



Wales **Co-operative** Centre  
Canolfan **Cydweithredol** Cymru

Cynllun Iaith Gymraeg  
Welsh Language Scheme

April 2017

## Contents

<b>1 Introduction</b>	4
<b>2. Statement</b>	4
<b>3. Service standards</b>	5
Sending or receiving correspondence	5
Making or receiving telephone calls	5
Holding meetings (open invitation) and public events	6
Publicity and advertising	7
Displaying materials in public	8
Producing and publishing documents	8
Producing and publishing forms	8
Websites and online services	9
Signage	10
Receiving visitors	10
Displaying official notices	10
Awarding Contracts	10
Raising awareness of our Welsh language services	11
Corporate identity	12
Public address systems	12
Press and media work	12
<b>4. Operating Standards</b>	12
Internal Administration	12
The Intranet	13
Developing Welsh Language skills in our workforce	13
Recruiting staff	13
<b>5. Record Keeping</b>	14

**6. Other Matters..... 15**

## **1 Introduction**

The Wales Co-operative Centre is Wales's national body for co-operatives, social enterprises and employee owned businesses. The Centre champions and strengthens co-operatives, social enterprises, and employee owned businesses in Wales.

As well as supporting social businesses, we apply our co-operative values to strengthening communities. We develop and implement co-operative solutions to tackle poverty and promote inclusion.

The Centre is a values driven organisation. A list of values was drawn up by a group of staff and is used to guide the way we operate. Our values are as follows:

Be co-operative, be supportive, be fair, have integrity, be positive, be inspirational.

We recognise that a commitment to the Welsh language fits with our desire to be fair and reflects the importance we place on diversity.

## **2. Statement**

The Centre 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.

Much of the Centre's funding is derived from public sources. Therefore we have a duty to make bilingual provision for the public in accordance with the guidance issued by our funders.

We feel strongly that bilingual services should be provided for the public in order to uphold the following principles:

- that our clients and other stakeholders can express their opinions and convey their needs in their preferred language
- the importance of providing services in the preferred language of the service user
- that enabling clients and other stakeholders to use their preferred language is an important part of good practice
- that denying them the right to use their preferred language could put members of the public at a disadvantage.

This Scheme explains how the Centre will put into effect these principles in the provision of services for the public in Wales wherever practical and appropriate.

### **3. Service standards**

#### **3.1** [Sending or receiving correspondence](#)

3.11 If we receive correspondence from a person in Welsh, we will reply in Welsh (if an answer is required), unless that person has indicated that there is no need to reply in Welsh.

3.12 When we send bulk correspondence to several persons simultaneously for marketing purposes, we will issue a Welsh language version of the correspondence at the same time as we issue any English language version.

3.13 If we produce a Welsh language version and a corresponding English language version of correspondence, we will not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version will be treated in the same way).

3.14 We will state in correspondence, publications and official notices that invite people to respond to us or to correspond with us, that we welcome receiving correspondence in Welsh, that we will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.

#### **3.2** [Making or receiving telephone calls](#)

3.21 When we receive a telephone call to our main telephone number we will greet the caller in Welsh.

3.22 When we receive a telephone call to our main telephone number we will inform the caller that a Welsh language service is available.

3.23 When we receive a telephone call to our main telephone number we will deal with the call in Welsh in its entirety if that is the caller's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

3.24 When we advertise telephone numbers we will not treat the Welsh language less favourably than the English language.

3.25 We will provide the same main telephone number for our Welsh-language service as we provide for the equivalent English-language service.

- 3.26 When we publish our main telephone number we will state (in Welsh) that we welcome calls in Welsh.
- 3.27 If we have performance indicators for dealing with telephone calls in English we will have corresponding performance indicators for dealing with telephone calls in Welsh.
- 3.28 When a person contacts one of our departments on a direct line telephone number, and that person wishes to receive a service in Welsh, we will provide that service in Welsh (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).
- 3.29 When we receive any telephone call to a direct line number (whether to a department's direct line number or to the direct line number of an individual member of staff), we will ensure that, when greeting the caller, the Welsh language is not treated less favourably than the English language.
- 3.30 Our automated telephone system will provide the complete automated service in Welsh.

### 3.3 Holding meetings (open invitation) and public events

- 3.31 When we arrange a meeting or event that is open in nature and not confined to a limited amount of persons specifically invited, or fund at least 50% of such a meeting or event, we will ensure that when the event is promoted, the Welsh language is treated no less favourably than the English language (for example, when the event is advertised or publicised).
- 3.32 When we arrange an open meeting or event, we will state on any material advertising it and on any invitation to it that anyone attending is welcome to speak Welsh at the meeting or event.
- 3.33 When we issue invitations to an open meeting or event, we will issue invitations in Welsh.
- 3.34 When we ask people to register for the open meeting or event, we will ask them if they wish to speak Welsh at the event.
- 3.35 If at least 10% of the persons registered have informed us that they wish to speak Welsh at the open meeting or event, we will arrange for a simultaneous translation service from Welsh to English to be available at the event (unless we conduct the event in Welsh without the assistance of a translation service).

- 3.36 If we invite persons to speak formally at an open meeting or event—
- (a) We will ask each person invited to speak whether he or she wishes to speak in Welsh, and
  - (b) if that person (or at least one of those persons) has informed us that he or she wishes to speak in Welsh at the meeting or event, we will arrange for a simultaneous translation service from Welsh to English to be available for that purpose (unless it is practicable to conduct the meeting in Welsh without that service).
- 3.37 At the start of an open meeting or event where a simultaneous translation service is available, we will inform everyone present
- (a) that they are welcome to speak Welsh, and
  - (b) that a simultaneous translation service is available.
- 3.38 At the start of an open meeting or event where a simultaneous translation service is not available, we will inform everyone present
- (a) that they are welcome to speak Welsh, and
  - (b) that no simultaneous translation service is available and they should therefore repeat in English anything said in Welsh for the benefit of people who don't speak Welsh.
- 3.39 When we display any written material at an open meeting or event, we will ensure that the material is displayed in Welsh, and we will not treat any Welsh language text less favourably than the English language text.
- 3.40 If we organise an open meeting or event, or fund at least 50% of a public event, we will ensure that the Welsh language is treated no less favourably than the English language during the event (for example, in relation to services provided for persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).
- 3.4 **Publicity and advertising**
- 3.41 Any publicity or advertising material that we produce will be produced in Welsh, and if we produce the material in Welsh and English, we will not treat the Welsh language version less favourably than we treat the English language version.

### 3.5 [Displaying materials in public](#)

- 3.51 Any material that we display in public will be displayed in Welsh, and we will not treat any Welsh language version of the material less favourably than we treat an English language version

### 3.6 [Producing and publishing documents](#)

- 3.61 Any documents that we produce for public use will be produced in Welsh.

3.62 When we produce agendas, minutes and other papers for meetings, conferences or seminars that are open to the public we will produce them in Welsh.

3.63 When we produce licences or certificates, we will produce them in Welsh.

3.64 Any guide, report, brochure, leaflet, pamphlet or card that we produce in order to provide information to the public will be produced in Welsh.

3.65 When we produce the following documents, and they are available to the public, we will produce them in Welsh—

(a) policies, strategies, annual reports and corporate plans;

(b) guidelines and codes of practice;

(c) consultation papers

3.66 When we produce a document in Welsh and in English (whether separate versions or not), we will not treat any Welsh language text less favourably than we treat the English language text.

3.67 If we produce a Welsh language version and a separate English language version of a document, we will ensure that the English language version clearly states that the document is also available in Welsh.

### 3.7 [Producing and publishing forms](#)

3.71 Any form that we produce for public use will be produced in Welsh.

3.72 If we produce a Welsh language version and a separate English language version of a form, we will ensure that the English language version clearly states that the form is also available in Welsh.



3.73 If we produce forms in Welsh and in English (whether separate versions or not), we will ensure that the Welsh language version is treated no less favourably than the English language version, and we will not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).

3.74 If we produce information on behalf of a client, the information will be in Welsh if requested by the client

### 3.8 [Websites and online services](#)

3.81 We will ensure that—

(a) the text on each page of our websites is available in Welsh,

(b) every Welsh language page on our websites is fully functional, and

(c) the Welsh language is not treated less favourably than the English language on our websites.

3.82 If we have a Welsh language web page that corresponds to an English language web page, we will provide a direct link to the Welsh page on the corresponding English page.

3.83 All apps that we develop ourselves will function fully in Welsh, and the Welsh language will be treated no less favourably than the English language in relation to that app.

3.84 If a person contacts us through social media or via our websites in Welsh, we will reply in Welsh (if an answer is required).

3.85 Our social media messages will be in both languages. Welsh and English messages may contain different content, or a Welsh Language version and an English Language version of the same message may be published.

3.86 Any blog post that we publish on our website will be produced in Welsh.

3.87 If we produce a Welsh language version and a separate English language version of a blog, we will ensure that the English language version clearly states that the blog is also available in Welsh.

### 3.9 Signage

3.91 When we erect a new sign or when we renew a sign (including temporary signs), any text displayed on the sign will be displayed in Welsh (whether on the same sign as we display corresponding English language text or on a separate sign); and when the same text is displayed in Welsh and in English, we will not treat the Welsh language text less favourably than the English language text.

3.92 When we erect a new sign or when we renew a sign (including temporary signs) which conveys the same information in Welsh and in English, we will position the Welsh language text so that it is likely to be read first.

3.93 We will ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

### 3.10 Receiving visitors

3.101 We will ensure that staff at our reception who are able to provide a reception service in Welsh wear badges to convey that.

### 3.11 Displaying official notices

3.111 Any official notice that we publish or display will be published or displayed in Welsh, and we will not treat any Welsh language version of a notice less favourably than an English language version.

3.112 When we publish or display an official notice that contains Welsh language text as well as English language text, we will position the Welsh language text so that it is likely to be read first.

### 3.12 Awarding Contracts

3.121 When we assess the requirements for a new contract or renew an existing contract, we will assess the need for Welsh language skills, and regardless of whether it is necessary for a contractor to have Welsh language skills we will

(a) specify that when advertising the contract, and

(b) advertise the contract in Welsh.

- 3.122 Regardless of whether we have categorised a contract as one where Welsh language skills are essential, desirable or need to be learnt, we will
- a) Specify that when advertising the contract and
  - b) advertise the contract in Welsh
- 3.123 When we publish invitations to tender for a contract, we will state in the invitation that tenderers are welcome to submit tenders in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.
- 3.124 We will not treat a tender for a contract made in Welsh less favourably than a tender made in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).
- 3.125 When we receive a tender in Welsh and it is necessary to interview the tenderer as part of our assessment of the tender—
- (a) We will offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and
  - (b) if the tenderer wishes to speak Welsh at the interview we will provide a simultaneous translation service for that purpose (unless it is possible to conduct the meeting in Welsh without this service).
- 3.126 When we have reached a decision in relation to a tender which was submitted in Welsh, we will inform the applicant of our decision in Welsh.
- 3.127 We will recommend all contractors based in Wales to have a Welsh Language policy
- 3.13 [Raising awareness of our Welsh language services](#)
- 3.131 We will promote any service that we provide in Welsh, and advertise that service in Welsh.
- 3.132 When we provide a service in Welsh that corresponds to a service we provide in English, any publicity document or website that refers to the English service will also state that a corresponding service is available in Welsh.

### 3.14 [Corporate identity](#)

3.141 When we form and present our corporate identity, we will not treat the Welsh language less favourably than the English language.

### 3.15 [Public address systems](#)

3.151 When we announce a message over a public address system, that announcement will be made in Welsh and, if the announcement is made in Welsh and in English, the announcement will be made in Welsh first.

### 3.16 [Press and media work](#)

3.161 Any press release that we produce for publication on our website will be produced in Welsh.

3.162 If we produce a Welsh language version and a separate English language version of a press release, we will ensure that the English language version clearly states that the press release is also available in Welsh.

3.163 Where possible, Welsh language versions of a press release will include contact details for a Welsh speaking representative of the Centre.

## **4. Operating Standards**

### 4.1 [Internal Administration](#)

4.11 We will encourage the use of Welsh amongst our staff and internally.

4.12 When we publish a policy relating to behaviour in the workplace, we will publish it in Welsh.

4.13 When we publish a policy relating to health and well-being at work, we will publish it in Welsh.

4.14 When we publish a policy relating to salaries and workplace benefits, we will publish it in Welsh.

4.15 When we publish a policy relating to performance management, we will publish it in Welsh.

4.16 When we publish a policy about absence from work, we will publish it in

Welsh.

4.17 When we publish a policy relating to working conditions, we will publish it in Welsh.

4.18 When we publish a policy regarding work patterns, we will publish it in Welsh.

#### 4.2 [The Intranet](#)

4.21 We will designate and maintain a page (or pages) on our intranet which provides services and support material to promote the Welsh language and to assist our staff to use the Welsh language.

#### 4.3 [Developing Welsh Language skills in our workforce](#)

4.31 We will assess the Welsh language skills of our employees.

4.32 When we provide information to new employees (for example by means of an induction process), we will provide information for the purpose of raising their awareness of the Welsh language.

4.33 We will provide text for each of our employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.

#### 4.4 [Recruiting staff](#)

4.41 When we assess the requirements for a new or vacant post, we will assess the need for Welsh language skills, and in all cases we will

(a) specify that when advertising the post, and

(b) advertise the post in Welsh in Wales-based publications.

4.42 Regardless of whether we have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, we will

c) Specify that when advertising the post and

d) advertise the post in Welsh in Wales-based publications.

4.43 When we advertise a post, we will state that persons are welcome to apply

for the post in Welsh, and that an application made in Welsh will not be treated less favourably than an application made in English.

4.44 If we publish

(a) application forms for posts;

(b) material that explains our procedure for applying for posts;

(c) information about our interview process, or about other assessment methods when applying for posts

(d) job descriptions;

we will publish them in Welsh; and we will ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.

4.45 We will not treat an application for a post made in Welsh less favourably than we treat an application made in English (including, amongst other matters, in relation to the closing date we set for receiving applications and in relation to any time-scale for informing applicants of decisions).

4.46 We will ensure that our application process for posts—

(a) provides an opportunity for the applicant to indicate that he or she would like to speak Welsh at an interview or at any other method of assessment, and

(b) explains that we will provide a translation service from Welsh to English for that purpose if it is required;

and, if the applicant wishes to speak Welsh at the interview or assessment, we will provide a simultaneous translation service at the interview or assessment (unless it is possible to conduct the interview or assessment in Welsh without translation services).

4.47 When we have reached a decision in relation to an application for a post made in Welsh, we will inform the applicant of our decision in Welsh.

## **5. Record Keeping**

- 5.01 We will keep a record, in relation to each financial year, of the number of complaints we receive relating to our compliance with our Welsh Language policy.
- 5.02 We will keep a copy of any written complaint that we receive that relates to our compliance with our Welsh Language policy.
- 5.03 We will keep a copy of any written complaint that we receive that relates to the Welsh language (whether or not that complaint relates to our Welsh Language policy).
- 5.04 We will keep a record of the steps that we have taken in order to ensure compliance with our Welsh Language policy.
- 5.05 We will keep a record (following assessments of our employees' Welsh language skills according to para 4.31), of the number of employees who have Welsh language skills at the end of each financial year and, where we have that information, we will keep a record of the skill level of those employees.
- 5.06 We will keep a copy of every assessment that we carry out (in accordance with para 4.41) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.
- 5.07 We will keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with para 4.41) as posts where;
  - a) Welsh language skills were essential
  - b) Welsh language skills need to be learnt when appointed to the post
  - c) Welsh language skills are desirable, or
  - d) Welsh language skills are not necessary

## **6. Other Matters**

- 6.1 Oversight of the way we comply with this policy lies with the Wales Co-operative Centre's Board.
- 6.2 We will provide any information requested by the Welsh Language Commissioner which relates to our compliance with this Welsh Language Policy.

- 6.3 We will ensure that a copy of this Welsh Language Scheme is available to the public
- (a) on our website, and
  - (b) in each of our offices that are open to the public