



Welsh Language Policy

Mantell Gwynedd

This Welsh Language Policy was prepared in accordance with the
Welsh Language Act 1993

Registered Office:
24-26 Stryd Fawr, CAERNARFON, Gwynedd LL55 1RH. Ffôn: 01286 672626. Ffacs: 01286 678430.
Yr Hen Orsaf Heddlu, Y Lawnt, DOLGELLAU, Gwynedd LL40 1SB. Ffôn: 01341 422575. Ffacs: 01341 422147.
Elusen Gofrestredig: 1068851. Gwmni Drwy Warant: 3420271. Cofrestrwyd yng Nghymru.

Approved by the Welsh Language Board
date

AIM

Mantell Gwynedd's aim, as a County Voluntary Council is to support voluntary action in various ways. We give information through organising events, training sessions and publications, and we have a grant officer dedicated to finance and finding sources of funding. We represent the voluntary sector's opinion on strategic partnerships and facilitate cooperation between organisations and agencies to promote better services. The Volunteer Centre promotes volunteering through its search for volunteers and volunteer opportunities.

WELSH LANGUAGE SCHEME

Mantell Gwynedd has adopted the principle that in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality. This scheme sets out how Mantell Gwynedd will give effect to that principle when providing services to the public in Wales.

1. INTRODUCTION

Mantell Gwynedd is an independent organisation which supports voluntary and community action, by providing information, advice and training for voluntary and community groups in Gwynedd.

The offices of Mantell Gwynedd are located in Caernarfon and Dolgellau.

Mantell Gwynedd serves a population of 118,250 (according to the Mid Year Estimate for 2006), which is distributed in an area of 254,800 hectares (629,600 acres).

According to the 2001 Census 69% are Welsh speaking.

Mantell Gwynedd employs 14 members of staff at present.

2. BILINGUALISM

Mantell Gwynedd recognises equal status for the Welsh and English languages. Mantell Gwynedd will treat Welsh and English on the basis of equality in all its activities, and both languages will enjoy the same status and validity.

Safeguarding and promoting the Welsh language and its use in general, is one of Mantell Gwynedd's objectives.

Mantell Gwynedd will encourage, assist and support bilingualism amongst voluntary and community groups in Gwynedd by offering advice on working bilingually; the provision of services for the public through the medium of Welsh or English according to personal choice, and by providing translation equipment on loan for the use of local groups.

Groups receiving funding from Mantell Gwynedd will be encouraged to work bilingually and to develop a Welsh Language Policy where appropriate.

3. EQUALITY

Mantell Gwynedd respects the principle of equality in the Welsh Language 1993, and accordingly:

- Offers the public the right to choose which language to use in their dealings with Mantell Gwynedd
- Recognises that members of the public can express their views and needs better in their preferred language
- Recognises that enabling the public to use their preferred language is a matter of good practice, not a concession
- Recognises that denying them the right to use their preferred language could place members of the public at a real disadvantage

Mantell Gwynedd will encourage partner bodies to offer their services in their clients' preferred language.

4. PLANNING A BILINGUAL SERVICE

4.1 Internal Administration

Mantell Gwynedd's official internal language is Welsh

4.2 Staff will be encouraged to use Welsh medium software on their internal computer systems.

5. PROVIDING A BILINGUAL SERVICE

Members of the public will be entitled to receive or use any of the relevant services of Mantell Gwynedd, and to communicate with Mantell Gwynedd, in the language of their choice, whether it is Welsh or English. The standard of service will be as high in Welsh as in English.

The aim will be to provide a high standard of service in every aspect of Mantell Gwynedd's work, internally and externally, and in writing or orally, in accordance with the commitments of this Scheme.

The standard of this service will be subject to regular review by the Chief Officer with the aim of continually improving the standard.

In a case where Mantell Gwynedd jointly provides a service to the public, the service providers will be encouraged to use the Welsh language and delivering a bilingual service will be part of the arrangement. Every possible assistance and advice will be given to enable them to do so.

Any new activities or policies undertaken by Mantell Gwynedd will conform to the requirements of this Scheme.

Mantell Gwynedd will consult with the Welsh Language Board in advance with any intentions, which will affect the Scheme.

Mantell Gwynedd Staff Members will be given guidance and training to enable them to conform to the requirements of this scheme.

6. DEALING WITH THE WELSH SPEAKING PUBLIC

6.1 Dealing with the Public face to face

People will be welcome to speak in Welsh or in English when dealing with Mantell Gwynedd's staff.

All members of staff who come into direct contact with the public will be bilingual and will be able to respond to enquiries and to deal with their particular area of activity fluently in both languages.

Any meeting with a user of services, or member, will be held in the language of their choice.

6.2 Written communication

Anyone may correspond with Mantell Gwynedd in Welsh or in English, and all correspondence will be answered in the language in which it was sent with a signed letter.

Whenever a member of staff initiates correspondence, the preferred language of the recipient should be used if known, and if it is not, the correspondence should be begun bilingually.

Correspondence with public bodies in Wales should be in Welsh or bilingual form.

Correspondence with public bodies in England will be in English however, unless that body has been invited to submit a Welsh Language Scheme.

Letters, in whatever language, will receive a reply in accordance with the targets set for replying to letters.

Following a telephone or face to face conversation in Welsh, any subsequent correspondence will be through the medium of Welsh.

E mail group messaging will be bilingual, with priority given to the Welsh language.

6.3 Telephoning

The public is welcome to speak in Welsh or in English when telephoning Mantell Gwynedd.

Messages on Mantell Gwynedd's answering machine will be bilingual, with the Welsh message first.

6.4 Public Meetings

Simultaneous translation facilities will be provided at public meetings arranged by Mantell Gwynedd.

At public meetings organised by Mantell Gwynedd anyone may speak Welsh or English, as they prefer. Mantell Gwynedd's translation equipment will be used.

The public will be informed at such meetings that translation equipment is available and that they are welcome to use their preferred language.

In the case of such meetings the person responsible for arranging the meeting will also be responsible for ensuring that a message is conveyed on an agenda, invitation or advertisement in connection with the meeting to denote that a translation service will be available at the meeting.

The Chairperson will introduce the translating facility ensuring that people will feel comfortable to use it and speak their preferred language.

6.5 Dealing with the Public in other ways

Any contacts with the public through computerised media will comply with the measures set out in the case of "Written Communication" above.

Mantell Gwynedd will provide appropriate guidelines and training to staff on dealing with the public in that context.

Mantell Gwynedd's website will be completely bilingual

7. MANTELL GWYNEDD'S PUBLIC FACE

7.1 Corporate Identity

Mantell Gwynedd's public face and corporate identity will be completely bilingual. This will include Mantell Gwynedd's headed paper; its logo; fax paper; publications and all public written material, whether in form of a report; sign; form; notice or wording on office building.

In the case of mottoes, these will not be translated.

7.2 Signs

All internal and external signs will be bilingual.

When Welsh and English appear together on signs, they will have equal status as to form, size, quality, legibility and prominence, and the Welsh sign will be either above the English, or if the two languages are side by side, on the left.

7.3 Publishing and Printing Public Material

Any public materials published will be completely bilingual. This will include newsletters; circulars; forms etc.

This material will be published bilingually on the same page or in the same document (as appropriate). The Welsh version will either be above the English, or the Welsh on the left and the English on the right, or back to back.

For the sake of uniformity and to avoid complications with numbering document paragraphs or sections, only one alphabet will be used and this will be the Welsh alphabet.

In the case of other voluntary organisations that will display their material, Mantell Gwynedd will offer assistance, e.g. advice about bilingualism, translation services.

7.4 Leaflets, forms and explanatory material

The above, connected with Mantell Gwynedd's publications will be bilingual, i.e. the Welsh appearing above the English or on the left where both languages appear side by side.

7.5 Contact with the Press and the Media

All press releases or statements to the media will be bilingual.

7.6 Advertising and Publicity

All advertising and publicity ventures by Mantell Gwynedd will be completely bilingual, e.g. statements, posters, leaflets

Any marketing campaign run by Mantell Gwynedd or on behalf of Mantell Gwynedd will be completely bilingual e.g. exhibitions, information stands.

Statements to Welsh medium papers and magazines may be in Welsh only or bilingual.

7.7 Advertisement of Posts

Staff recruitment advertisements will be in Welsh only with a short explanatory note in English.

7.8 Exhibitions, Conferences and Seminars

Material relating to the above will be bilingual, with the Welsh on the left or above the English, whichever format is most appropriate.

8. IMPLEMENTING THE SCHEME

8.1 Staffing

In order to enable Mantell Gwynedd to provide a completely bilingual service, it will be necessary that all Mantell Gwynedd's staff is able to communicate effectively in Welsh and in English.

The ability to communicate in Welsh and in English will be an essential qualification for every post within Mantell Gwynedd.

Staff will be encouraged to develop their linguistic skills and they will be released, if necessary, to attend courses to improve their Welsh or English. Training and appropriate support will be provided for the individual following a detailed assessment of his or her needs.

8.2 Recruitment

When advertising posts Mantell Gwynedd will declare that postholders will be required to be able to communicate effectively through the medium of Welsh and English to a standard appropriate for the requirements of the post.

8.3 Vocational Training

In organising vocational training, officers must be informed of appropriate courses available through the medium of Welsh.

Officers will be encouraged to follow vocational courses through the medium of Welsh where relevant.

8.4 Portable Translation Equipment

Mantell Gwynedd has portable translation equipment that is available not only for the activities of Mantell Gwynedd, but also for hire to voluntary and community groups.

Mantell Gwynedd is keen to promote the practice of holding meetings and other events bilingually, thus providing people with the opportunity to speak in the language of their choice, whether it is Welsh or English.

The translation equipment is located at Mantell Gwynedd's office in Caernarfon, and a list of local translators and translation resources can be provided.

8.5 Service Undertaken by Others

Any contract or arrangement concerning the provision of public service, undertaken by a third party, will comply with the terms of this scheme.

9. REVIEWING THE SCHEME

The Chief Officer will be responsible for overlooking and reviewing the implementation of the Scheme, and for reporting on progress to the Management Board. The monitoring process will consist of the following:

- Forward planning; ensuring that new policies or procedures, or new publications or computer programmes, will be compatible with the delivery of bilingual services;
- Dealing with the Welsh speaking public; response times for Welsh correspondence, the quality of simultaneous translation services and the arrangements for meetings;
- Corporate identity and material published by Mantell Gwynedd;
- Implementing staffing and training plans set out in the Scheme;
- Monitoring achievement against the timetable in the Scheme;
- Monitoring the incidence and nature of complaints relating to Mantell Gwynedd's Welsh language service.

9.1 Targets

The majority of the policies of this Scheme are already being implemented, including matters relating to the corporate identity and also the public face of Mantell Gwynedd.

There is a target for responding to correspondence – an acknowledgement within 7 working days, a full reply within 15 working days, and this includes letters written in Welsh and English.

9.2 Reporting to the Management Board

A report will be presented annually to the Management Board on the implementation of the Welsh Language Scheme. This report will also be set to the Welsh Language Board.

The schedule will be reviewed every 3 years

9.3 Improving the Service

Mantell Gwynedd will be very pleased to receive comments and suggestions from the public on how to improve this bilingual service.

Anyone wishing to contact Mantell Gwynedd regarding the contents of this Scheme should contact:

Bethan Russell Owen
Chief Officer
Mantell Gwynedd
24-26 Stryd Fawr
Caernarfon
Gwynedd
LL55 1RH

September2008

Action Plan

Aim	Target	When
Be a good example as an organisation giving equal status to the Welsh and English	Adoption of the present Welsh Language Schedule by Mantell Gwynedd Board	Sept 2008
	Translate and consult on the schedule through the website	December 2008
	Report to the Board and send a copy to the Welsh Language Board	Yearly
	Review this Schedule	December 2011
Encourage voluntary groups to use the Welsh Language	ensure that translation equipment are available	currently
	ensure an up to date list of translators is available	current
	cooperate to ensure that we take advantage of all opportunities to strengthen the Welsh language in Gwynedd	a)a member of Welsh Language Group
		b)be aware of any other possibilities
	encourage groups in receipt of funding from Mantell Gwynedd or CIST to adopt a Welsh Language Policy	September 2008
	Exhibit promotional materials for Welsh courses	current
	Promote other Welsh Language Board plans to reduce the decline of the Welsh Language in Gwynedd e.e. exhibition stand in Funders' Fair.	when applicable