



Welsh Language Policy

Version History

Version	Date	Brief summary of changes	Updated by
1.1	01-03-10	Previous policy revised	James Varty
2	01-10-15	Policy rewritten	James Varty

1. INTRODUCTION

Kaleidoscope delivers services in both Wales and England. Our headquarters - and a majority of our services - are delivered in Wales. We acknowledge that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status, and should be treated no less favourably than the English language. This policy is an acknowledgement of this requirement, and sets out our commitments to further embedding the Welsh Language into the organisation.

Most importantly, we believe that service users living in Wales should be enabled to receive services in Welsh if this is their preference. We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh and also, where appropriate, sets targets to help us develop our use of Welsh.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

2. PUBLIC IMAGE

2.1 Permanent signs

Most of our permanent signs are bilingual. The word 'Kaleidoscope' has no translation into Welsh, and in a majority of cases our permanent signage is simply our logo and brand name. We will ensure that all new permanent signs are fully bilingual by 1st April 2016.

2.2 Temporary signs

Most of our temporary signs are bilingual. We will ensure that all new temporary signs after 1st September 2016 are fully bilingual.

2.3 Corporate name.

The word 'Kaleidoscope' has no translation into Welsh, and consequently our corporate brand is fully bilingual. When Kaleidoscope is involved in consortia

tenders in Wales, we will ensure that resultant contract/ service brands are bilingual.

2.4 Stationary

All of our stationery is bilingual. We will continue to ensure that any new stationery is fully bilingual.

2.5 Business cards. Kaleidoscope currently does not use business cards routinely. However any business cards produced in future will be fully bilingual.

3. WEBSITE AND DIGITAL SERVICES

3.1 Website

Our organisational website includes some Welsh. However a google translate function is attached to the website; and similarly individual service websites are currently published with translation functionality via google translate.

3.2 Digital services

We currently do not offer digital services. We will ensure that in the event of any digital services being made available, they will include a Welsh language option.

3.3 Social media

We will ensure that all social media operated by our services include Welsh language options by 1st September 2016.

4. ADVERTISING AND MARKETING

4.1 Advertising in the Welsh press

We will ensure that all new advertising campaigns are fully bilingual in the Welsh printed press

4.2 Recruitment advertising

Most of our recruitment advertising is currently bilingual. We will ensure that all new advertising campaigns are fully bilingual in the Welsh printed press by 1st April 2016.

4.3 Printed publications

We will ensure that we produce a Welsh version of every new printed publication and we will ensure that we always distribute and offer publications in both languages together

4.4 Exhibition and Marketing Materials.

Most of our exhibition and marketing materials are bilingual. We will ensure that all our new or revised exhibition and marketing materials are bilingual in Wales by 1st September 2016.

4.5 Pre-recorded Messages and Audio Announcements

Some of our pre-recorded audio messages are bilingual. We will ensure that all new recorded messages on main service telephone answering systems are fully bilingual by 1st September 2016.

5. COMMUNICATION

5.1 Face to Face Communication

We cannot currently guarantee a Welsh language service in all of our services, but we welcome the use of Welsh by staff able to do so. We encourage Welsh speaking staff to wear the *Working Welsh Cymraeg* badge when they are at work. We will promote our Welsh medium face to face services by using the *Working Welsh* badge scheme.



5.2 Telephone communication

We will answer first line external calls with a bilingual greeting by 1st April 2016. We will develop our bilingual telephone services to ensure that all staff are able to handle, or refer, Welsh medium calls in a professional, appropriate and courteous manner by 1st September 2016.

5.3 Correspondence (paper and electronic)

At the moment, we write to people in English. We accept correspondence in Welsh or English. We always reply in Welsh when we are replying to letters received in Welsh or when we have received a request to do so. We acknowledge our service users and stakeholders freedom to correspond with us in Welsh and we will respond in their preferred language wherever it is practically possible. We encourage staff able to write in Welsh to use a *Working Welsh* logo on their correspondence

5.4 Forms and account details

Our forms and account documents are in English only. We will review our forms and account documents to determine whether documents are in the recipient's choice of language, and use more Welsh in our forms if a need is identified.

6. STAFF AND THE WORKPLACE

6.1 Assessing Language Skills Requirements when Recruiting

We currently do not assess what level of Welsh language skills are required for any roles in our organisation. We will monitor the needs of our service users and stakeholders, and consider further what level of Welsh language skills are required to perform certain positions within the organisation.

6.2 Recording and Developing our Staff's Language Skills

A database of employees with Welsh language skills has been established by our HR team. This will record for all staff:

- What is your first / main language?
English Welsh Other

- Can you understand, speak, read or write Welsh (select all that apply)
Understand spoken Welsh; Speak Welsh; Read Welsh; Write Welsh; None of the above

We share information about each employee's Welsh language skills within the workplace, so that we can direct Welsh language enquiries to the appropriate person. We acknowledge that in Wales, the Welsh language should be treated no less favourably than the English language.

We include Welsh language skills in our staff management and training processes, and we arrange and/or provide relevant training for staff who want to improve their Welsh language skills. Staff will be encouraged and supported to learn Welsh. All staff groups will be supported to undertake accredited training, with costs being met by Kaleidoscope on the condition that staff members contribute personal time to develop their Welsh Language communication skills.

6.3 Internal communication

We recognise that each member of staff and customer has the freedom to use the Welsh with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect staff to respect the linguistic preferences of their colleagues and customers. We will support and facilitate the use of Welsh and English in the workplace.

6.4 Internal publications

Some of our internal publications are bilingual. We will use more Welsh in our internal publications wherever it is reasonable to do so.

6.5 Welsh language software

We allow our staff to install a Welsh language interface for any software they use which has a recognised Welsh language interface.

6.6 We will ensure that this policy is supported at the highest level in our organisation. Board Member Stephen Davidson will oversee the implementation of this policy, and will champion the use of Welsh language. Furthermore, each service will designate a Welsh language Champion who will support the implementation of this policy.

7. SERVICES DELIVERED ON OUR BEHALF

7.1 Where appropriate, we will include conditions relating to language use in our third party contracts.

8. POLICY IMPLEMENTATION

8.1 Awareness

This policy will be available for the public to read, and will appear bilingually on our Website by 1st December 2015. Every member of staff will receive a copy of this policy and direction on its requirements.

8.2 Planning

Each Kaleidoscope service operating in Wales will be expected to produce a Welsh Language Action Plan by April 2016. The plan should set out how the service will achieve the commitments detailed within this policy. In particular, the following organisational milestone has been defined. By 1st September 2016, all services should have systems in place to:

- Ensure that the language preferences of service users are being recorded for on-going monitoring purposes
- Ask all service users if they would prefer a service to be delivered to them in Welsh
- For service users who prefer to receive a service in Welsh, this service should be provided.

8.3 Review

We will assess and revise this policy at least every two years.



Chief Executive
October 2015

Service Welsh language Champion is:

This plan defines policy milestones. Particular tasks and responsibilities should be added to the plan in order that the milestones can be achieved.

Maes gweithgaredd Area of activity	Objective	Gweithredu Implementation	Gan bwy By whom	Amserlen In Place by:
Delwedd Gyhoeddus Public Image	New permanent signs are fully bilingual			1st April 2016.
	New temporary signs after 1 st September 2016 are fully bilingual.			1 st September 2016
Gwefan a Gwasanaethau Digidol Website and Digital Services	All social media operated by our service include Welsh language options			1 st September 2016.
Hysbysebu a Marchnata	New recruitment / advertising campaigns in the Welsh printed press			by 1 st April 2016.

Advertising and Marketing	are fully bilingual			
	All our new or revised exhibition and marketing materials are bilingual			1 st September 2016
	All new recorded messages (on main service telephone numbers) are fully bilingual			1 st September 2016.
Cyfathrebu Communication	We will answer first line external calls with a bilingual greeting			1 st April 2016.
	Staff are able to handle, or refer, Welsh medium calls in a professional, appropriate and courteous manner			1 st September 2016
Staff a'r Gweithle Staff and the Workplace	A database of employees with Welsh language skills has been established by our HR team: Ensure that all staff have been captured on the database			1 st April 2016
	Welsh language Champion identified			1 st April 2016

Service Delivery	The language preferences of service users are being recorded for on-going monitoring purposes			1 st September 2016
	All service users are asked if they would prefer a service to be delivered to them in Welsh			1 st September 2016
	Service users who prefer to receive a service in Welsh, will receive a service in Welsh			1 st September 2016