

Welsh first
Record language choice
Respect language choice

Welsh: what's changed?

A detailed guide for:
**COMMISSIONED
PARTNERS**

Welsh first
Bilingual to public
Greet bilingually
Welsh in the workplace



Introduction

What do the Standards mean for commissioned partners?

The Welsh Language Standards aim to, promote, facilitate and normalise the use of the Welsh language in Wales and explain how organisations are expected to use the language in different situations. There are over 170 standards in total which are split into five areas. This summary of the standards will explain what the Welsh Language Standards mean for commissioned partners and how all commissioned partners are expected to comply with the specific Standards which are applicable to them. Check with your Contract Manager, the Compliance Officer or your Contract to see which ones you specifically need to comply with or if you have a query about the legislation, training or implementing the Standards please contact the Welsh Language Compliance Officer on welshlanguageofficer@rctcbc.gov.uk.

Areas of the Standards

- **Service Delivery** incorporates any service we offer to the public or anything we produce that is public facing. If any standard requires publishing documentation online, it's referring to the *internet*.



Tip! These standards are most important for commissioned partners to be aware of and ensure compliance with.

- **Policy Making** is for anyone who has any involvement in or responsibility for researching, making or formulating policies.
- **Operational** is internal and predominantly employee based e.g. employment documentation, policy availability, grievance procedure etc.
- **Record Keeping** is for all departments to manage on a team by team basis i.e. ensuring a record is kept of how many times customers have accessed Welsh language services, placing Welsh as a standing item on all agendas (similar to AOB).
- **Promotional** is to ensure that the Welsh language is promoted, facilitated and grown in RCT. There is a requirement to increase the number of Welsh speakers in RCT by 2021. The phrase 'the Welsh language must not be treated less favourably than the English language' from the Welsh Language Standards needs to be adhered to in every instance, this means:
 - *The Welsh language **must** be positioned to be read first; either **above** or to the **left** of the English language.*
 - *There should be **no differentiation** between deadline, allocated submission time, response time, publishing time etc between Welsh language versions and English language versions.*
 - *Welsh text must not be different in prominence e.g. with regards to colour, font or size to the English text etc.*

The phrase can also be applied to all service areas, departments and commissioned services when engaging with customers and delivering services face to face, on the telephone or online e.g. when greeting in person or on the telephone, Welsh **must always** be used first.

Service Delivery The Service Delivery Standards apply to;

Publications, documents and forms

If you produce, publish or issue any of the following as part of the commissioned service:

- Publicity
- Advertisement material
- Certificates
- Brochures, leaflets, pamphlets or cards
- Forms for public use/consumption
- Signage
- Public facing material
- Rules that apply to the public
- Documents for public use/consumption

You must ensure the documents/signs are available in Welsh (bilingual is preferred) and that you have not treated the Welsh language less favourably than the English language. If you produce any forms or documents which have separate versions (Welsh and English) then you must state on the English version that a Welsh version is available.

Public events / Meetings open to the public

If you organise any public events, or meetings that are open to the public and are part of the commissioned service, you must:

- Promote the event in Welsh which includes all advertising materials and invitations;
- Ensure that the Welsh language is treated no less favourably at the event (this includes services offered, signage and announcements; remember: Welsh first!)
- Arrange for a translator if more than 10% of the audience/users state they wish to use the Welsh language at the event (you should ensure sufficient time is given to make these arrangements i.e. at least one week).



Good practice or forward planning: A good start would be to identify your 'priority' or 'most requested' documents and get them translated. This will ensure that the Welsh language is treated no less favourably than the English language when distributing, publishing or issuing these documents in the future. Forward requests for translation to translation-cyfieithu@rctcbc.gov.uk - an additional charge may be levied for translation work.

Reception Services

You must also ensure that any reception service you provide as part of the commissioned service is available in Welsh and English and Welsh speakers should not be treated less favourably than an English speaker when using the service.

- Staff who can offer a full (fluent) reception service in Welsh should wear a badge/lanyard to indicate that they can do so. Learners are also able to wear a 'Dysgwr' lanyard badge.
- You should display a poster that indicates people are able to use Welsh in the reception



Good practice or forward planning: Check the reception area of your building to ensure notices and publications are displayed in both Welsh and English.

Tip! The badges/lanyards/posters are available from the Council's Welsh Language Unit; please contact the Welsh Language Compliance Officer on welshlanguageofficer@rctcbc.gov.uk should you require any.

Website and apps

Ensure that any and all content that you have responsibility for that relates to the Council's commissioned service is available in both Welsh and English on your website, with the correct translation. You should also make sure that your English language page indicates that there is a Welsh language page available (you should ensure all the links on your page are correct). Again, Welsh should not be treated less favourably and should be fully functional. All interfaces and menus should also be available in Welsh.



Good practice or forward planning: Forward requests for translation to translation-cyfieithu@rctcbc.gov.uk - an additional charge may be levied for translation work. Remember that updating your web pages is your responsibility and not that of Welsh Translators.

Social Media

When posting via social media, about a Council's commissioned service, the Welsh language must not be treated less favourably than the English language, meaning posts are to be issued/published at the same time. If someone contacts your social media account with a question in Welsh, you must respond in Welsh. To respond to a question in Welsh you should draw on a Welsh speaker in your team who is confident enough to write a response.



Good practice or forward planning: Send the Translation Unit (translation-cyfieithu@rctcbc.gov.uk) a list of your most frequently used posts, phrases or words so your team can build a bank of Welsh language templates - an additional charge may be levied for translation work. You can then use these to start posting bilingually or responding to the service users in Welsh.

Welsh Services

If you offer a service through the medium of Welsh, you must actively promote that service and ensure the publicity and advertising material of the service is in Welsh. If you provide a service that is available in Welsh and English, the publicity and advertising material for your English language service must state that the service is also available in Welsh.



Good practice or forward planning: Conduct a review of the services you offer in Welsh and English as well as the publicity and advertising material for both. Ensure that the Welsh language is not treated less favourably than the English language. If you have capacity within your team or department to start offering a Welsh language version of a current service this would be deemed good practice!

Education Courses

If you offer an education course to the public, as part of the Council's commissioned service, you must assess the need for the course to be offered in Welsh and then publish the assessment on the website.



Good practice or forward planning: Liaise with other commissioned partners to ascertain potential Welsh language training requirements and then offer courses in Welsh on a consortia basis.

Out of Office and email signatures

Out of office and email signatures should be bilingual, with the Welsh language not being treated less favourably than the English. You have a responsibility to ensure your job title and contact details are offered in Welsh and English.



Good practice or forward planning: For employees/volunteers who lack confidence writing basic out of office messages we actively encourage the use of numbers as opposed to days, months, morning or afternoon. Templates to help you with this have already been created.

Please contact the Welsh Language Compliance Officer on welshlanguageofficer@rctcbc.gov.uk for a copy of them and send your email signatures to translation-cyfieithu@rctcbc.gov.uk to be translated.

Formulating Policy

If, during the course of your contract period, you are requested to create or update a policy which has an effect on the Council's commissioned service, you are required to consider how the policy could be formulated (or how the existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects on:

- Opportunities for persons to use the Welsh language;
- Treating the Welsh language no less favourably than the English language.

Something to remember...

There are many opportunities to learn Welsh. Staff who have a desire to learn the language should be encouraged to do so by their managers. All staff should be briefed on the Welsh Language Standards and ensure compliance at all times.

For more information on the Welsh Language Standards or about learning Welsh, please contact your Contract Manager or the Welsh Language Compliance Officer on Welshlanguageofficer@rctcbc.gov.uk



Recap:

- The Welsh language must **always** be positioned **first**: either above or to the left of the English language, and not appear any different with regards to colour, font or size
- There should be no differentiation between deadline, allocated submission time, response time or publishing time between Welsh and English versions!