



Gwasanaeth Gofalwyr Powys

## **Cynllun Iaith Gymraeg Welsh Language Scheme**

This Welsh Language Scheme is based on Carers Trust scheme approved by the Welsh Language Commissioner on 6/10/14

## Contents

Introduction	page 3
Our values and vision	page 4
Delivering our services	page 5
Communicating with the public	page 6
Corporate image	page 7
Websites & social media	page 8
Implementation & monitoring	page 9
Complaints & feedback	page 10
Annex 1 (Implementation plan)	page 11
Annex 2 (Publications matrix)	page 18

## Introduction

Carers Trust is a UK wide charity which was formed by the merger of The Princess Royal Trust for Carers and Crossroads Care in April 2012.

Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. With our Network Partners, we aim to ensure that information, advice and practical support are available to all carers across the UK.

Together with our Network Partners, we provide access to desperately-needed breaks, information and advice, education, training and employment opportunities. Our Network Partners benefit from the provision of grants, advice documents and reports to improve carers' services. We give carers and young carers avenues to speak to someone and make their voices heard, offline via our carers' services and young carers' schemes and online via our interactive websites.

The Carers Trust Wales team is part of Carers Trust but operates from its own office in Cardiff, Wales. It is core funded by Welsh Government Section 64 grant and in so doing has to consider and work to the agendas of both Carers Trust and relevant parts of Welsh Government.

Our Network Partners across Wales are independent charities in their own right and members of Carers Trust. Carers Trust Wales team will encourage and support all Network Partners across Wales to develop and implement Welsh Language Schemes for their own organisations.

## **Our Values**

- Empowering people
- Pursuing equality and reciprocity
- Making voices heard
- Transforming lives
- Being responsible
- Finding fulfilment
- Doing a good job
- Generating public wealth

## **Our vision**

Carers have a good sense of wellbeing and are recognized, valued and supported to fulfill the caring responsibilities that they choose to do.

## **Our mission**

Powys Carers Service exists to empower all young and adult carers to improve their quality of life and wellbeing. Our services are delivered by a small office based team and locally based outreach workers as well as volunteers (both qualified and trainees depending upon the role) with county based team managers who have a good understanding of the urban and rural contexts. We work to take an holistic community approach to achieving our vision with Carers.

Our services include:

### **One to One Support**

Coaching (personal development), Mentoring, Advocacy, Counselling (qualified and supported volunteers), Information / Advice, Benefits Advice, Respite.

### **Group Work**

Regular 'drop in sessions, Skills development, Peer / social support, 'Time for Me' trips / residential.

**Participation and empowerment of Carers** to influence policy and services schools / colleges / employers / health services / social services / respite services.

**Dissemination of information for Carers** (newsletter / telephone service / social media and website).

### **Telephone advice line**

## **Statement of Principle**

Powys Carers Service has adopted the principle that in carrying out its work in Wales it will treat the English and Welsh languages on the basis of equality so far as is both appropriate in the circumstances and reasonably practical. This Scheme explains how Powys Carers Service will put into effect these principles in the provision of services for the public in Wales, wherever practical and appropriate.

## **Planning and delivering services**

### **New policies and initiatives**

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

In planning new policies and initiatives which affect the provision of public services in Wales, Powys Carers Service will ensure that all developments comply with the commitments made in this Scheme. Powys Carers Service will assess the language needs of the target audience in order to offer the most effective service and make the best use of resources.

### **Delivery of services**

Powys Carers Service aims to provide a consistent and reliable service for Welsh speakers. Services in areas where there are substantial numbers of Welsh speakers will include enough staff/volunteers to meet demand and the requirements of those who wish to communicate in Welsh. In areas where there are fewer Welsh-speaking staff/volunteers, it is possible that a full Welsh language service will not be available at first. In accordance with the timescales for implementation, we will work towards this goal.

Powys Carers Service will work towards the provision of a comprehensive service of the same high standard in English and Welsh by:

- Ensuring that all staff/volunteers are aware of the importance of a bilingual approach for Powys Carers Service in Wales and know how to refer individuals to Welsh language services.
- Ensuring that service users are aware of which staff/volunteers speak Welsh by using the Working Welsh badges and posters.
- Promoting bilingual workplaces in our offices. Resources are available from the Welsh Language Commissioner to assist with this
- Providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme.
- Finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably. The Commissioner recommends using professional translators.

## **Communicating with the Welsh speaking public**

### **Written Communication**

Powys Carers Service welcomes correspondence in English and Welsh.

- All letters received in Welsh will be answered in Welsh.
- Any correspondence from the public and service users in Welsh will receive a reply in Welsh.
- We will endeavour to ensure that where possible the timescale for responding to correspondence in Welsh will be the same as in English.
- Once it is known that a correspondent prefers to use Welsh, that person will receive all future correspondence in Welsh.

Powys Carers Service in Wales will maintain a database of correspondents who prefer to receive correspondence in Welsh, in English or bilingually.

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

When Powys Carers Service has no staff available to answer correspondence in Welsh to a sufficiently high standard, we will use a professional translation agency.

### **Telephone Communications**

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

'Bore da Powys Carers Service' / 'Prynhawn da Powys Carers Service' or 'Bore da Gwasanaeth Gofalwyr Powys' / 'Prynhawn da Gwasanaeth Gofalwyr Powys'

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

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

### **Face to Face**

Powys Carers Service has undertaken to make every effort to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff/volunteer will be able to do so but acknowledge that this may not always be possible. Powys Carers Service will provide support and encouragement to staff based in Wales to learn Welsh. When speaking with individuals whose preferred language is Welsh staff will be encouraged to speak Welsh up to their own individual level of proficiency.

## **Public meetings and events**

Powys Carers Service arranges public meetings and public events in Wales with a wide range of organizations and groups. Powys Carers Service encourages the use of Welsh during these events. All publicity material for these events will be published bilingually including exhibitions and presentations to the media.

When arranging Powys Carers Service workshops, training courses, conferences and similar events it will assess the need for Welsh provision by including a clear statement on all publicity material indicating that delegates are welcome to contribute in English or Welsh. All registration forms will include a section to indicate language choice.

When Powys Carers Service arranges a public meeting it will arrange interpretation or translation facilities for those attending who do not speak Welsh.

## **Corporate image**

### **Corporate identity**

Within Wales the public image and corporate identity of Powys Carers Service including logo, visual identity and any other standard information will be bilingual. This will include headed paper, compliment slips, business cards, name badges, exhibitions and publications, signage, vehicles and premises.

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

### **Signage**

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

## **Publications**

Documents and publications produced in Wales solely for external use within Wales will be produced bilingually in accordance with this language preference of the recipient.

## **Press Releases**

We are committed to issuing bilingual statements and notices to the press and the media in Wales whenever possible.

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

Where possible all press releases will include contact details of a Welsh-speaking representative of Powys Carers Service. This person will be authorised to fully represent Powys Carers Service within the boundaries of their knowledge.

## **Websites and Information Technology**

Sections or webpages on the external website of Powys Carers Service will appear bilingually.

The languages will appear separately and it will be possible for the user to move from one language to the other at any time by using a prominent language switch.

English and Welsh versions of any Powys Carers Service documentation (as assessed by the matrix) uploaded on the website will be available bilingually at the same time.

## **Electronic Networks**

Powys Carers Service will explore opportunities to develop its presence in Wales via social networks such as Facebook and Twitter in line with the development of social media across the organisation.

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

## **Implementing the Scheme**

### **Staffing**

Powys Carers Service will aim to ensure that sufficient Welsh-speaking staff are available to develop a bilingual service in Wales. Powys Carers Service recognises that the ability to speak Welsh is a valuable and relevant skill.

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

Language awareness training will be offered to all employees, directors and volunteers,

Whenever a new post is established, or an existing post becomes vacant, an objective assessment will be made to establish whether there is a particular Welsh language skill needed for the post, such as: conversational Welsh with people we support and the public; or writing emails in Welsh; and whether there may be additional support options available that would encourage applications from Welsh speakers

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

officer receives language training in order to reach the necessary standard within a particular timescale.

Powys Carers Service will work with the Welsh Language Commissioner's office to ensure the most appropriate and specific linguistic requirements of the post are advertised and tested.

All jobs adverts within Wales will be bilingual.

## **Learning Welsh**

Training and support in the use of the Welsh language will be provided to staff and volunteers who want to extend their use of the language where that is appropriate to their role profile or part of their personal development plan.

Regular audits of the language profile of service users, staff and volunteers will be held to ensure that the Welsh language needs of the organization continue to be met by our language Scheme and training programme.

## **Implementation and monitoring**

A monitoring and evaluation report will be provided to the Chief Executive of Powys Carers Service and a copy will be sent to the Welsh Language Commissioner for feedback on an annual basis.

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

1. Implementing the Scheme
2. Forward planning
3. Awareness
4. Bilingual Skills
5. Putting the User First
6. Complaints
7. Data Collection
8. Reporting
9. Timescales for Implementation

Powys Carers Service will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

## **Complaints and Feedback**

All complaints and suggestions regarding the implementation of the Scheme will be submitted locally and monitored by the CEO of Powys Carers Service.

Powys Carers Service welcomes suggestions from the public, its staff and members for improving its Welsh Language Scheme and service.

## **Advertising the scheme and raising public awareness**

Powys Carers Service will refer to the Scheme in its annual report and business plan and general materials where appropriate, and will make clear that the public are welcome to use Welsh when dealing with the organisation and its employees.

The scheme will be available on the Powys Carers Service website and copies of the Scheme will be provided to anyone on request.

<b>Area of Activity</b>	<b>Implementation</b>	<b>By Whom</b>	<b>Timescales</b>
Statement of Principle	All members of staff will be made aware of duty to implement scheme where relevant.	Service Managers	On approval of scheme and on-going via induction
	Identify and appoint a Welsh Language Champion in Communications, Policy, Fundraising and Network Support teams.	Powys Carers Service Managers	On approval of the scheme
<b><u>Planning and delivering services</u></b>  New policies and initiatives	Consider Welsh language needs of individuals when developing new and revised policies and initiatives	Relevant Service Manager within Powys Carers Service	On approval of scheme
	In planning new policies and initiatives which affect public services in Wales Powys Carers will ensure all developments comply with the commitments made in this Scheme.	Quality committee	On going
	All departments within Powys Carers Service to be aware of requirements of scheme	CEO via Senior Management Team	On approval of scheme
	A check list will be available to staff identifying matters to be considered when developing new policies and initiatives.	CEO via Senior Management team	On approval of scheme
	The Senior Management team will monitor the compliance of new policies and initiatives with this Scheme.	CEO will nominate a member of the team.	On going
Delivery of services	Powys Carers Service will work towards the goal of having enough staff / volunteers to meet demand and requirements of those who wish to communicate in Welsh as outlined in this plan.	CEO	On-going and reviewed annually
	Powys Carers Service will work towards the provision of a comprehensive service of	CEO /nominated staff member	On-going and reviewed annually

	<p>the same high standard in English and Welsh by:</p> <ul style="list-style-type: none"> <li>• Ensuring that all staff/volunteers know how to refer individuals to Welsh language services – through the development of a referral guide</li> <li>• Ensuring that service users are aware of which staff/volunteers speak Welsh by using the Working Welsh badges and posters</li> <li>• Promoting bilingual workplaces in our offices</li> <li>• Providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme.</li> </ul> <p>• Finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably</p>		
<p><b><u>Communicating with the Welsh speaking public</u></b></p> <p><b>Written Communication</b></p>	<p>CEO will maintain a database of correspondents who prefer to receive correspondence in Welsh, in English or bilingually.</p> <p>Where an individual's preference is not known, for example in sending standard letters, written correspondence with the public in Wales will be bilingual.</p> <p>When Powys Carers Service has no staff available to answer correspondence in Welsh to a sufficiently high standard, we will use a professional translation agency.</p>	Operations Manager	On approval of the Scheme
Telephone communications	People wishing a telephone conversation through the medium of Welsh will be directed to an available Welsh	CEO	On approval of the Scheme

	speaker or contacted by a Welsh speaker.		
Face to Face communication	By advertising our Welsh language services, we will encourage individuals to use their preferred language when dealing with us.	All Powys Carers Service staff	On approval of the Scheme
<b><u>Corporate image</u></b> Corporate identity	The public image and corporate identity of including address, logo, visual identity and any other standard information will be bilingual. This will include headed paper, compliment slips, business cards, name badges, exhibitions and publications, signage, vehicles and premises. Both languages will be equal in terms of size, format, quality, clarity and prominence.	CEO	On approval of the Scheme
<b><u>Publications</u></b>	A matrix of criteria for deciding whether materials should be produced bilingually will be created and used ( <b>Annex 2 attached</b> )	CEO / nominated staff member	On approval of the Scheme
<b><u>Press Releases</u></b>	Press releases from Powys Carers Service will be issued bilingually wherever possible.  The translation process will be incorporated into the planning timescales for press releases. It is understood that occasionally, in an emergency, it will be necessary to issue press releases in English only  Where possible all press releases will include contact details of a Welsh-speaking representative of Powys Carers Service. This person will be authorised to fully represent Powys Carers Service within the boundaries of their knowledge. (Identify and train representatives)	CEO	On approval of the Scheme

	Powys Carers Service will keep a list of suitable contact names		
<b><u>Websites and Information Technology</u></b>	Sections or webpages on the external website of Powys Carers Service which relate specifically to activities in Wales will appear bilingually.	CEO	On going
<b><u>Implementing the Scheme</u></b>  <b>Staffing</b>	An up-to-date list of Welsh-speaking staff and volunteers will be created.  Language awareness training will be offered to all employees, directors and volunteers – see below.  Whenever a new post is established, or an existing post becomes vacant in Wales, an objective assessment will be made by the recruiting manager in consultation with the CEO to establish whether or not to designate the post as Welsh desirable or Welsh essential	Operations Manager	On-going  Offered annually
<b><u>Learning Welsh</u></b>	Training and support in the use of the Welsh language will be provided to staff and volunteers who want to extend their use of the language where that is appropriate to their role profile or part of their personal development plan.  Regular audits of the language profile of service users, staff and volunteers will be held to ensure that the Welsh language needs of the organization continue to be met by our language Scheme and training	Operations Manager	Annually

	programme.		
<b><u>Advertising the scheme and raising public awareness</u></b>	Powys Carers Service will refer to the Scheme in its annual report and business plan and general materials where appropriate, and will make clear that the public are welcome to use Welsh when dealing with the company and its employees.	CEO	Annually / on-going
<b>Promoting the scheme to Network Partners</b>	Powys Carers Service will promote the scheme to its local groups. We will offer the scheme as a template for local use and provide staff support to any local group wishing to implement it.	Service Managers	Annually

## Carers Trust Welsh Language Scheme Implementation plan 2014-2017

### Carers Trust

### Welsh Language Scheme Matrix

<b>Considerations</b>	<b>2 points</b>	<b>1 point</b>	<b>0 points</b>
Number of printed copies (if electronic version only, number on distribution list or estimated hits)	1,000 + (2,500 +, add extra point)	150 – 1,000	1 – 150
Length (or number of new words)	0 – 5,000	5,000 – 20,000	20,000 +
Technical (i.e. would it be	No	To some extent	Yes

incomprehensible to a lay reader?)			
Target Audience	Members of the public or public sector where there is a well-known and established demand for Welsh language material	Specific sectors for example: Local Health Boards, Voluntary sector, but with indirect interest for some members of the public	Specialists within sectors or specific sectors where demand for Welsh language material is minimal
Will the item need to be disseminated or discussed internally by other bodies; and/or is it designed to elicit a response?	Yes	To some extent	No
Will the document affect subsequent material, i.e. will it be quoted in future material?	Yes	To some extent	No
What will be the demand/likely interest in the document based on objective assessment and/or past exercises?	High (interest amongst general public or particular interest in Welsh speaking areas)	Medium (specific groups only)	Low (specialist groups)
How long with the document be operational?	Over 2 years	6 months – 2 years	Temporary (less than 6 months)
What will be the documents status/profile?	High (media, campaigns)	Medium (some external profile)	Low (little external profile)
Nature of document – an obvious Welsh angle?	Yes	Indirectly	No

The relevant response for each consideration should be circled and then the points value as shown at the top of each column added to obtain the document's priority rating.

13+ - These documents will be bilingual\*

12 – 8 – These documents should be bilingual but whether they are or not will depend on the availability of translation resources at the time\*

7 – 0 – English only at present but might be reconsidered in the future\*

\* The formula will provide a true reflection of the need for bilingual documents in the majority of cases. However, there will always be exceptions and there will be a need to use careful judgement in ensuring that the correct decision is taken.