



**Learning Disability Wales**  
**Anabledd Dysgu Cymru**

# Welsh Language Scheme

This voluntary scheme was prepared in line with the Welsh Language Commissioner's Guidance under the Welsh Language Act 1993

This Welsh Language Scheme was approved by the Welsh Language Commissioner on 18 December 2015.

## About Learning Disability Wales

Our Mission is to create a Wales that values and includes every child and adult with a learning disability.

We believe everyone has

- the right to an ordinary pattern of life within the community.
- the right to be treated as an individual.
- the right to additional help and support in developing their maximum potential.
- the right to participate in all decision-making and service planning.

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## Introduction and Statement of Intent

Learning Disability Wales supports the equal status of Welsh and English within Wales and aims to be inclusive in our activities by providing services in Welsh and English.

This scheme aims to support Learning Disability Wales's mission to create a Wales that values every child and adult with a learning disability by ensuring equality of access to our services and by encouraging our members and partners to adopt a similar approach.

Learning Disability Wales has adopted the principle that will treat the Welsh and English languages on a basis of equality when delivering services in Wales. This scheme sets out how, over the next three years, we will develop and deliver these services where reasonably practicable and appropriate under the circumstances.

We believe that enabling people to use their preferred language plays an important role in individuals realising their rights and that Learning Disability Wales has a responsibility to promote this. Learning Disability Wales recognises that denying people the right to use their preferred language can place them at a disadvantage. The importance of providing people with a learning disability with services in their preferred language is highlighted in the report "Welsh in the Health Service" written for the Welsh Consumer Council.

*"The difficulties which face people in this situation can be intensified if they are obliged to communicate in their second language. There is significant anecdotal evidence that Welsh speakers with learning disabilities do respond better to stimulus in their first language."<sup>1</sup>*

Learning Disability Wales is committed to inclusion and equality of access for all its membership and to their right to language choice. This is a basic human right, necessary to Learning Disability Wales's role as a collective voice in Wales.

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<sup>1</sup> "Welsh in the Health Service", Andrew Missell 2000

This scheme contains current practice as well as work we will achieve in the future, as such it should be read in association with the Implementation Timetable on page 19.

August 2014

## 1. Public Image

### Corporate Identity

- 1.1 We have a bilingual corporate identity logo that includes Welsh and English Language versions of our name.
- 1.2 All letterheads, fax covering sheets, compliment slips, business cards and other external standard forms will be produced bilingually.

### Signs

This section applies to information signs within Learning Disability Wales's offices and information signs erected by Learning Disability Wales at venues used for public meetings, training courses, conferences or other events.

- 1.3 The size, quality, legibility and prominence of text on signs will respect the principles of equality as laid out in "A Guide to Bilingual Design"<sup>2</sup> (available to all staff).
- 1.4 Where separate Welsh and English signs are used they will be of equal format, size, quality, legibility and prominence.

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<sup>2</sup> Welsh Language Board 2001

## Published and printed materials

This section applies to both hard copy and electronic versions of the following, published since adoption of this scheme.

- Llais
- E-Briefing
- Promotional materials for training courses and public events
- Membership leaflets
- Annual report
- Any other documents of a similar nature

1.5 As a matter of good practice, the above materials will be published bilingually, either in one combined ‘tilt and turn’ document as a preferred option or as separate Welsh and English documents where publishing as one document is not possible or practicable.

1.6 The E-Briefing will be bi-lingual, with exception of news items from third parties (see 1.16).

1.7 We may, in the case of Llais subscription, enquire about the preferred language choice of subscribers and supply publications in their preferred choice of Welsh or English.

1.8 In cases where separate Welsh and English Language versions of materials are published, each will carry a message saying the document is also available in English / Welsh “This document is also available in Welsh” / “Mae’r ddogfen hon hefyd ar gael yn Saesneg”.

1.9 When Welsh and English versions are published separately they will be issued simultaneously and will be equally accessible.

1.10 There will be certain situations when a document has to be produced urgently and timescales will not allow for a translated document to be available at the same time. In this case the

potential recipients of the document will be informed of its imminent production, which will be no more than one week.

1.11 Where documents are available for purchase, we will ensure that the cost of Welsh and English versions is the same.

1.12 Staff, volunteers and board members will receive guidelines on the production of bilingual materials<sup>3</sup>.

### Website

1.13 Our website will be fully bilingual with the exception of some 'News items'.

1.14 There are two types of News Item we publish on our website

- a) **Learning Disability Wales generated** News Items are written by us and are largely or wholly our own words.
- b) **Learning Disability Wales disseminated** News Items are articles of news re-issued from a third party and contain, largely or wholly, text from a press release or other text published or provided by a third party.

1.15 Learning Disability Wales generated News Items will be published fully bilingually.

1.16 Learning Disability Wales disseminating News Items will be included on Welsh and English Pages of our Website.

- a) The headline will always be published bilingually.
- b) We will aim to publish the abstract (one paragraph summary) bilingually when possible.

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<sup>3</sup> "A Guide to Bilingual Design", Welsh Language Board 2009

c) The body of the News Item will be published in the language issued by the third party.

1.17 Where a News Item is not published fully bilingually a standard explanation of our policy will be given at the bottom of the article with a link to our Welsh Language Scheme.

1.18 As a matter of good practice any amendments or changes to the website will be implemented simultaneously in Welsh and English.

1.19 Where simultaneous updating is not practical (i.e. an urgent or emergency situation when translation is not immediately available), the missing Welsh or English version will be available on the website within five working days.

## Facebook

1.20 Page details and organisation description will be made as bilingual as possible according to Facebook's format, with Welsh Text first.

1.21 There are two types of Posts we publish on Facebook

- a) **Learning Disability Wales generated** posts are written by us and are largely or wholly our own words and may link to content on our own website or a third party website.
- b) **Learning Disability Wales shares** are posts re-issued from a third party's facebook and may link to content on a third party website.

1.22 Learning Disability Wales generated posts will be published simultaneously with a Welsh and English version.

1.23 When providing a link in a Learning Disability Wales generated post, where available, we will provide a link to the webpage in the language relevant to the post.

- 1.24 Learning Disability Wales shares will be issued in the language of the original post.
- 1.25 If Learning Disability Wales includes its own comments when sharing a third party's post we will publish simultaneously with a Welsh and English version.
- 1.26 Replies to Posts or comments will be made in the language of the Post or comment referred to.
- 1.27 We will create and use a wordbank to enable us to issue simple Facebook posts and shares in Welsh and English.

#### **Twitter**

- 1.28 Profile details and organisation description will be made as bilingual as possible according to Twitter's format with Welsh Text first.
- 1.29 When possible Tweets will be made simultaneously in Welsh and English.
- 1.30 We will create and use a wordbank to enable us to issue simple Tweets in Welsh and English.
- 1.31 We will work to increase our skills and capacity to increase the use of Welsh in our Tweets.
- 1.32 Replies will be made in the language of the Tweet or reply referred to.

## 2. Direct Contact

### Telephone

- 2.1 All telephone calls into the organisation will be greeted with a bilingual greeting.
- 2.2 Answerphone greetings to our main office line will be bilingual.
- 2.3 Where callers wish to continue their call in Welsh and the person taking the call does not speak Welsh, they will be offered the opportunity to be transferred to a member of staff or volunteer who can speak Welsh.
- 2.4 Where no Welsh speaker is available the caller will be given the option of being called back when a Welsh speaker is available, making the enquiry in writing or continuing the call in English if possible.

At the time of approval no fully fluent Welsh speakers are employed by Learning Disability Wales, which compromises our ability to deliver the service outlined in 2.3. Continuous progress will be made through staff training and recruitment to deliver this service.

- 2.5 Staff will receive appropriate training and support to answer the telephone bilingually.

### Written Correspondence

This section applies to written correspondence including letters and emails.

- 2.6 We will reply to correspondence in the language in which it was received. Where meeting the above requirement necessitates the

use of translation services, responses will be made within normal response times.

- 2.7 Automated out-of-office email messages will be bilingual. Staff will be provided with standard translated text to include and will receive support to amend for correct dates.

### **Conferences, seminars and consultation events**

It is important to us that events organised by Learning Disability Wales have a bilingual ethos that empowers attendees to feel at ease in communicating through their language of choice.

- 2.8 We will ask about the language choice of attendees and record responses using the following wording

A. Please indicate in which language you will be contributing to the event: English / Welsh

B. Please indicate whether you will require translation equipment to understand any contribution made in Welsh: Yes / No

C. Which language would you prefer your delegate pack in?  
Welsh / English

- 2.9 Where attendees express Welsh as their preferred language, appropriate interpretation arrangements will be made, relevant to the type of event.

- 2.10 All event feedback sheets and Equal Opportunities monitoring forms will be produced in Welsh and English.

- 2.11 We will open and close our annual conference in Welsh and English.

- 2.12 Where possible and appropriate, a Welsh speaker will chair conferences, seminars and consultation events and may assist in interpretation if necessary.
- 2.13 Documents produced by us for delegate packs at our conferences, seminars and consultation events will be produced in the delegate's preferred language choice according to their registration form. (See 2.8)
- 2.14 We will encourage other organisations providing materials for inclusion in delegate packs to provide materials in Welsh and English.

### **Training courses and network meetings**

Our training courses and network meetings are small groups where discussion and interaction form a large and important part of the session. It is recognised that simultaneous translation does not work very well in these settings.

- 2.15 We will advertise the language the session will be facilitated in on all publicity.
- 2.16 Where possible we will group attendees together according to language choice for group work. To facilitate this we will ask the language choice of attendees and record responses using the following wording

Please indicate which language you would prefer to use in any group work/discussions: English / Welsh

- 2.17 All event feedback sheets and Equal Opportunities monitoring forms will be produced in Welsh and English.

2.18 We will ask the language choice of purchasers for in-house training, and will endeavour to secure a trainer who can deliver in the chosen language.

### 3. Policy Development, Partnerships and Projects

- 3.1 Where possible we will ensure that all projects and partnerships established or entered into by Learning Disability Wales will promote and facilitate the use of Welsh to sustain this scheme and continue to promote equality.

Some of our projects are funded by the EU which does not recognise Welsh as an official language. As such, funding for these project may not be able to support Welsh/English bilingualism.

- 3.2 When a project is not funded to support the use of Welsh we will seek to find alternative funding or solutions to use Welsh where possible.
- 3.3 We will ensure, as our policies are reviewed and new policies introduced, that they promote and facilitate the use of Welsh to sustain this scheme and continue to promote equality.
- 3.4 All new policies, partnerships and projects will support this scheme and not undermine it.
- 3.5 We will ensure that all staff involved in developing policies, projects and partnerships are aware of the obligations of this scheme and take account of them.
- 3.6 If needed, we will consult the Welsh Language Commissioner in relation to any proposals that may have an effect on the Language Scheme. This Language Scheme will not be amended without the agreement of the Welsh Language Commissioner, and our Management Committee.

3.7 We will encourage our members and other individuals and organisations working with or for people with learning disabilities to provide services through the medium of Welsh and English.

## 4. Management and Administration

### Welsh language training & support

- 4.1 Supervisors will assess with their staff Welsh language training needs as part of the Supervision and Appraisal process.
- 4.2 We will identify courses offered by external organisations and will promote these courses internally. If staff wish to attend a Welsh language course, each case will be considered on its merit, dependent upon the relevance of such training to the individual's post and their Personal Development Plan.
- 4.3 We will provide staff with a list of approved translators.
- 4.4 We will provide staff with a bank of useful phrases and sentences in Welsh and English.

### Language Awareness Training

- 4.5 Language Awareness Training will be provided either through utilising online / distance learning materials or through traditional training courses / seminars.
- 4.6 All staff members will be required to take part in Language Awareness Training.
- 4.7 Language awareness training will be offered to members of our Management Committee.

### Technology

- 4.8 We will ensure that all software purchased by the organisation will be compatible with the delivery of the Welsh Language scheme. A

Welsh Language computer spell-check package will be made available to relevant members of staff. The Welsh language versions of Windows, Office and any other relevant bilingual software packages will be made available to staff.

## Monitoring

- 4.9 We will monitor the implementation of this policy annually and report to our Management Committee and the Welsh Language Commissioner. The reporting template provided by the Welsh Language Commissioner will be used for this purpose.
- 4.10 We will carry out a Welsh Language Skills Audit of staff every year.
- 4.11 In collaboration with the Welsh Language Commissioner, this scheme will be reviewed and amended in light of this after a period of three years from approval.

## Recruitment

- 4.12 As staff and management committee posts become vacant they will be given a language designation, which is used in recruitment. All new posts introduced are also given a language designation.
- 4.13 The language designation considers the degree to which communicating in Welsh is necessary in carrying out the post's duties. In some cases, the language designation may reflect funders' or stakeholders' requirements. The following designations are used:
- **Welsh essential** only candidates who define themselves to be fluent in Welsh can be short listed and interviewed. For Welsh essential posts, a short written and verbal test will be conducted as part of the interview.
  - **Welsh an advantage** where the ability to speak Welsh is given an equal priority in the interviewing process to other essential requirements but does not prevent non-Welsh speakers from being short listed or appointed. Agreement to appropriate Welsh language training can form a part of the job offer.

- **Welsh desirable** ability to speak Welsh is considered only after other relevant factors are weighted and is used where there is little difference in other factors between candidates.
- 4.14 We will use bilingual advertisements for staff and management committee recruitment advertising.
- 4.15 For posts where Welsh is essential we will advertise in Welsh only with a brief explanation in English.
- 4.16 All job advertisement and publicity will inform applicants that applications are welcome in Welsh or English.
- 4.17 All potential job applicants will be able to choose which language they will require an application pack to be in, English or Welsh, and will be provided with materials in the appropriate language.
- 4.18 Application packs will inform applicants that applications completed in Welsh will be translated into English for recruitment purposes.
- 4.19 We will consider and employ, where appropriate, other means of advertising posts – for example in the ‘Papurau Bro’ (community newspapers) and Golwg.
- 4.20 In all cases where Welsh is deemed essential, a minimum of one Welsh speaker will be included on the interview panel and will ask candidates at least one question in Welsh.
- 4.21 We will make the person specification for one administration worker Welsh essential when the next relevant post becomes available.

4.22 We will aim have at least one Welsh speaker on our Management committee.

#### **Publication and feedback**

4.23 Our Welsh Language Scheme is available to all our members and the public.

4.24 An easy read summary of the scheme will be displayed on our website, where suggestions for improvements to the scheme will be encouraged.

4.25 Complaints about failures to meet scheme requirements will be dealt with by our Human Resources and Governance Manager in accordance with our standard complaints procedure.