

Welsh Language Scheme

NYAS Cymru

Introduction

NYAS Cymru is committed to developing and implementing our Welsh Language Scheme to ensure the Welsh language is:

1. Not treated less favourably than the English language.
2. Enabling persons in Wales to be able to live their lives through the medium of the Welsh language if they chose to do so.

Our Commitment in NYAS Cymru is:

“We will listen to what children/young people want, care about what they say and empower them to get their voice heard. We will ensure their wishes and feelings are expressed and acted upon to improve their situation and help them build a better future. We will never stop in our efforts to influence, lobby and campaign to bring about positive changes and ensure children/young people’s rights are upheld.”

NYAS’ core values compliment the implementation of our Welsh Language Scheme.

Legislative and Policy Framework

- The Welsh Language (Wales) Measure 2011 ensures the rights of Welsh speaking people are protected. NYAS provides contracted services to local authorities within Wales. Welsh is the first language for many of our key stakeholders and therefore it is paramount we develop and implement a Welsh Language Scheme to support our core values and the Welsh Language (Wales) Measure 2011.
- We also support the “More than Just Words” Strategic Framework for Welsh Language in Health, Social Services and Social Care and the follow up Framework which promotes the “active offer” of services in the medium of the Welsh language.
- RISCA – By complying with the Regulation and Inspection of Statutory Advocacy Services and the Social Services Wellbeing (Wales) Act 2014, NYAS Cymru will meet the regulations by providing information to service users on their rights to access services in the medium of the Welsh language.
- Our Welsh Language Scheme will support Cymraeg 2050, working towards one million Welsh speakers by 2050.

1. Statement of Intent

NYAS has adopted the principle that in carrying out its work in Wales it will treat the Welsh and English languages on the basis of equality. We are committed to working towards implementing our scheme to:

- Enable individuals to use their preferred language.
- Ensure we do not deny individuals the right to use their preferred language as this could put stakeholders at a disadvantage.

This scheme explains how NYAS will put into effect these principles in the provision of services for people in Wales, wherever practical and appropriate. All members of staff will be aware of their duty to operate the scheme where relevant. If we are unable to provide all the required aspects of the service, we will work towards achieving this for the future. NYAS will promote the use of the Welsh language through its activities and services. NYAS acknowledges that individuals have a right to live their lives in their preferred language and NYAS will support them to do this.

2. Planning and Delivering Services

New Policies and Procedures

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

We will ensure that all NYAS departments within or outside of Wales are aware of the requirements of the scheme.

This Welsh Language Scheme will not be altered without the agreement of the Welsh Language Commissioner as this is a requirement set by the Commissioner in order to approve all schemes in place.

Delivery of Service

NYAS aims to provide a consistent and reliable service for Welsh speakers throughout Wales. Services in areas where there are substantial numbers of Welsh speakers will include enough staff/volunteers to meet demand and the requirements of service users who wish to communicate in Welsh. In accordance with the timescales for the implementation of this scheme, we will ensure that a Welsh language service will be available for service users throughout Wales. We will do this via the implementation and monitoring of our annual operational plan.

This scheme contains a sub-section on how we will work with NYAS' Head Office, HR, and Communications Department and any other departments which influence the services in Wales.

As set out in the timescales, NYAS will work towards the provision of a comprehensive service of the same high standard in Welsh and English by:

- Ensuring that all staff/volunteers know how to refer individuals to Welsh language services via our helpline.
- Ensuring that service users are aware of which NYAS staff/volunteers in Wales speak Welsh by using the Working Welsh badges and posters.
- Promoting bilingual workplaces in our Wales 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. Training sessions on raising awareness on the Welsh language can be obtained via the Welsh Language Commissioners Office and guidance can be received via Estyn Llaw on developing bilingualism in the voluntary sector.
- 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. Any changes to NYAS' publicity, branding or information will be proofread by an approved translator.

3. Communicating with Welsh Speaking Stakeholders

NYAS welcomes correspondence in Welsh and in English. The following will be implemented:

Letters

1. All letters received in Welsh will be answered in Welsh. We will ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English. Standard letters will be bilingual. NYAS' headed paper and emails will contain a standard bilingual statement indicating that correspondence in Welsh and English are welcome. Where an individual's preference is not known, for example in sending standard letters, written correspondence with the public in Wales will be bilingual.

Use of Telephone

2. Stakeholders will be welcome to conduct telephone conversations with us in Welsh or English. NYAS will maintain a helpline and a Welsh speaking operator will be available when

practical with the aim of having Welsh speakers available for at least eight hours a day. These days will be Monday to Friday from 9am to 5pm.

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 in Wales and via our Welsh referral line. This will be “Bore da”, (good morning) NYAS Cymru or “Prynhawn da” (good afternoon) NYAS Cymru.

Face to Face Contact

3. NYAS will 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. We will encourage and train Welsh speaking staff/volunteers to make the most of their skills in order to offer as full a service as possible.

4. 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/volunteer. If no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back, submit the request in writing or continue the conversation in English. NYAS will provide an internal directory of Welsh speakers, and this will be reviewed on an annual basis by the Operational Managers and CEO for Wales.

Public Meetings and Conferences

5. Notices of all public meetings and conferences in Wales will be bilingual and will include a statement that the right of those attending to speak Welsh or English will be respected. Where possible, exhibitions and presentations will be bilingual and NYAS will encourage everyone to uphold the principle of equality and inclusion.

6. We will measure the need for simultaneous translation facilities by requesting delegates to indicate their preferred language on the registration form. If at least 20% of delegates indicate they wish to communicate in Welsh, then we will arrange simultaneous translation. If there are no available resources to arrange a translator, Welsh speaking staff members/volunteers will translate questions. Badges denoting Welsh speakers will be worn to show which members of staff or volunteers speak Welsh. We will encourage delegates to communicate in Welsh by welcoming all participation through the Welsh and English language. We will inform them of the translation available and aim to chair and involve guest speakers who can communicate through the Welsh language.

4. Corporate Image

The corporate identity of NYAS Cymru will be completely bilingual including the name of the organisation, its address and logo and it will be visible on headed paper, fax paper, business cards, publications and premises signs for all its work in Wales.

Both languages will be equal in terms of size, format, quality, clarity and prominence. In replacing signage, NYAS 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 logo appearing above or in front of the English within Wales.

5. Publications

All printed public material such as posters, forms, manuals, annual reports and statements 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, NYAS will ensure that the Welsh and English versions appear at the same time.

When a charge is made for a document in a bilingual format, the price will not be higher than the single language version of that document and the price of the Welsh version will not be higher than the cost of the English version. Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

We will consider how to make the best use of voluntary assistance in preparing bilingual publications. At the same time, we will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience.

6. Press Releases

Where appropriate, press releases will be issued bilingually. Interviews will be held in Welsh where appropriate. Consequently, a Welsh speaking press spokesperson will be appointed if necessary.

7. Website and Information Technology

Members of the public can access information in Welsh and English through NYAS' website. The website will offer a clear language choice on each page where content is available in both languages. We will work towards implementing all new information on the website to be produced bilingually. Welsh language versions of pages already available in English will be developed over time, prioritising frequently used pages and static content.

We will work towards ensuring all documentation available from the website will be available in Welsh and English.

Discussion Forums and Social Networking

NYAS recognises the importance of providing equality of service to both linguistic communities when hosting discussion forums and social networking sites. We will work towards every corporate message issued by NYAS on its social network sites being bilingual.

Information Technology and Personnel

All email signatures of staff based in Wales will be bilingual and the signatures of those members of staff who are able to speak Welsh or who are learning Welsh will invite others to correspond with them in Welsh or English.

Staffing

NYAS will assess what language skills are necessary in each commissioned service area and for each core activity within Wales in order to implement this scheme. A list of staff and volunteers able to speak Welsh will be created on the basis of a language skills audit. The up-to-date list will be circulated annually to ensure that staff are aware of colleagues able to offer Welsh language services.

Recruitment

Based on the need to fulfil the commitments outlined in this scheme, NYAS will assess whether Welsh language skills are essential or desirable for each vacant position – whether that be for paid staff, self-employed contractors, volunteers or trustees.

When Welsh is noted as an essential or desirable skill for the vacancy, the job description and person specification will note the specific linguistic prerequisites needed by the post holder to accomplish the role, including detailing the contexts(s) in which listening, reading, speaking and/or writing Welsh will be needed by the post holder.

Within Wales we will work towards every post being advertised bilingually, taking full advantage of opportunities to advertise in Welsh and English language publications. The job advert will clearly note whether Welsh is a desirable or essential skill for the post.

Volunteers

NYAS respects volunteers' language choice and recognises the importance of volunteer's linguistic skills in realising this scheme.

NYAS will, where appropriate, provide volunteering opportunities through the medium of Welsh, English and bilingually and will assess the need to provide services in both languages when considering all new voluntary opportunities.

NYAS will advertise volunteering opportunities bilingually within Wales. When Welsh language skills are considered desirable for a voluntary position, we will note the specific linguistic skills and contexts(s) in which listening, reading, speaking and/or writing Welsh could be used by the volunteer.

NYAS recognises the importance of strong leadership on the Welsh language as a principle and as part of good governance. When recruiting trustees, we encourage applications from Welsh speakers.

Training

Welsh language awareness training is offered to all staff, trustees and volunteers. When face to face awareness training is not practical or possible, use will be made of language awareness training packs and DVDs. All staff in Wales will receive training to enable them to implement this scheme. Staff who do not speak Welsh will receive training on how to greet and/or answer the phone bilingually, including specific training on how to pronounce Welsh words and names. Training will be given to staff to enable them to forward an enquiry to a member of staff who is able to speak Welsh should this be necessary.

Learning Welsh

NYAS 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 and volunteers will encourage other staff who are learning Welsh to speak Welsh in the workplace. NYAS will fund training in Welsh and allow staff to attend courses during working hours, wherever possible.

NYAS will also encourage non-Welsh speaking members to use Welsh during events and will provide useful sentences for them to practise.

Monitoring

The CEO of NYAS Cymru will monitor the implementation of the scheme in accordance with the enclosed timescales and report to the Board of Trustees and the Welsh Language

Commissioner on an annual basis. NYAS will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

Complaints and Feedback

A question on our Welsh Language Offer will be included in our referral systems and recording to service users. Official complaints and suggestions should be sent to: FREEPOST NYAS.

Any complaints received by NYAS relating to the Welsh language will be dealt with in accordance with the current complaints procedures and policies.

8. Advertising the Scheme and Raising Awareness

The scheme will be published on NYAS' website. A section on implementation against the Welsh Language scheme will be included in all staff appraisals.

This policy was reviewed in April 2024.