



Welsh Language in the workplace

Equalities Department
Directorate of Resources
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This document is also available in large print and other formats upon request.

Use of Welsh in the Workplace

1. Purpose

To set out the requirements of the Welsh Language Standards as detailed in the Welsh Language (Wales) Measure 2011, and the Council's internal arrangements to promote and facilitate the use of Welsh in the workplace.

2. Scope

The procedure applies to all Council employees except:

- School based teaching and ancillary staff directly employed by the school

3. Introduction

In accordance with the Welsh Language Standards, the Council is required to provide services in Welsh and to promote and facilitate the use of the Welsh Language throughout the Council.

This applies to all service areas of the Council, excluding schools. The standards specifically apply to :-

1. Service delivery –	standards 1-87	&155-160
2. Policy Making –	standards 88 – 97	&161-166
3. Operational –	standards 104 -144	&167- 172
4. Promotion –	standards 145 –146	&173-174
5. Record Keeping –	standards 147-154	&175-176

The Council is committed to ensuring wherever possible that the Welsh language is not treated less favourably than the English language

4. Principles

The following principles should be noted:-

- Customers have the right to be communicated to in Welsh and the Council must ask if this is their preferred correspondence /dialogue choice and record this where possible to ensure future correspondence is done through Welsh
- Bilingual correspondence should be provided where the language choice is not known
- External telephone call greetings should be done bilingually and you must notify that a service is available in Welsh if this is the customers wish
- Certain meetings should be conducted in Welsh
- Material displayed in public areas or documents for public use should be bilingual, this includes websites, signage, tender documents, courses and any policies created should consider the effects on Welsh Language
- Recruitment processes should be conducted in Welsh if requested along with certain HR Processes and training courses for staff.
- Records should be kept of any complaints relating to the Welsh Language and forwarded to Equalities section
- Course offered and numbers of attendees and recruitment activity.

This list is a guideline and the standards should be read in full.

5 Year Strategy

In accordance with the standards the Council is developing a 5 year strategy to set out how the Welsh language will be promoted and facilitated across the service areas of the Council.

The plan will include details for maintaining or increasing the number of Welsh speakers in percentage terms in the Vale of Glamorgan by the end of the 5 year period, along with plans on how this will be achieved. According to the 2011 census the percentage is recorded as 10.8%,

This strategy will be reviewed and updated in 5 years assessing to what extent the strategy has been followed and if the percentage target has been reached.

The Councils website will publish this information and provide details of the number and age of Welsh speakers in the Vale of Glamorgan and also include a list of any activities that have been arranged or funded to promote the use of the Welsh language.

An annual report will be produced to demonstrate how the Council has complied with the requirements as set out in the standards based on regular data collection.

What the customer can expect

- I. All publications, forms and signage will be produced bilingually. Correspondence sent to more than one person will be bilingual.
- II. The Council will advise that we welcome correspondence in Welsh and will be responded to in Welsh unless advised this is not required.
- III. Telephone calls will be answered with a bilingual greeting and if the caller wishes to continue to converse in Welsh a Welsh speaker should be found to respond to the call.
- IV. Any contact details of posters publishing the Councils telephone number will be bilingual and advise that calls are welcome in Welsh.
- V. Any new public information signage will show the Welsh language first
- VI. The designated main reception areas will have a Welsh Speaker available to deal with any queries, if they are unable to deal with a query every effort will be made to find a Welsh speaker who can deal with the issue, if not a translation will be provided or a message can be left.
- VII. Any correspondence sent from the Council via email will have the employees job title and place of work in Welsh and in English, in addition to any out of office messages.
- VIII. The email footer will also advise if the author is able to speak Welsh. All footers will state that correspondence is welcomed in Welsh.
- IX. The Councils Website and any social media used by the Council will be bilingual.
- X. If you invite a customer to a meeting the individual will be asked if they wish to have the meeting conducted in Welsh and if so a translation service will be provided, if more than one person is invited, dependant on the content of the meeting and the numbers requesting Welsh a translation service may be provided.
- XI. Any public meetings and invites will accommodate anyone who wishes to speak Welsh, (this includes any public events hosted or part funded by the Council) as prescribed by the Standards.

What Staff and future employees can expect

All the above when a customer to the Council.

Recruitment

As an employee or member of the public applying for a position within the Council you may complete an application form in Welsh and request that the shortlisting and interviewing process is conducted in Welsh.

All posts are advertised as Welsh desirable will be advertised bilingually and copies of the JD and PS will also be translated. All posts published externally will be advertised bilingually automatically, along with all details relating to the post.

Terms and conditions of employment may be requested and provided in Welsh.

Data /Record keeping.

A database of Welsh language ability is maintained for all staff, this will enable the Council to measure performance against the 5 year plan and target training requirements. Oracle will record this information.

Training

Certain training courses can be delivered in Welsh including Induction, recruitment and selection, complaints and disciplinary procedures, performance management customer care/dealing with the public and health and safety courses. In addition training will be provided on using Welsh effectively in meetings, interviews and complaints and disciplinary procedures.

Staff will be provided with time off to attend basic Welsh language lessons, using Welsh as a manager and if desired to progress to advance training to develop their language skills.

Staff have the right to make complaints in Welsh, receive and respond to related correspondence in Welsh and simultaneous translation at specified meetings in Welsh.

Monitoring and Review

This policy will be monitored and reviewed during the 5 year strategy.

Contact Officers:

General Queries – Adrian Unsworth, Linda Brown, Huw Isaac and Hannah Davies

Resources – Nigel Smith, Jeff Wyatt, Fiona Lambert, Adrian Unsworth, Tony Curlis and Dave Vinning
Education – Trevor Baker

Housing and Environment Services- Jo Lewis
Social Services – Suzanne Clifton