

Coed Talylan Land Trust Limited

Welsh Language Policy

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Introduction

Coed Talylan Land Trust Limited (the Society) recognises that under the Welsh Language (Wales) Measure 2011, the Welsh language has official status in Wales and should be treated no less favourably than the English language. We believe that it is good practice to provide services in the language of choice to our clients. We also believe that it shows respect to our workforce to encourage and facilitate the use of their chosen language in the workplace.

The Society has adopted the principle that in the conduct of its business in Wales it will treat the English and Welsh languages on the basis of equality. We believe that offering services which respect an individual's choice of language can make a significant difference to the experience of the individual. We wish to encourage people who have dealings with the Society to feel comfortable using their preferred language. We will provide our services bilingually wherever it is practical and appropriate.

We will ensure that we make constant progress towards achieving this aim and our Welsh Language Policy sets out our current commitments in relation to using Welsh within the services we provide and in the workplace.

A Welsh language service will be considered an essential part of the Society's activities. Our procedures for identifying spending and resources will reflect this. We will aim to ensure that spending and using resources on a Welsh language service is normal practice so that it becomes natural to offer a service in Wales's two official languages wherever that is suitable, reasonable and practical.

This Policy sets out how the Society will put into effect this principle when providing services to the public. Learning from experience will be a feature of this Policy, and we will endeavour to ensure continuous and regular progress to offer the best possible service to our users.

Planning and delivering services

New policies and initiatives

Any new or revised initiatives and policies which are adopted will promote and facilitate the use of Welsh wherever possible and take the co-operative closer to putting into effect the principle of equality at all times. We will ensure that all staff are aware of the requirements of this Welsh Language Policy and any responsibilities placed on the co-operative by contractors or grant providers. When the Society plans and formalises policies or initiatives, we will assess the language outcomes, ensuring that they fulfil the commitments of this Policy. The Director will be responsible for ensuring that any developments respect the commitments made in this Policy.

Delivery of services

The aim is to provide a high standard of service in accordance with our commitment in this Policy. The standard of this bilingual service will be regularly reviewed, with the aim of continuously improving the standard.

The Society will work towards the provision of a comprehensive service of the same high standard in English and Welsh by:

- ensuring that all staff are aware of the implications of this Welsh Language Policy
- providing training and guidance for staff to facilitate the implementation of the Policy
- encouraging service users to feel comfortable using Welsh
- finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably

Communicating with the Welsh-speaking public

Written correspondence

The Society welcomes written correspondence in English and Welsh. All correspondence received in Welsh will be answered in Welsh. We will endeavour to ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English.

Telephone communications

People are welcome to speak English or Welsh in dealing with The Society over the phone. 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 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.

Face-to-face

The Society has undertaken to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff will be able to do so. This may not be possible at all times, but we will endeavour to offer as full a service as possible.

Corporate image

Corporate identity

The corporate identity of the Society will be completely bilingual including the name of the co-operative, its address and logo and it will be visible on headed paper, business cards, etc. Both languages will be equal in terms of size, format, quality, clarity and prominence.

Signage

In replacing signage, the Society is committed to the provision of completely bilingual signage and both languages will be equal in terms of form, size, quality and prominence. This will include internal and external signage at offices. The signage will uphold the principle of equality, with the Welsh appearing above or in front of the English.

Publications

All printed public material, such as leaflets will be bilingual i.e. with both languages in the same document, and in a suitable style for the document e.g. side-by-side for posters and back-to-back for larger documents. If it is not possible to publish documents in a bilingual format, the Society will ensure that Welsh versions are available.

Implementing the Policy

The Society will assess what language skills are necessary in the workplace and for each core activity in order to implement this Policy. Job descriptions will include a clause noting that the ability to communicate in Welsh is essential, desirable or not required for the post in question.

The Society will conduct a review of the language skills of its staff and will include this information in an internal contacts list in order to (a) make full use of their language skills and (b) identify development needs that will contribute towards strengthening our inclusive language culture. Any language skills shortages will be addressed by training current staff or recruiting new staff as appropriate.

When recruiting new staff and Board Members, The Society will take into consideration the linguistic requirement of the post and the whole team in order to allow the implementation of this Policy. The Society will support staff who wish to improve their language skills as part of their continuing professional development.

Learning Welsh

The Society will endeavour to encourage and support staff who wish to learn Welsh and support Welsh-speaking staff who wish to improve their language skills. Welsh-speaking staff will encourage other staff who are learning Welsh to speak Welsh in the workplace.

Guidance and assistance

The Society will provide staff with all relevant support to implement this Policy and the guidelines above through direct advice, the service of translators, where necessary, and appropriate training. For further guidance regarding any aspect of the Policy, contact the Director.