Welsh Language Policy 2020-22

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg

This document is also available in Welsh.

Table of contents

1. Introduction

In line with the Welsh Language (Wales) Measure 2011, the Welsh Language Commissioner issued the Royal Commission with a Compliance Notice in July 2016 specifying which Welsh Language Standards it is required to comply with.

Under the Standards the Welsh language must be treated no less favourably than the English language. Further information about the scope and purpose of the Welsh Language Standards can be found on the Welsh Language Commissioner's website (www.comisiynyddygymraeg.cymru/english).

http://www.comisiynyddygymraeg.cymru/English/Commissioner/Law/The%20Welsh%20Language%20(Wales)%20Measure%202011/Pages/The-Welsh-Language-(Wales)-Measure-2011.aspx

This policy shows our commitment to treat the Welsh and English languages on a basis of equality and provides our Welsh-speaking customers with a clear indication of the service they can expect from us. It will also serve as a means to ensure the Commission's compliance with the Welsh Language Standards.

This policy has been approved by the Board of Commissioners, Secretary and Operational Team, who are aware of the Royal Commission's responsibilities under the Measure.

2. Public Services: Contact with the public

We are committed to ensuring that the public contacting the Royal Commission may enjoy an equal service through the medium of Welsh or English. Services provided in Welsh and English will be of equal quality and will be provided within the same timescale.

2.1. Written correspondence (e-mail, paper and social media)

Our normal practice will be as follows:

2.1.1. When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is required). Our target time for replying to correspondence received in Welsh will be the same as for replying to correspondence written in English. Our current target time is an acknowledgement within one working day and a full reply within 15 working days.

2.1.2. When we initiate correspondence with an individual, group or organisation in Wales we will do so bilingually unless we know that they would prefer to correspond in Welsh or English only. This will include invitations to tender for a contract. If known, a record will be kept of an individual's language preference.

2.1.3. When we send standard or circular correspondence to several recipients in Wales it will be bilingual.

2.1.4. If the Welsh and English versions of any correspondence have to be published separately, we will ensure that both versions are available at the same time. The English version will state that a Welsh version is available.

2.1.5. All hard-copy Welsh and English correspondence that we issue will be signed.

2.1.6. All correspondence sent by e-mail in Welsh or English will include a bilingual electronic signature which will also identify Welsh speakers.

2.1.7. Correspondence from us will state that we welcome receiving correspondence in Welsh.

2.2.   Telephone communications

Our normal practice is to ensure that the public can speak in Welsh or English when dealing with us by telephone.

2.2.1. Members of staff answering our main telephone number will do so with a bilingual greeting. They will deal with the call in Welsh unless it is necessary to transfer the call to a colleague, who may not speak Welsh, who can provide a service on a specific subject matter.

2.2.2. Pre-recorded messages on our automated telephone system are bilingual and callers are welcome to leave a message in either language. The response to the recorded message will be in the language used by the caller.

2.2.3. All our staff will answer the telephone with a bilingual greeting and have bilingual recorded messages on their direct-dial answer-phones.

2.2.4. If the caller wishes to speak Welsh, our staff, if unable to speak Welsh, will endeavour to connect the call to a Welsh-speaking colleague qualified to deal with the enquiry.

2.2.5. If no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or e-mail.

2.2.6. When we telephone an individual for the first time, we will ask them whether they wish to receive telephone calls from us in Welsh. A record will be kept of an individual's language preference.

2.3.   Meetings

2.3.1. When we invite one person to a meeting, we will ask them whether they wish to use the Welsh language at the meeting. If necessary we will provide a translation service from Welsh to English for that purpose.

2.3.2. When we invite more than one person to a meeting, we will ask them whether they wish to use the Welsh language at the meeting. If at least 10% of people invited have informed us that they wish to use the Welsh language at the meeting, then if necessary, we will arrange for a simultaneous translation service from Welsh to English to be available.

2.3.3. When we invite a person to speak at a meeting, arranged by the Commission, which is open to the public we will ask them if they wish to use the Welsh language. If necessary, we will arrange for a simultaneous translation service from Welsh to English to be available.

2.3.4. Invitations and advertisements for public meetings will be bilingual and either note that translation facilities will be available or invite the public to let us know in advance in which language they wish to speak.
We will let those attending public meetings know when translation facilities are available – and encourage contributions in Welsh.

2.4.   Public events

2.4.1. When we organise a public event, or fund at least 50% of a public event, any publicity or advertising material will be available in Welsh and English. We will ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to material, exhibitions and signs displayed or audio announcements made at the event).

2.4.2. Simultaneous translation facilities will be provided at the plenary sessions of conferences organised by the Commission, and each participant is welcome to participate in either Welsh or English.

2.4.3. When we arrange an education course for the public, we will assess the need to provide this course in Welsh and publish this assessment on our website.

2.5.   Publications

2.5.1. Material (publicity material, documents, forms and associated explanatory material) for use by the public in Wales will be fully bilingual. Our normal practice for hardcopy publications will be to publish the Welsh and English versions together in one document.

For material to be published electronically on our corporate website, documents may be published as separate Welsh and English versions as there will be a direct link to the equivalent page in the other language. However, our normal practice for promotional material which is likely to be circulated or printed will be to publish bilingually in one document.

2.5.2. When we enter information on Welsh versions of forms that are sent to the public, we will do so in Welsh.

2.5.3. When we enter information on bilingual forms that are sent to the public, we will do so bilingually unless we know that the recipients would prefer to receive the information in Welsh or English only.

2.5.4. If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality and we will ensure that both versions are available at the same time and are equally accessible. We will note clearly on the English version that the material is also available in Welsh.

2.5.5. The Commission will assess the need to publish its books and technical papers, and other papers which are available to the public relating to Board meetings, in Welsh. We will use a scoring system, Annex 1, to support our assessment. See our Compliance Notice for the exception granted to Standard 36.

2.5.6. If not available free of charge, the price of a bilingual publication will not be greater than that of a single language publication, and the price of separate Welsh and English versions will be the same.

2.6.   Publicity campaigns, press releases and exhibitions

2.6.1. All of the publicity, public information, exhibition and advertising material we use when targeting the general public in Wales will be produced bilingually, or as separate Welsh and English versions. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence, quality and accessibility, and both versions will be available simultaneously. We will also note clearly on the English version that the material is available in Welsh.

2.6.2. Press releases to the press and broadcasting media in Wales will be issued in Welsh and English, or according to the language preference of the recipient media organisation or publication.

2.6.3. Where possible, we will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

2.6.4. All texts for temporary exhibitions or displays organised by the Royal Commission will be in Welsh and English.

2.7. Online presence

2.7.1. Our corporate website (www.cbhc.gov.uk / www.rcahmw.gov.uk) is fully bilingual with a direct link to the Welsh page on the corresponding English page.

2.7.2. All apps that we publish are bilingual or available in Welsh and English.

2.7.3. When we use social media we will treat the Welsh and English languages equally.

2.7.4. If available, the Welsh versions of any posts or publications will be posted at the same time as the English publication on our website.

2.7.5. Our online portal to the National Monument Record of Wales (NMRW) database, Coflein (http://www.coflein.gov.uk/), has a bilingual interface but the data retrieved directly from the NMRW database, which includes indexing information and descriptive content, is available in English only. See our Compliance Notice for the exemption granted to Standard 48.

2.7.6. In addition to Coflein, the Cymru Hanesyddol / Historic Wales (http://cymruhanesyddol.gov.uk / http://historicwales.gov.uk) website provides access to historic environment databases held by other organisations in Wales. It has a bilingual interface, but the inclusion of Welsh language content in each database depends on the policy of the hosting organisation.

2.7.7. Where a document (e.g. technical paper) is available in only one language, it will be accessible (via a link or otherwise) from the equivalent page in the other language and its existence will be made equally apparent to users in both languages.

2.8. Signage

2.8.1. Where a symbol cannot be used, we will ensure that all of our permanent and temporary signs, which give information to the public, will be bilingual with the Welsh and English text being treated equally with regard to size, legibility and prominence. Where both languages are to appear on the same sign Welsh will appear above or to the left of the English text. If separate Welsh and English signs are provided, they will be equal in terms of format, size, quality and prominence.

2.8.2. We will ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

2.9. Promoting Welsh language services

2.9.1. The Commission will promote the Welsh language services it provides, and advertise that service in Welsh.

2.10. Branding and public identity

2.10.1. We have a bilingual corporate identity in Wales. Our name, contact details, logo and other standard information will appear in Welsh and English on all material which displays our corporate identity. This includes our stationery and material such as business cards, identity badges, compliments slips and invitations. Welsh and English will be treated on an equal basis in terms of size, format, quality, legibility and prominence. Where both languages are to appear on the same page Welsh will normally appear above or to the left of English in layouts.

2.10.2. We will use bilingual branding for all our initiatives.

3. Policy development

New or revised policies and initiatives will be consistent with this policy. They will be subject to a Welsh Language Impact Assessment to ensure that the Welsh language is treated no less favourably than the English, to support the use of the Welsh language, and to consider ways to increase opportunities for people to use the Welsh language. They will, wherever possible, help the public in Wales wishing to use Welsh as part of their daily lives to do so.

4. Implementation of this policy

4.1. Internal arrangements

4.1.1. The measures in this policy carry the full authority, support and approval of our organisation.

4.1.2. Managers will have the responsibility of implementing those aspects of the policy relevant to their work.

4.1.3. We will appoint a senior member of staff to coordinate the work required to deliver, monitor and review this policy.

4.1.4. This policy will be publicised to our staff, and to the public in Wales. It will be published on our website in a prominent place alongside our Compliance Notice.

4.1.5. We will produce desk instructions, or similar guidance, for our staff to ensure that they know how to implement the measures contained in this policy and in our Compliance Notice.

4.1.6. We will arrange briefing and training sessions for our staff to increase awareness of this policy and of our Compliance Notice, and to explain how it will affect their day-to-day work.

4.1.7. We will ensure that we use qualified and appropriately skilled translators or interpreters when commissioning services to help with the delivery of this policy. We will expect those translators to be members of Cymdeithas Cyfieithwyr Cymru (The Association of Welsh Translators and Interpreters) or a similar organisation.

4.1.8. Any form of contact with the public in Wales, which is not specifically dealt with by this policy, will be undertaken in a manner which is consistent with the general principles enshrined in this policy.

4.2. Promoting and facilitating the use of the language internally

4.2.1. We are developing a separate policy, to be published on our intranet, outlining how we use Welsh internally for the purpose of promoting and facilitating the use of the language. This takes into account the requirements as stated in our Compliance Notice.

4.3. Staffing

All areas of the organisation that have contact with the public in Wales need access to sufficient and appropriately skilled Welsh-speaking staff to enable those areas to deliver a full service in Welsh as well as in English. The following procedures will be implemented accordingly:

4.3.1. We will identify those jobs where the ability to speak Welsh is desirable or essential.

4.3.2. We will undertake annual audits to establish the number, ability level and location of staff who can speak, read and write Welsh (including staff who are learning Welsh). We will also identify and encourage staff who wish to learn Welsh.

4.3.3. The results of these two exercises will be compared to identify where there is a shortage of Welsh-speaking staff.

4.3.4. We will respond to any shortages through our recruitment and training activities.

4.4. Recruitment

4.4.1. When recruiting staff we will be guided by the information gathered from following the procedures described under Staffing above.

4.4.2. When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements.

4.4.3. If a candidate unable to speak Welsh is appointed to a post where the ability to speak Welsh is desirable, the person appointed will be encouraged to learn Welsh.

4.4.4. A candidate unable to speak Welsh may be appointed to a post for which Welsh is considered essential where time can be allowed to learn the language. In these cases, learning the language to the required level of competence, within a reasonable agreed period, will be a condition of employment.

4.4.5. When no suitable Welsh-speaking candidates can be found for a post where Welsh is essential (or when a candidate unable to speak Welsh has been appointed and is learning the language), we will make temporary arrangements under which the Welsh language service can be provided (by using, for example, Welsh-speaking staff from elsewhere in the organisation to deliver parts of the service).

4.4.6. Information packs and application forms will be available in Welsh and English for all of our jobs.

4.4.7. Application forms for posts will provide space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment. If required, simultaneous translation service from Welsh to English will be provided.

4.5. Language training

4.5.1. Our staff will be encouraged to learn or improve their Welsh, and we will support those who wish to do so.

4.5.2. We will fund this training and allow staff to attend courses during working hours.

4.6. Partnership working

4.6.1. When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects in Wales comply with this policy and with the Welsh Language Standards issued to us.

4.6.2. When we join a partnership which another organisation is leading, our input to the partnership will comply with this policy and we will seek to encourage the other partners in Wales to comply.

4.6.3. When we are a partner in a consortium, we will encourage the consortium to comply with this policy. When acting in the name of the consortium, we will operate in accordance with this policy in Wales.

4.7.   Record keeping

4.7.1. The Commission's current registry filing system is used to keep all records required regarding the Welsh Language as stated in our Compliance Notice.

4.8.   Monitoring

4.8.1. We will monitor our progress in delivering this policy and compliance with the Welsh Language Standards as stated in our Compliance Notice.

4.8.2. Our existing monitoring and reporting procedures will include reference to progress in delivering this policy, as appropriate.

4.8.3. We will prepare annual monitoring reports outlining progress in delivering this policy and the implementation of and compliance with our Standards.

4.9.   Reviewing and amending the policy

4.9.1. We will review this policy at the end of two years of its coming into effect.

4.9.2. Also, from time to time, we may need to review this policy, or propose amendments to this policy, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

5. Complaints and suggestions for improvement

5.1.1. We welcome comments or suggestions for improvement. You can contact us on nmr.wales@rcahmw.gov.uk or via our online contact form: https://rcahmw.gov.uk/about-us/contact-us/.

5.1.2. If you have a concern or complaint relating to the Commission's compliance with the Welsh Language Standards, please refer to the Commission's Complaints Policy: https://rcahmw.gov.uk/about-us/corporate-information/policies/complaints-policy/.

Annex 1: Scoring system for publications

The purpose of this document is to offer a method to help the Royal Commission decide whether or not to publish material in Welsh, whether as bilingual documents or as separate Welsh and English versions, if no standard requires us to provide the document in Welsh.

The scoring system is not intended to be prescriptive or inflexible. On the contrary, it should be used to *help* with the task of deciding the way forward in each case, and account will be taken of all relevant matters, including costs and our future publication programme. If a decision is taken not to act in accordance with the scoring system, the project group should provide an explanation to the Welsh Language Monitoring Group.

The scoring document should be kept on file for each publication, as a record of the scoring process.

a) Scoring system for whether or not to publish material in Welsh

1. The number of copies to be printed each year for use in Wales:
   - 1 – 500:   score = 1
   - 500 –5,000: score = 2
   - over 5,000: score = 4

2. The target audience:
   - specialists and academics: score = 0
   - professionals, students[1] and those interested
     in Welsh heritage: score = 5
   - the general public and schools[2]:   score = 10

3. Will the publication be relevant to a subject area of particular interest with regard to the Welsh language or an area with a high percentage, or number, of Welsh speakers?
   - yes: score = 8
   - no: score = 0

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[1] Students in tertiary and higher education.

[2] Primary and Secondary schools in Wales.

4. For how long will the publication be used?

    - 0 – 6 months: score = 1
    - 6 months – 2 years: score = 2
    - over 2 years: score = 4

5. Number of words in the publication:

    - 0-1000:   score = 4
    - 1000-5000:   score = 2
    - Over 5000:   score = 1

6. Best estimate of number of pages in a single language version of the publication:

    - 1 – 10:   score = 4
    - 10 - 25:   score = 2
    - over 25:   score = 1

The scores should be added – and compared with the following:

Decision on a **paper** version of the publication:

 0 – 14: there is no need to prepare a Welsh version
15 – 18: serious consideration should be given to the need to prepare a Welsh
        version.
over 18: a Welsh version must be prepared.

Decision on an **electronic** version of the publication (to be included on our website etc). Please **ignore** questions 1 and 6 as you calculate this score:

 0 – 11: there is no need to prepare a Welsh version
12 – 14: full consideration should be given to the need to prepare a Welsh
        version (but a Welsh *summary* should be prepared, as a minimum)
over 14: a Welsh version needs to be prepared.

b) Decision on publishing as a bilingual document, or as separate Welsh and English versions

Hardcopy publications
The starting point for hardcopy publications should be a presumption in favour of bilingual documents rather than separate Welsh and English versions. Providing bilingual material is easier administratively (in terms of stock management and distribution) than providing separate English and Welsh documents. It also has advantages in terms of meeting the needs of mixed-language families, other mixed audiences and learners. It also ensures that both versions of a document are equally accessible in any location – avoiding the need for Welsh speakers to choose between having to use the English version, or requesting the Welsh version and suffering delays as a consequence.

Decisions may be taken, however, to publish a document as separate Welsh and English versions if cost and practicality make the issue of separate versions unavoidable. This could reflect the number of pages in the document (if preparing a bilingual version would make to too bulky and unwieldy).

Electronic publications on our corporate website
For material to be published electronically on our corporate website, documents may be published as separate Welsh and English versions as there will be a direct link to the equivalent page in the other language.

However, our normal practice for promotional material which is likely to be circulated or printed will be to publish bilingually in one document.