



Welsh Language Policy

Objectives

Although the Welsh Language Act 1993 does not place a direct legal obligation on voluntary organisations to offer services to the public in Wales through the medium of Welsh, Kaleidoscope has prepared and is implementing a Welsh Language Policy Statement as part of its commitment to reflect good practice in all areas of its work with the public. Since March 2009, Kaleidoscope has been a signatory to the 'Investing in Welsh' scheme; this commitment is further demonstrated through this policy

Through the inception, implementation, and further development of the policy, Kaleidoscope aims to:

- provide an improved service for Welsh speakers;
- support an explicit recognition of the bilingual nature of Wales;
- attract Welsh-speaking staff and volunteers;
- strengthen its relevance to potential funders and supporters.

In the spirit of the Welsh Language Act, this scheme sets out the measures Kaleidoscope is undertaking to treat Welsh and English on a basis of equality whilst providing services to the public in Wales, as is 'appropriate and reasonably practicable'. The scheme has been produced in the knowledge that with an increase in provision there is often an associated increase in demand, and, as a result, what is 'appropriate and reasonably practicable' at present may be subject to change in the future. Therefore, in response to this, consideration of what is 'appropriate and reasonably practicable' is an integrated part of the annual review of the scheme.

Publicising the scheme

The Welsh Language Policy will be published on the website in both Welsh and English.

COMMUNICATING IN WELSH

Written correspondence

Kaleidoscope welcomes correspondence (including e-mails) in either English or Welsh. Where appropriate and reasonably practicable a reply or acknowledgement will be made in the same language as the initiating correspondence.

Telephone communication

Normally, the telephone will be answered in a way accessible to both Welsh and English speakers. For example, "Bore da – Good Morning – Kaleidoscope". When a Welsh speaker is not available to conduct the conversation, the situation will be explained and the caller will be invited to either:

- submit their enquiry in written form in Welsh so that they can receive a written response in Welsh;
- explain their enquiry fully in English so that they may receive a written reply in Welsh;
- or, continue the call in English.

Meetings

Simultaneous translation facilities can be accommodated effectively within the purpose-designed meeting rooms.

Website

Kaleidoscope's website will reflect the bilingual nature of the organisation, including a Welsh language introduction to the history and activity of Kaleidoscope.

Corporate identity

Kaleidoscope is committed to developing future signage and letterheads bilingually.

General information and guidance

Kaleidoscope is committed to maintaining and developing general information and guidance leaflets through the medium of Welsh where appropriate.

Forms

Forms that clients are asked to complete will be made available in both Welsh and English.

STAFFING**Recruitment**

Kaleidoscope recruits all staff under fair and open competition and always appoints the best person for the job. We will actively seek to recruit Welsh speakers as appropriate.

Training

Kaleidoscope is committed to encouraging staff to develop Welsh language skills. Any staff members who would like to learn Welsh will be supported to do so by the organisation. Where possible, Kaleidoscope will fund Welsh Language training courses.

MONITORING

The implementation and further development of the Welsh Language Policy will be reviewed by the Kaleidoscope Executive Team on an annual basis.



Chief Executive
June 2010