

Busnes Cymdeithasol Cymru

Social Business Wales

[/businesswales.gov.wales/socialbusinesswales](https://businesswales.gov.wales/socialbusinesswales)



Bro Môn

Welsh Language Policy



Responsibility for Review	Date of Last Review	Date of Next Review
Director	November 2019	November 2020

Welsh Language Policy

Introduction

Bro Môn 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.

Bro Môn 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 Bro Môn 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 Bro Môn'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 Bro Môn 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 organisation closer to putting into effect the principle of equality at all times. We will ensure that all staff and volunteers are aware of the requirements of this Welsh Language Policy and any responsibilities placed on the organisation by contractors or grant providers. When Bro Môn 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.

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

- ensuring that all staff and volunteers are aware of the implications of this Welsh Language Policy
- ensuring that a high percentage of staff and volunteers will be required to work through the medium of Welsh and English
- 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

Bro Môn 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 Bro Môn 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

Bro Môn ensures 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 Bro Môn will be completely bilingual including the name of the organisation, 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, Bro Môn 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, Bro Môn will ensure that Welsh versions are available.

Implementing the Policy

Bro Môn 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.

Bro Môn 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, volunteers and Board Members, Bro Môn will take into consideration the linguistic requirement of the role and the whole team in order to allow the implementation of this Policy. Bro Môn will support staff who wish to improve their language skills as part of their continuing professional development.

Learning Welsh

Bro Môn 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

Bro Môn 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.