



WELSH LANGUAGE POLICY AND PROCEDURE

POLICY

Wales is a bilingual country and 2wish is committed to ensuring that we communicate with the people of Wales in both Welsh and English wherever possible.

The Welsh language forms a strong part of cultural identity in Wales and should therefore be at the heart of our work.

An important part of our work in Wales is public facing and engaging with the people of Wales. We support, raise awareness, attend events and work directly with people in communities throughout the country. It is therefore important that we can communicate with the people of Wales in their chosen language wherever possible.

PROCEDURE

Telephone Communication

2wish will ensure that staff and volunteers working on behalf of the charity are aware of which members of the staff / volunteer team who are able to carry out conversations in Welsh. Should the caller wish to continue the conversation in Welsh, staff should direct them to any Welsh speaking staff / volunteers available.

If Welsh speaking members of staff/ volunteers are not available, the caller will have the option of a Welsh speaking member of staff/ volunteer returning their call. This call back should be prioritised as Welsh requests should be treated equally. It is important that the caller always has the option to continue the conversation in English and is kept informed.

External Written Correspondence

Email Signatures

Team email signatures and out of office replies will be bilingual.

If a member of staff is Welsh speaking, the email signature will also include the recognised Welsh Language logo provided by the Welsh language Commissioners Office.



Emails and Letters

If 2wish receives a Welsh language email or letter we will respond in Welsh. If no Welsh language team members are available to deal with the request immediately, the team will send a holding acknowledgement in Welsh stating that a Welsh response will be received within a specified period. This reply must be prioritised as we must treat Welsh and English correspondence equally. A copy of the statement is available in Appendix A.

Public Materials

All planned public materials, including press releases, website and social media, reports and papers and any other written materials produced by 2wish for the use and for the information of the public, will be available in Welsh and English at the same time.

If required, 2wish will use Welsh translators and editors to help with this work. This needs to be factored into timescales and budgets when projects are being planned.

Marketing and Promotional Materials

All planned materials shared with the public in Wales about work carried out by 2wish, may it be online or at public events in Wales, will be bilingual.

Online Content

Website

Information about 2wish's services in Wales are available via our website. This information will be available in both English and Welsh.

Social Media Posts

Social media posts created by 2wish should be shared either bilingually or in Welsh and English at the same time wherever possible. If staff members are unable to share posts from meetings and events etc in both languages, a later post will be released if possible.

Content should be planned and translated in advance. It is the responsibility of the staff posting on social media to ensure that appropriate translation is arranged in advance, using the expertise of Welsh language staff/ volunteers or our approved list of translators.

Videos and Podcasts

2wish produces videos and plans to produce a podcast to share stories about the people we work with and to highlight our services. If the interviewee is a Welsh speaker and if the content is available/ possible in both languages, we will ensure that we have Welsh and English versions of the video/ podcast.

This should be discussed in advance and all efforts made to ensure that questions etc are available in Welsh. If the item is only available in English, we will add Welsh subtitles.

Public Events

If 2wish organises public facing events or takes part in public events to discuss or raise awareness for our work, we will prioritise producing bilingual promotional or marketing materials.

It is the responsibility staff member attending the event to plan and discuss as early as possible to ensure resources and budgets are in place.

If the event is a bilingual or Welsh-medium only event, staff should discuss this with their manager as early possible, to ensure that we can communicate and present our work in both languages to meet the event and organisers' requirements.

Staff Recruitment

2wish recognises that the Welsh language is an important skill to help us deliver our work and our messages in Wales, and we recognise the need for more Welsh speaking staff and volunteers within the charity. As a result, we will continue to advertise our posts bilingually and will state that the Welsh language is desirable / essential depending on the post in hand.

This work will be complemented by actively seeking Welsh speaking volunteers to support our work in Wales.

Training and Development

Training and support will be given in the use of Welsh language on the phone and in greetings.

Should staff wish to extend their use of the Welsh language within their role, managers will discuss the training and support needs.

Appendix A

Holding statement for Welsh written correspondence when a Welsh speaking team member is not available to respond:

Diolch am eich e-bost/llythyr a dderbyniasom yn ddiweddar. Fel elusen Gymru gyfan, pan y byddwn yn derbyn gohebiaeth yn Gymraeg, rydym wedi ymrwmo i ymateb yn yr un iaith. Yn anffodus, nid yw ein staff sy'n siarad Cymraeg ar gael ar hyn o bryd i ymateb ar unwaith, ond byddwn yn ymateb o fewn saith niwrnod..

English: Thank you for your recent email/letter. As an all-Wales charity, whenever we receive correspondence in Welsh, we are committed to responding in the same language. Unfortunately, our Welsh speaking staff are not available to immediately respond to you, but we will reply with seven days.