two official languages of Wales on the basis of equality and promoting and facilitating the use of Welsh.

Market Chambers
5-7 St Mary Street
Cardiff
CF10 1AT

Phone   029 20878000
Email   ymholiadau@bwrdd-yr-iaith.org.uk
Website   www.bwrdd-yr-iaith.org.uk

Estyn Llaw

The Estyn Llaw project offers advice, support and training to voluntary and community organisations to help increase their use of the Welsh language. The project also aims to make Welsh speakers aware of the opportunities to volunteer in organisations with few bilingual volunteers.

Morys Gruffudd
Estyn Llaw
Cynllun Estyn Llaw
Blwch Post 187
Aberystwyth
SY23 3ZE
ymhol@estynllaw.org or morys.gruffydd@cwmni-iaith.com
0800 9177 969

Cwmni Iaith

Cwmni Iaith is a language planning consultancy which provides a range of support and developmental services to public, voluntary and private bodies in relation to developing bilingualism and promoting the use of the Welsh language. Amongst the various services provided are consultancy and advisory services, training on aspects of language planning, language awareness and developing use of the Welsh language.

Iaith Cyf.,
Uned 3
Parc Busnes Aberarad
Castell Newydd Emlyn
Sir Gaerfyrddin
SA38 9DB.

Tel: 01239 711668 or ymhol@cwmni-iaith.com

Iaith Cyf.,
Uned 95
Llys Bowen
Parc Busnes Llanelwy
Llanelwy
Sir Ddinbych.
LL17 0JE.

Tel: 01745 585120 or llanelwy@cwmni-iaith.com

Menter a Busnes Communities First Support Network

The Menter a Busnes Communities First Support Network offers advice, support and training in several areas, including the Welsh language. The member of Communities First Support Network with the responsibility for the Welsh language is Menter a Busnes.

llyr@menterabusnes.co.uk or 01352 707830

Association of Welsh translators

A professional body for Welsh/ English translators.
Phone 01248 371839 /371850.

Media Resource Wales

This Wales Council for Voluntary Action project aims to provide advice and information to voluntary organisations and community groups on how to improve their marketing strategy, and advise them on how to communicate with the media in Wales. Contact Wales Council for Voluntary Action for details (see above).

The Mentrau Iaith language initiatives network in Wales

Mentrau Iaith aim to facilitate and promote the use of Welsh in the community. They are voluntary organsiations that have grown to be a nationwide network over the past twenty years. Recently an umbrella body 'Mentrau Iaith Cymru' was formed for the whole of Wales. They are active in the fields of childcare,youth work,community development, marketing, and working in partnerships with the voluntary public and private sector. Indeed they operate on all levels in every corner of Wales.

Menter Iaith Abertawe

Menter Iaith Abertawe
9 Christina Street
Swansea SA1 4EW

☎   01792 460906
▤   01792 480964
✉   menter@menterabertawe.org

Menter Iaith Sir Benfro

Tecwyn Ifan
Development Officer
Menter Iaith Sir Benfro
Community Education Office
Ysgol y Preseli
Crymych
Pembrokeshire SA41 3QH

☎   01239 831129
✉   mentersirbenfro@btinternet.com

Fishguard Office
17 Y Wesh
Fishguard
SA65 9AL.

☎   01348 873700
▤   01348 873700
✉   ymholiad@sirbenfro.com

Menter Bro Ogwr

Julie Davies
Chief Officer
Menter Bro Ogwr
Tŷ'r Ysgol
Pen yr Ysgol
Maesteg CF34 9YE

☎   01656 732200
▤   01656 732200
🖃   menter@broogwr.org

Menter Brycheiniog

The Youth and Community Centre
Hendreladus
Brecon Road
Ystradgynlais SA9 1SE

☎   01639 844513
▤   01639 843711
🖃   menterb@powys.gov.uk

Menter Caerdydd

Siân Lewis
Chief Officer
Menter Caerdydd
Tŷ Avocet
88 Station Road
Ystum Taf
Cardiff CF14 2FG

☎   029 20565658
🖃   menter@caerdydd.org

Menter Iaith Sir Caerffili

Lowri Pugh
Development Officer
Menter Iaith Caerffili
YMCA Bargod
Aeron Place
Gilfach
Bargod
Caerphilly CF81 8JA

☎   01443 820913
▤   01443 820913
🖃   menter@caerffili.org

Menter Castell Nedd Port Talbot

Menter Iaith Castell Nedd Port Talbot
Room 14
Canolfan Gymunedol Y Groes
Pontardawe SA8 4HU

☎   01792 864949
📄   01792 869797
🖅   menteriaith@micnpt.org

CERED (Menter Ceredigion)

Dilwyn Jones
Development Officer
Menter Ceredigion
Felinfach Theatre
Felinfach
Lampeter
Ceredigion SA48 8AF

☎   01545 572350
📄   01545 572364
🖅   cered@ceredigion.gov.uk

Menter Iaith Sir Ddinbych

Clwyd Language Centre
Pwll y Grawys
Denbigh
Denbighshire   LL16 3LF

☎   01745 812822
📄   01745 813783
🖅   cerian@menteriaithdinbych.co.uk

Menter Iaith Conwy

Meirion Llywelyn Davies
Development Officer
Menter Iaith Conwy
Y Sgwâr
Llanrwst
Conwy LL26 0LD

☎   01492 642357
📄   01492 642357
🖅   menteriaithconwy@cymru1.net

Menter y Fro (Vale of Glamorgan)

Nerys Rhys,
Development Officer
Menter y Fro Office
Ysgol Gyfun Morgannwg
Heol Colcot
Barry CF6 8YU

☎   01446 720600
▤   01446 450281
✉   swyddfa@menteryfro.com

Menter Iaith Sir y Fflint

Canolfan Coleg Glannau Dyfrdwy
Tŷ Terrig
Stryd Caer
Mold
Fflintshire CH7 1EG

☎   01352 755614
✉   jonesdw@deeside.ac.uk

Menter Iaith Gwynedd

Angharad Llwyd Jones
Language and Community Officer
CYMAD
Parc Busnes Penamser
Porthmadog
Gwynedd LL49 9GB

☎   01766 512300
▤   01766 512608
✉   menteriaith@cymad.org

Menter Iaith Maelor

Tŷ Avow
21 Stryt Egerton
Wrecsam
LL11 1ND

☎   01978 363791
▤   01978 363791
✉   menteriaith@maelor.fsnet.co.uk

Menter Maldwyn

Yr Hen Goleg
Station Road
Newtown
Powys SY16 1BE

☎   01686 614021/22
▤   01686 614023
✉   menterm@powys.gov.uk

Menter Merthyr Tudful

Lisbeth McLean
Development Officer
Menter Iaith Merthyr
Neuadd Soar
Pontmorlais
Merthyr Tydfil CF47 8UB

☎   01685 722176
▤   01685 723700
✉   merthyr@merthyrtuful.org

Menter Iaith Môn

Llys Goferydd
Stâd Ddiwydiannol Bryn Cefni
Llangefni
Anglesey   LL77 7XA

☎   01248 725700
▤   01248 725735
✉   iaith@mentermon.com

Menter Iaith Rhondda Cynon Taf

Alun Cox
Chief Executive
Menter Iaith Rhondda Cynon Taf
Heol Depot
Y Gadlys
Aberdare CF44 8DL

☎   01685 877183
▤   01685 877185
✉   menter@menteriaith.org

Huw Thomas Davies
Manager
Y Tŷ Model
Llantrisant
Rhondda Cynon Taf   CF72 8EB

☎   01443 226386
▤   01443 239168

Menter Cwm Gwendraeth

Menter Cwm Gwendraeth
11-15 Heol Coalbrook
Pontyberem
Llanelli SA15 5HU

☎   01269 871600
▤   01269 870599
✉   ymholiadau@mentercwmgwendraeth.org.uk

Menter Bro Dinefwr

Menter Bro Dinefwr
Council Offices
Crescent Road, Llandeilo SA19 6HW

☎   01558 825336
▤   01558 825339
✉   post@menterbrodinefwr.org

Menter Bro Dinefwr
1A Stryd y Coleg
Ammanford
Carmarthenshire   SA18 3AB

☎   01269 597525
▤   01269 597390
✉   enfys@menterdyffrynaman.org.uk

Menter Gorllewin Sir Gar

Menter Gorllewin Sir Gar
82a Heol Dŵr
Carmarthen
SA31 1PZ

☎   01267 243940
✉   iwan@mentersirgar.org.uk

Nat West Chambers
Heol Sycamorwydden
Newcastle Emlyn SA38 9AJ

☎   01239 712934
📄   01239 712934
✉   ymholiad@menterbroteifi.org.uk

County voluntary councils in Wales

The roles of the county voluntary councils are to provide advice and information to local voluntary organisations on any issue that may affect them. They support voluntary action by supporting volunteering, advise on good practice, provide information on funding sources along with a myriad of other issues. In addition to this they ensure they represent the voluntary sector on cross-sector partnerships. Charities, voluntary groups and community groups can become members of their local CVC.

Blaenau Gwent

Huw Lewis
Senior Development Officer
Gwent Association of Voluntary
Organisations
16a Market Square
Brynmawr
Blaenau Gwent NP23 4AJ

Tel: 01495 315626
Fax: 01495 315339
huw.lewis@gavowales.org.uk

Lynn Clubb
Assistant Director (Blaenau Gwent)
Gwent Association of Voluntary
Organisations
Festival Park Shopping Village
Ebbw Vale
NP23 8FP

Tel: 01495 306602
Lynn.clubb@gavowales.org.uk

Bridgend

Heidi Bennett
Interim Director
Bridgend Association of Voluntary
Organisations
112-113 Commercial Street
Maesteg
Bridgend CF34 9DL

Tel: 01656 810400
heidibennett@bavo.org.uk

Caerphilly

Mike Bridgman
Assistant Director (Caerphilly)
Gwent Association of Voluntary
Organisations
Unit 1A, First Floor
Withey Dyffryn Court
Dyffryn Business Park
Ystrad Mynach,
Caerphilly CF82 7RJ

Tel: 01443 863540
Fax: 01443 812292
mike.bridgman@gavowales.org.uk

Cardiff

Margaret McLaughlin
Chief Executive
Voluntary Action Cardiff
3rd Floor, Shand House
2 Fitzalan Place
Cardiff CF24 0BE

Tel: 029 2048 5722
Fax: 029 2046 4196
enquiries@vacardiff.org.uk
www.vacardiff.org.uk

Carmarthenshire

Ieuan Williams
Director
Carmarthenshire Association of Voluntary
Services
Ty Carwyn
3 St Peter's Street
Carmarthen
Carmarthenshire SA31 1LN

Tel: 01267 236367
Fax: 01267 239933
ieu@cavs.org.uk
www.cavs.org.uk

Ceredigion

Sandra Morgan
Director
Ceredigion Association of Voluntary
Organisations
Bryndulais, 67 Bridge Street
Lampeter
Ceredigion SA48 7AB

Tel: 01570 423232
 Fax: 01570 422427
 Sandra@cavo.org.uk
 www.cavo.org.uk

Conwy

David Taylor
Chief Officer
Conwy Voluntary Services Council
8 Riviere's Avenue
Colwyn Bay
Conwy LL29 7DP

Tel: 01492 534091
Fax: 01492 535397
davidtaylor@cvsc.org.uk
www.cvsc.org.uk

Denbighshire

Eirwen Godden
Chief Officer
Denbighshire Voluntary Services Council
Naylor Leyland Centre
Well Street, Ruthin
Denbighshire LL15 1AF

Tel: 01824 702441
Fax: 01824 705412
eirwen@dvsc.co.uk

Flintshire

Kieran Duff
Manager
Flintshire Local Voluntary Council
The Manse, Tyddyn Street
Mold
Flintshire CH7 1DX
Tel: 01352 755008
Fax: 01352 755490
info@flvc.org.uk

Gwynedd

Bethan Russell Owen
Prif Swyddog
Mantell Gwynedd
24-26 Stryd Fawr
Caernarfon
Gwynedd LL55 1RH

Tel: 01286 672626
Fax: 01286 678430
enquiries@mantellgwynedd.com

Beryl Norgrove
Mantell Gwynedd
The Old Police Station
Lombard Street, Dolgellau
LL40 1SB

Tel: 01341 422575
beryl@mantellgwynedd.com

Isle of Anglesey

John Jones
Prif Swyddog
Medrwn Môn
Shire Hall, Glanhwfa Road
Llangefni
Ynys Môn
LL77 7EN

Tel: 01248 724944
Fax: 01248 750149
post@medrwnmon.org

Merthyr Tydfil

Ian Davy
Director
Voluntary Action Merthyr Tydfil
Voluntary Action Centre
89–90 High Street
Merthyr Tydfil CF47 8UH

Tel: 01685 353900
Fax: 01685 353909
ian.davy@vamt.net
www.vamt.net

Monmouthshire

Simon James
Assistant Director (Monmouthshire)
Holly House
Llancayou Court
Llancayo
Usk
Monmouthshire   NP15 1DY

Tel: 01291 672352
simon.james@gavowales.org.uk

Neath Port Talbot

Gaynor Richards
Director
Neath Port Talbot Council for Voluntary
Service
Tŷ Margaret Thorne
17-19 Alfred Street
Neath , Neath Port Talbot SA11 1EF

Tel: 01639 631246
Fax: 01639 643368
info@nptcvs.org.uk

Newport

Jennifer Render
Director
Karen Vowles
Assistant Director (Newport)
Gwent Association of Voluntary
Organisations
Tŷ Derwen
Church Road
Newport NP19 7EJ

Tel: 01633 241550
Fax: 01633 241583
jennifer.render@gavowales.org.uk
karen.vowles@gavowales.org.uk

Pembrokeshire

Anne Barrett-Evans
Director
Pembrokeshire Association of Voluntary
Services
36-38 High Street
Haverfordwest
Pembrokeshire SA61 2DA

Tel: 01437 769422
Fax: 01437 769431
enquiries@pavs.org.uk

Powys

Linda Pepper
Chief Executive Officer
Powys Association of Voluntary
Organisations
Marlow
South Crescent
Llandrindod Wells
Powys LD1 5DH

Tel: 01597 822191
Fax: 01597 828 675
enquiry@pavo.org.uk

Rhondda Cynon Taff

Ruth Hopkins
Director
Interlink
Maritime Offices, Woodland Terrace
Maesycoed
Pontypridd
CF37 1DZ

Tel: 01443 485337
Fax: 01443 486107
rhopkins@interlinkrct.org.uk

Swansea

Carol Green
Director
Swansea Council for Voluntary Service
Voluntary Action Centre
7 Walter Road, Swansea
SA1 5NF

Tel: 01792 544000
Fax: 01792 544037
scvs@scvs.org.uk
www.scvs.org.uk

Torfaen

Peter Kennedy
Acting Chief Officer
Torfaen Voluntary Alliance
Portland Buildings,
Commercial Street
Pontypool
Torfaen NP4 6JS

Tel: 01495 756646
peter@torfaenvoluntaryalliance.org.uk

Vale of Glamorgan

Rachel Connor
Executive Director
Vale Centre for Voluntary Services
Unit 11, Barry Community Enterprise Centre
Skomer Road
Barry CF62 9DA

Tel: 01446 741706
Fax:01446 421442
vcvs@valecvs.org.uk

Wrexham

John Gallanders
Chief Officer
Association of Voluntary Organisations in
Wrexham
21 Egerton Street
Wrexham LL11 1ND

Tel: 01978 312556
Fax: 01978 263980
chief@avow.org

Appendix 10

Relevant resources and materials

Recruiting Welsh speaking volunteers

A short pamphlet of ideas on where to find Welsh speaking potential volunteers. Available from Wales Council for Voluntary Action. (See appendix 11)

Welsh language training in the workplace

This publication provides information to employees about establishing and implementing an effective Welsh language-training programme.   Published by the Welsh Language Board.

Good Health! An Introduction to Language Awareness in Healthcare

Distributed to all Healthcare bodies in Wales, this pack includes a 14-minute high quality training video along with posters and leaflets to help raise levels of language awareness and sensitivity, and assist healthcare staff in understanding the importance of language choice as a factor in the provision of healthcare. Copies are available for free from the Welsh Assembly Government NHS Welsh Language Unit.

Gair o Gysur - Words of Comfort

This publication, jointly funded by the National Assembly for Wales and the Welsh-medium Development Unit, University of Wales, has been adapted as a generic pack in order to address the needs of a wider range of healthcare professional. The aim of the pack is to raise awareness of the need for language appropriate practice in the bilingual context of Wales.

Dysgu Mewn Dwyiaith - Learning in Two Languages

This pack is aimed at lecturers from areas which are linked to Medicine who are teaching in a bilingual setting. This publication was funded by the Bilingual Initiatives in Midwifery Project, School of Nursing, Midwifery and Health studies, University of Wales Bangor (which is funded by the National Assembly for Wales) and the Welsh Medium Development Unit, University of Wales.

Law yn llaw

A training pack for managing in a bilingual workplace. Created and produced by Gareth Ioan, Cwmni Iaith Cyf. Commissioned by the Welsh Language Board

They all speak English anyway 2

Training resource pack that explores anti-discriminatory practices in the context of social work. Created by Elaine Davies. Published by CCETSW (known as Care Council for Wales since October 2001).

Practice Teaching and the Welsh Language

This booklet aims to offer some practical advise and tips to practice teachers planning and providing placement opportunities in Wales. It is not a publication solely for Welsh speaking practice teachers. Neither is it relevant only when working with Welsh speaking students. We hope that it will be useful for every practice teacher providing practice based learning and support to students in Wales.

Bilingual Teaching Methods

Information for DipSW Programmes in Wales following a series of workshops by Dr Cen Williams, University of Wales Autumn 2000

The language of a caring service

Guidance on providing a sensitive bilingual service, focusing on the health, social care and justice sectors. Author: Elaine Davies Published by the Welsh Language Board.

Preparing Welsh Language Schemes

Guidelines and advice that provides a practical and flexible framework for developing a Welsh Language Scheme in accordance with the Act. Published by the Welsh Language Board.

Snapshot Survey of Websites

An independent survey of the websites of public bodies who have a statutory language scheme.This report is full of useful tips on designing bilingual websites with interesting examples. Commissioned by the Welsh Language Board.

Use your Billingual Skills

A resource pack to encourage young people to improve their understanding of bilingualism and to encourage them to use their Welsh.   Published by the Welsh Language Board.

A Sound Understanding – An introduction to Language Awareness

An introduction to the sensitive aea of language awareness. Author: Siân Wyn Siencyn. The document is published by CCETSW Wales (now known as Care Council for Wales).

Developing Bilingualism Information Sheets

A recent publication by Communities First produced in association with Cwmni Iaith. The information sheets are available from Menter a Busnes, the partner responsible for promoting the participation of Welsh-speakers in the Communities First programme. The sheets offer a variety of information on topics such as holding bilingual events, working with a translator and creating a bilingual website.

Community Speak – Communities First and the Welsh Language

A document published by Communities First in association with Menter a Busnes, Cwmni Iaith and the Welsh Assembly Government. The publication offers guidance to Communities First officers and co-ordinators on implementing bilingualism in Wales. It is also relevant to other organisations promoting equal opportunities in the community.

What about Welsh?
A CD Rom to assist Language Awareness trainers. It includes a wide range of information on subjects such as the Welsh Language Act 1993; Welsh language and employment; Language awareness and mainstreaming. It is published by the Welsh Local Government Association.
Iaith Pawb – A National Action Plan for a Bilingual Wales

A document published by the Welsh Assembly Government aimed at leading the work of promoting and supporting the Welsh language in all areas of Welsh life.

Linkline to Welsh

The helpline is run on behalf of the Welsh Language Board by the language initiative Menter Môn, Llangefni. The Linkline telephone number is 0845 6076070, the fax number is 01248 725735 or you can e-mail cyswllt@bwrdd-yr-iaith.org.uk if you wish to enquire about services such as translators, place names, bilingual signs e.t.c. The Linkline will also offer invaluable services such as:
- Translates up to 30 words
- Edits up to 75 words
- Translates menus of every kind
All of the above is free of charge.

NHS Welsh Language Unit Website

Although the website is primarily concerned with offering advice and information to the health and social services sectors much of the material is relative to many voluntary organisations working in the care areas. On the website www.wales.nhs.uk/cymraeg it is possible to access language scheme templates (for health boards) and proposed language scheme timetables. It is also possible to download the training package "Iechyd Da" which consists of a language awareness training video aimed at developing an understanding of language sensitivity when providing care services.

Welsh Language Computer Resources

The Welsh Language Board and Microsoft Office have now created a partnership and developed language interface packages for Microsoft Office 2003 and Windows XP. Welsh language copies are available free of charge. It is possible to download the Welsh language Microsoft (Office XP version) spell check on the Welsh Language Board website.

Cymarfer – a language improvement package on CD Rom format for Welsh speakers and good learners. The package was created by Canolfan Bedwyr, Bangor University.

Cysill 3 – a Welsh grammar, spellcheck and thesaurus package
Cysgeir – a comprehensive Welsh and English dictionary package. It contains specialist terminology in several areas such as care and social work, environment.
Cysill 3 and **Cysgeir** form the joint package '**Cysgliad'.** A home package is available from Sain Company or a network version is directly available from Canolfan Bedwyr (meddalwedd@bangor.ac.uk).

Microsoft OpenOffice.org Welsh language spellcheck. The spellcheck was developed by Canolfan Bedwyr, Bangor University with financial assistance from the Welsh Language Board. Free copies can be downloaded from the Canolfan Bedwyr e-gymraeg website.

On-line dictionaries

The BBC LearnWelsh website has an on-line Welsh and English dictionary, complete with Welsh language tools.
Lampeter University Department of Welsh has its own on-line comprehensive dictionary – www.geiriadur.net which can be accessed by the public.

Website Design

Resources for designing bilingual websites are maintained by Dr. Daniel Cunliffe, Glamorgan University (see Welsh Language Board website). It is possible to download guidelines.

EOS – a system which manages bilingual web content. For further information contact huw@pioden.net

Useful Bibliography

'Canllawiau Ysgrifennu Cymraeg ar gyfer gwaith a swyddfa, ysgol, coleg a chartref'
(Guidelines for Writing Welsh in the workplace, school, college and home) by J.Elwyn Hughes. A reference book which is full of Welsh language sample letters and advertisements, key words and sayings and which offers advice on calling a meeting, preparing an agenda and minute keeping through the medium of Welsh.

'Canllawiau Iaith a Chymorth Sillafu' (Language and Spelling Guidelines) by J.Elwyn Hughes. A small reference book which lists words which are regularly miss-spelt.

'Cymraeg Clir' by Cen Williams. A book that was jointly published by Gwynedd County Council, the Welsh Language Board and Canolfan Bedwyr in order to set down guidelines on how to write Welsh in a way which is clearly understood by everyone.

Appendix 11

Why recruit Welsh speaking volunteers?

During recent years voluntary organizations have come to recognize the importance of promoting equality and diversity. This affirms the Welsh Assembly Government's vision outlined in the Voluntary Sector Scheme (2000), which recognises that everyone has a right to participate and be included in the life of their community through volunteering. In order to respect equality and ensure social inclusion here in Wales, organizations are increasingly looking to operate bilingually. The publication of the Welsh Assembly Government's document "Iaith Pawb –a National Plan for a Bilingual Wales in 2003 and their commitment to 'Wales becoming a truly bilingual country' has further promoted the benefits of bilingualism.

Although the main argument for promoting diversity and equality is one of social justice, by operating bilingually your organization can also benefit by:

- Adopting good practice. Giving a client real choice regarding the use of language is the essence of good practice
- Improving its image as a Welsh organization
- Reflecting the community it serves
- Appealing to a wider spectrum of volunteers
- Improving its chances of attracting funding from bodies who look favourably on an organization with a policy of attracting volunteers from a cross section of society
- Improving its quality of services to the public

The above may be reasons why your organization will be eager to recruit Welsh speaking volunteers as part of a team but there is also a need to consider the recruiting strategy used. If Welsh speaking volunteers are required to fulfill special tasks through the medium of Welsh, such as answering the phone, speaking to Welsh media or working with Welsh speaking clients, this should be made clear from the outside. Not all Welsh speakers will be happy to perform these roles. It is better to aim to increase bilingualism generally throughout the organization than to limit your interest to fulfill specific tasks in Welsh.

How do we recruit Welsh speaking volunteers?

Volunteering is a part of life in Welsh communities where traditionally people have helped each other and been involved in community activities. All kinds of voluntary groups spring from communities in order to meet the needs of the local people. The people involved are often unaware that they are volunteers; "volunteering" is often seen as something to do with the establishment and formal organisations. It is important that organizations are aware of the need to take a different and sensitive approach to recruiting Welsh speaking volunteers.

- It is important to make Welsh speaking volunteers feel welcome in an organisation. This could be linked in to any equal opportunities policy or diversity policy.
- A bilingual image for the organisation will reflect its commitment to treating the Welsh and English language as equal.

- Providing bilingual information, in an informal, friendly language will reflect the organisation's commitment to providing language choice both internally and externally.

But how do we reach the Welsh speakers?

1. Research into Welsh speaking organisations in your area (perhaps your local Menter Iaith/ Language Initiative can assist with the information) and work through them to reach the Welsh speaking community, arrange meetings, exhibitions and appeal for volunteers. Examples include:
   - Young Farmers Associations
   - Urdd Gobaith Cymru (Welsh medium youth organisation – local groups all over Wales)
   - Chapels and Churches
   - Local schools (including Parent/ Teachers Associations)
   - Language Centres
   - Merched y Wawr (Welsh women's organisation)
   - Gwawr (Welsh women's organisation)
   - Mentrau Iaith (Language initiatives – see WCVA website)
   - Mudiad Ysgolion Meithrin
   - County Voluntary Councils (see WCVA website)
   - Local Volunteer Centres (see Directory of voluntary organisations in Wales, WCVA)
   - Welsh medium Choirs and Societies.
   - Local Eisteddfodau and sub-committees of National Eisteddfodau and national music festivals (such as the Gŵyl Gerdd Dant) visiting the area. The sub-committees are made up of local people.

2. Advertise through the Welsh speaking media:
   - Radio Cymru (national radio station which also offers regional programming at various intervals during the day)
   - Welsh slot on local radio station
   - Welsh slot in local newspapers
   - Local Welsh monthly newspapers (Papurau Bro). The Welsh Language Board have compiled a list
   - Golwg (National Welsh magazine)
   - Y Cymro (National Welsh newspaper)
   - Yr Herald Cymraeg (Now a supplement in the Daily Post)
   - S4C programmes such as Wedi 3, Wedi 7, Uned 5.

3. Place a bilingual page on the Internet.

4. Take advantage of national events such as Volunteers Week (1-7 June), National Eisteddfod of Wales (first week in August), the Royal Welsh Agricultural Show (mid July), the Urdd National Eisteddfod (week beginning Whitsun Bank Holiday), International Volunteer's Day (5 December) and arrange visual activities that will grab attention.

5. Use public place within the community to place adverts e.g. library, schools, doctor's surgeries, newsagents and volunteer centres/ bureaux.

Points to consider when including Welsh speaking volunteers

- Recruitment and selection of Welsh or English speaking volunteers should adhere to equal opportunities practice.
- Try to ensure that volunteers have access to a Welsh speaking support worker.
- Translation work is a skill and should not be the responsibility of Welsh speakers without the necessary training and support.
- Dealing with the Welsh speaking media on behalf of an organisation is a great responsibility. Welsh speakers should receive the necessary training and support and a full briefing before this is required of them.
- Organisations should aim to provide training courses through the medium of Welsh and English if there is a need. (WCVA has a database of consultants and trainers)
- Volunteering is a matter of choice and volunteers should have the time and opportunity to consider whether to undertake the tasks offered them. They should feel no obligation to undertake tasks which they feel are inappropriate.
- Organisations should be aware that Welsh speaking volunteers need the same training and support provided to other volunteers doing similar work.
- Welsh speaking volunteers may need training to enable them to carry out their work through the medium of Welsh, for example, specialist vocabulary acquisition, written skills.

For more information or further advice on good practice, recruiting and supporting volunteers contact your local Volunteer Centre or your County Voluntary Council, the WCVA help desk or visit the WCVA's website.