

**PEMBROKESHIRE COAST
NATIONAL PARK AUTHORITY**



WELSH LANGUAGE POLICY

This report is also available in Welsh. We can provide this report in alternative formats on request. Please contact:

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1. INTRODUCTION

This Policy is published in accordance with the requirements placed upon the Pembrokeshire Coast National Park Authority under the Welsh Language Standards, Section 4 Welsh Language Measure (Wales) 2011. The purpose of the Policy is to note how the Authority and its staff will plan and provide to ensure that all of its services meet the need of the local population from a linguistic perspective. It will also serve as a means to ensure the Authority's compliance with the Welsh Language Standards.

2. DECLARATION OF BASIC PRINCIPLES

- The Authority will operate according to the basic principle set out in the Welsh Language Measure (Wales) 2011, of treating the Welsh and English languages as equal, giving both languages equal status and validity.
- All stakeholders are able to use the services of the Authority through the medium of Welsh and English, and that steps are taken to ensure that the language choice of the user is noted and respected at all times.
- A responsibility is placed upon all Authority officials and Members to promote the Welsh language in all parts of their work.
- All external bodies are encouraged to communicate with the Authority through the medium of Welsh, or bilingually.
- Any external bodies or businesses that provide services on behalf of the Authority are expected to do so in accordance with the Welsh Language Standards that are placed on the Authority. Expectations will be clearly expressed in service level agreements and proper monitoring procedures will be put in place in regards to the use and status of the Welsh language.

3. WELSH LANGUAGE STANDARDS IN THE WORK OF THE AUTHORITY

SERVICE PROVISION

This section deals with the way the Authority intends to comply with some of the Service Provision Standards and ensure that there is efficient bilingual communication with the public at all times.

1. Written correspondence

- 1.1 Any member of the public is free to correspond with the Authority in Welsh or English; and all personal correspondence shall be answered in the language in which it was sent, be that by letter or email.

- 1.2 Letters, in whatever language, shall receive a reply in accordance with the corporate targets for replying to letters.
- 1.3 After speaking face to face or over the phone in Welsh, any resulting correspondence will be in the language of the original conversation, or in the language chosen by the member of the public.
- 1.4 When an officer starts corresponding with any individual, association or company in the form of a formal letter or email, they will write that correspondence bilingually. Writing in Welsh only is permitted if the officer knows that the recipient can read and respond in Welsh as well.
- 1.5 The accuracy of any correspondence sent should be ensured. Staff who are not proficient in Welsh are advised to use the Authority's external translators at all times.

2. Communicating by phone

- 2.1 Any member of the public will be able to access a Welsh- or English-medium service when they contact the Authority over the phone.
- 2.2 Each member of frontline staff and every automated answering system will answer phone calls bilingually (in Welsh first and then in English) and in a courteous and welcoming manner.
- 2.3 All members of staff who receive direct phone calls from the public should be able to answer those calls with a Welsh greeting. If the member of public starts the conversation in Welsh, but the officer who answers cannot speak Welsh fluently enough to deal with the matter fully in Welsh, then they should explain that to the member of public after greeting them, and offer to transfer the call to an officer who will be able to deal with the call in full in the language choice. If the officer who answers the call is learning Welsh, they are encouraged to practise their skills to the best of their ability.
- 2.4 Automated messages on Authority answering machines will be fully bilingual, with the message heard in Welsh first, and then in English.

3. Private meetings

- 3.1 Officers will ensure that any individual invited to a meeting in the Authority's offices will be afforded the opportunity for them to specify if they wish to contribute through the medium of Welsh or English, and it shall be the responsibility of the officers to arrange for simultaneous translation if it is needed to ensure that the meeting can be held through the medium of Welsh.
- 3.2 If an individual attends a meeting relating to welfare, and that they wish to discuss matters through the medium of Welsh, that meeting must be held in the language of their choice. It is the responsibility of the Authority to ensure that all staff attending the meeting can speak Welsh, and if they cannot, that simultaneous translation is provided to ensure that the presence of non-Welsh

speakers does not impede the ability of individuals (and officers) who wish to contribute through the medium of Welsh to do so. The language of the meeting SHOULD NOT be changed for the convenience of non-Welsh speaking officers.

4. Public Meetings

- 4.1 When a public meeting is organised by the Authority, the initial invitation/notice must be bilingual and will need to be in the same layout and format in both languages.
- 4.2 The invitation will include a statement asking invitees to inform the Authority beforehand whether they wish to use Welsh at the meeting and it will be responsibility of the officers concerned to arrange for a simultaneous translation service to be provided at the meeting if required.
- 4.3 All documentation related to public meetings should be bilingual.

5. Publications and Written Materials

This section deals with any material written and published by the Authority and made available to members of the public. This includes any forms and explanatory materials, press releases, public notices, agendas, minutes and any materials relating to consultations, be they published on paper or electronically.

- 5.1 All documents shared with the public in the name of the Authority, be that produced internally or by an external body or establishment will give the same status to the Welsh and the English language.
- 5.2 Any written material intended for public use, and written by the Authority itself will be provided bilingually. This includes written printed material and materials published electronically.
- 5.3 Any leaflets or letters sent to stakeholders will be bilingual.
- 5.4 The Authority will ensure that any written materials are consistent in their format and style, in both Welsh and English, and that both languages will be equal in size, form, quality and clarity.
- 5.5 All materials will be published bilingually whenever possible, on the same page or in the same document (as appropriate).
- 5.6 If it is necessary for any reason (e.g. size of the document) for the Authority to publish Welsh and English versions separately, they will be published at the same time and be available together wherever they will be available to view.
- 5.7 The Welsh language will be given priority in any written material, forms, posters or public notices. The Welsh version will be above the English version or the Welsh on the left and the English on the right.

- 5.8 All signs erected by the Authority in any public spaces which are under its responsibility will be bilingual, with the Welsh version appearing first and then the English following underneath, or the Welsh on the left and the English on the right.
- 5.9 All Authority press releases or statements to the media shall be fully bilingual.
- 5.10 Any publicity, advertising and research work will be conducted bilingually. The only exception to the above will be:
- (a) in the case of radio or television programmes, the language of the advertisements or information bulletin shall depend on the channel or station in question. In the case of channels or stations received in Wales (whether the medium is Welsh or English), they shall be bilingual. On the other hand, in the case of channels or stations received mainly in England, broadcasts shall be in English only.
 - (b) leaflets/advertisements mainly aimed at the market beyond Wales.

6. The Authority's Online Presence

- 6.1 Any material published electronically will follow the guidelines noted for written material in this Policy, and will be published bilingually.
- 6.2 Any websites and apps developed by the Authority will be bilingual.
- 6.3 Any social media accounts (such as Facebook and Twitter) will be bilingual.

7. Reception

- 7.1 All members of the public shall be able to access a bilingual service in every one of the Authority's public receptions.
- 7.2 Signs will be displayed in the Authority's reception and any public service points that will note clearly that a bilingual service is available.
- 7.3 Frontline staff are encouraged, where appropriate, to wear badges and/or lanyards to make it clear to the public where there are Welsh speakers or learners who can provide a bilingual service.

8. Grants/tenders

- 8.1 Grants or benefits given to a group or individual will be used as one tool to promote the use of Welsh and bilingualism locally. This can also be a means of supporting bilingualism visually.
- 8.2 When providing a grant, the Authority will ask for an explanation of how they will provide a bilingual service with the grant, setting terms in accordance with the needs of the application.

- 8.3 The Authority will expect any grant recipients to show a commitment to the Welsh language and to operate according to the same standards as the Authority where practicable.
- 8.4 By offering a grant, the Authority will automatically encourage those recipients to use the Welsh language as a marketing tool.
- 8.5 All communication relating to the allocation of grants or service tenders will be in Welsh and English.
- 8.6 Any interviews conducted in relation to grants or tenders will need to be held in the preferred language of the applicant. It will be the responsibility of the relevant officer to ensure that translation services are arranged if needed to ensure that language choice is respected.
- 8.7 Any contract relating to the allocation of grants will include a clause that will refer to the Authority's language policy and specify the responsibility on each party to use the Welsh language in a constructive and appropriate way.

9. Joint Provision

- 9.1 The Authority works in partnership with public bodies, the voluntary sector and other agencies. It works on several levels in co-operation and thus:
 - (a) When the Authority leads a partnership, strategically and operationally, it will ensure that the public service meets the Language Policy's requirements.
 - (b) When the Authority participates in a partnership which another organisation leads, the input of the Authority to that partnership will conform with the language policy, and the Authority will encourage the same from other partners
 - (c) When the Authority joins or formulates a partnership, it will ask the proposed partners for their language policy or the way in which they will work bilingually. As a part of each partnership, the Authority will provide guidance to other parties who are part of the partnership.

10. Volunteers

- 10.1 If volunteers are used to provide services or activities on behalf of the Authority, it should be ensured that they are also aware of the need to provide services bilingually and that bilingual volunteers are recruited where possible.
- 10.2 It should be ensured that an element of awareness or confidence raising regarding the Welsh language should be included in any training within the role.

POLICY MAKING

1. New Policies and Initiatives

- 1.1 It should be ensured that any new plans, initiatives or policies adopted by the Authority conform with the requirements of this Policy and promote and facilitate the use of the Welsh language. Reference shall be made to this Policy where relevant in any of the Authority's other plans, initiatives or policies. Also, an assessment will be undertaken of the likely linguistic effects of any policy or new initiative in preparing it and the effect of any policy or initiative adopted by the Authority will be assessed in monitoring that policy or initiative.
- 1.2 In the same way the measures of this Policy will be applied as new policies and initiatives are implemented. This will be achieved by an objective assessment of the obligations.
- 1.3 Officers will ensure that full consideration is given to the possible effects on the Welsh language of any new policy decisions, or any changes or adaptations to existing policies. Assessments will be conducted where appropriate to ensure that no new policies have an adverse or negative effect on the sustainment of the Welsh language.
- 1.4 Any research or consultation conducted in relation to new policies will be required to pay adequate attention to the possible effects of any decisions on the Welsh language.
- 1.5 The Welsh language should be considered alongside any other equality matter in creating new policies.

INTERNAL OPERATIONS

This section deals with the way in which the Authority will comply with the Operational Standards.

1. Staff Policies/contract of employment

- 1.1 All matters relating to employment and essential matters such as Health and Safety will be available in Welsh and English, as they choose.
- 1.2 All members of staff shall be able to present complaints through the medium of Welsh or English, and all cases should be dealt with in the preferred language of the member of staff.
- 1.3 All members of staff will have the right to deal with any disciplinary issues or any other employment, working condition, or performance issues through Welsh or English, as they choose.

2. Training

- 2.1 The Authority will provide in-job training opportunities to enable staff to develop their language skills in Welsh.
- 2.2 Staff are encouraged to develop their language skills further and they will be released from their work, if needed, to learn Welsh or to improve their skills. The Authority will provide training for staff on many levels and provide funding for any relevant training.
- 2.3 It will be the responsibility of Line Managers to encourage staff to attend training and to assess the need for language improvement training within their teams.
- 2.4 Language awareness training will be provided for all staff members to raise awareness about the importance of the Welsh language and its history.

3. E-mail

- 3.1 Text and/or a logo will be provided to all staff to include in e-mail signatures, which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.
- 3.2 Wording will be provided to all staff, which will enable them to include a Welsh language version of their contact details in e-mail messages, together with a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.

4. Recruiting

- 4.1 When advertising posts the Authority will declare that post-holders will be required to be able to communicate through the medium of Welsh to the level required for the post.
- 4.2 All posts within the Authority will be given a language level appropriate to the requirements of that post. It will be essential for the holders of designated posts to be able to fully meet these language requirements from the start of their employment in that post.
- 4.3 For some posts it may be possible for post-holders to develop the necessary skills to reach the required standard for the post over time. If it is not possible to appoint an officer who fully meets the language requirements, the Authority will consider whether it would be appropriate to appoint an applicant who possesses the other skills that are relevant to the post in question and who shows a commitment to develop the linguistic skills up to a practical level. In these cases, the Authority will provide the assistance that is required to do so and there will be an agreement between the Authority, as the employer, and the post-holder, regarding a development programme suitable for the post and the individual, with progress against that programme monitored as part of the officer's continuous evaluation arrangements.

- 4.4 The Line Manager and the appointee will be fully aware of the implications of the post's language level and it will be necessary to set linguistic targets which agree with the post's requirements.
- 4.5 Every staff recruitment advertisement published by the Authority will be bilingual.

RECORD-KEEPING

- 1.1 The Authority welcomes any complaints regarding compliance with the Welsh Language Standards as evidence of performance and an opportunity to improve.
- 1.2 We will deal with each language complaint according to the Authority's complaints procedures.
- 1.3 Any complaints relating to the Authority's compliance with the Welsh Language Standards (2015) will be reported to the Authority's Members quarterly and to the Welsh Language Commissioner annually.

MONITORING AND REPORTING

- 1.1 The Authority will report annually on its compliance with the Language Standards to the Welsh Language Commissioner. The implementation of this Policy will be reviewed annually and adapted as required.