



## Welsh language policy

Play Wales will provide the best possible service to those who wish to conduct their business with the organisation wholly or partly in Welsh. Play Wales will support the use of Welsh using a common-sense approach.

Play Wales is involved in work of a wide-ranging nature. Our Welsh Language Policy will be implemented as far as possible in all aspects of the organisation's work, including work with other agencies. The Director and the Finance and Human Resources Committee of the Board of Trustees will monitor the Policy.

Responsibility for advising on costs for planning and responsibility for liaising with translators lies with the Operations Manager and Communications Manager.

As a default practice, the attendant costs related to translation should be included in the planning of every service and event provided by Play Wales.

The Welsh Language Policy will appear as a standing item on the agenda of one team meeting annually. Staff will be consulted on any issues regarding the Policy. This will be used as a vehicle for discussing any difficulties and will be used to reach decisions on any changes of organisational protocol for responding to calls.

### Public image

#### Corporate Identity

Play Wales has a bilingual corporate identity and all materials for public dissemination should reflect this. These include:

- Headed paper
- Signs
- Business cards
- Displays
- Leaflets.

All staff should ensure that these standards are maintained and consider the necessary bilingual format when planning events, publications etc.

#### Signage

Play Wales will ensure that all signs inside and outside the offices are bilingual, to reflect the bilingual nature of the working environment. Responsibility for this lies with the Operations Manager.

## **Publications**

The following Play Wales publications will be available bilingually or in separate Welsh and English format:

- *Play for Wales* magazine
- Information sheets
- Impact reports
- Training packs
- Books
- Toolkits.

Each member of staff involved in the development of the above publications is responsible for ensuring that they are bilingual, and in the format deemed most appropriate.

## **General mailings**

All Play Wales information, which is sent out in the mail or posted online will be bilingual. This includes:

- Surveys
- Email alerts
- Social media: Twitter/Facebook/Instagram
- Booking forms.

## **Media relations**

Information and press releases will be distributed bilingually to Welsh language newspapers and agencies as well as English medium press and media. Press releases will, where possible, include details of Welsh speakers and English speakers that can be contacted for further information.

## **Websites**

All Play Wales websites will be designed bilingually. The facility to choose Welsh or English will be available on every page.

Responsibility for advising on costs for planning and responsibility for liaising with translators with regard to the website lies with the Communications Manager. All staff members are responsible for liaising with the Communications Manager regarding the development of websites.

## **Direct contact**

### **Phone calls**

Callers will be welcome to conduct a telephone conversation with us in Welsh or English. Every external call will be received with a standard bilingual greeting:

‘Bore da, good morning, Play Wales (name) speaking’  
or ‘P’nawn da, good afternoon, Play Wales (name) speaking’.

If a member of staff is not able to offer or provide a bilingual service, they will hand over the call to someone who can continue in Welsh. If no-one is available, the member of staff can offer the option of getting someone to return the call in Welsh or to continue in English.

Messages on answering machines will be bilingual in our offices.

Play Wales also provides a dedicated phone line where callers are assured of being able to carry out their call in Welsh.

### **Correspondence**

All correspondence received in Welsh, whether it be on paper or email, will be answered in Welsh. In a situation where Welsh medium correspondence is directed at a non-Welsh speaker, a translator will be used.

### **Public events: conferences, seminars and workshops**

The need for translation equipment for public events and meetings will be assessed in advance.

When Play Wales will be organising conferences, seminars and other events the following procedures will be followed:

- The notification of every event will be bilingual
- Where there will be presentations or workshops in Welsh a simultaneous translation service will always be provided
- When that happens, the booking form should state:

*'A part of this conference will be held through the medium of Welsh, and contributions in Welsh will be welcome.'*

*'Please tick here if you require simultaneous translation equipment'*

- When no part of the day is conducted in Welsh the booking form should state: *'This event will be in English'*.

### **Forums and networks**

Each forum or network will decide on an ongoing basis whether there is a need for simultaneous translation at meetings. This should be formally assessed on an annual basis. Events organised by the forums or networks will be subject to the above guidelines for conferences.

Any increased costs will need to be considered and it is recognised that the costs and needs may differ from year to year.

### **Meetings with individuals**

Meetings should, wherever possible and practicable, reflect the language choice of all parties to the meeting.

All staff are responsible for endeavouring to act on the language preference indicated by the person they are dealing with.

## **Internal administration and management**

The internal working language of Play Wales is English, however Welsh speaking staff are encouraged to use Welsh where they consider it appropriate.

### **Board of Trustees**

All meetings of the Trustees will be conducted in English.

### **Human Resources**

Whenever a post becomes vacant, it will be reviewed and the linguistic needs will be carefully considered before recruitment takes place. When appropriate certain posts will be designated as Welsh language essential. Where this results in a change to the person specification for a post this will be agreed by the Board of Trustees.

### **Adverts**

All recruitment adverts will be bilingual unless exceptional circumstances pertain. Adverts for posts where the ability to speak Welsh is essential will be in Welsh only.

The member of staff supplying copy is responsible for ensuring compliance with the Welsh Language Policy.

Application forms will be provided in bilingual format, and if necessary, applications completed in Welsh will be translated.

### **Training**

Staff will be given time and support to undertake training opportunities to improve their Welsh. Occasionally there may be a need to employ individuals on the understanding that they learn Welsh should it not be possible to recruit a person with adequate level of language competence. All staff that are personally interested in improving their Welsh will also be encouraged and supported to do so.

### **Induction**

All staff and volunteers will be made aware of their responsibilities under the policy during induction process. Further assistance will be provided if required in answering the telephone or chairing meetings with simultaneous translation. The Operations Manager is responsible for providing the information.

### **Monitoring**

The Welsh Language Policy will be monitored by:

- The percentage of Welsh Language correspondence received
- Number of bilingual publications produced
- Number of staff on Welsh language training courses
- User satisfaction (events)
- Numbers of Welsh phone calls/visitors received.

### **Complaints procedures**

Complaints regarding the implementation of the Welsh Language Policy will be dealt with in line with Play Wales' complaints procedure.

**Contracts with third parties**

All third parties that work in partnership with Play Wales will be asked to respect the Welsh Language Policy.

**Policy version**

This policy was reviewed in November 2022.