



Welsh Language Scheme

**Welsh Language Scheme prepared in accordance with the
Welsh Language Act 1993 (the Act) and The Regulatory
Framework for Housing Associations registered in Wales, 2011**

**This Scheme received the approval of the Welsh Language
Commissioner on 9th May 2014**

1. OPENING STATEMENT

1.1 Aim of the Scheme:

Grŵp Cynefin has adopted the principle, that in the conduct of public business in Wales, that it will treat the Welsh and English languages on the basis of equality. This scheme notes how we will operate that principle in providing services to the public in Wales.

1.2 Objectives:

- to enable everyone who uses a service or is in discussion with the Association to do so through the medium of Welsh or English according to the personal choice of the individual.
- to ensure high quality services through the medium of Welsh
- to promote the use of the Welsh language in the community
- to encourage others to promote and use the Welsh language
- to promote and facilitate the use of the Welsh language in the workplace

The Association acknowledges that members of the public can express their opinions and needs better in their chosen language. It also acknowledges that enabling the public to use the Welsh language is a matter of good practice rather than a concession, and that denying them the right to use their chosen language could place them in a disadvantaged position. The Association will therefore offer the public the right to choose which language to use when dealing with it, in accordance with the principle above.

2. INTRODUCTION

2.1 Background and Corporate Values

2.1.1 Background

Grŵp Cynefin was established in April 2014 following Cymdeithas Tai Clwyd and Cymdeithas Tai Eryri's decision to merge to form one larger housing association which operates across north Wales. The Association is registered as an Industrial & Provident Society (No. 21194R) and with the Welsh Government as a charitable housing association (No. LO29)

The Association:

- Develops affordable homes of every kind in response to local needs: for families, single persons and older people
- Manages some 3,700 units of social housing across north Wales
- Encourages our tenants to influence performance and improve the services they and their communities receive

- Own or part-own more than 700 units of intermediate market housing for people unable to buy a suitable home on the open market
- Administer affordable housing registers on behalf of the six north Wales local authorities
- Offer specialist accommodation for individuals and families with support needs

As a group of social businesses we also:

- Manage three Care and Repair agencies (Denbighshire / Gwynedd / Ynys Môn) which undertake essential adaptations to the homes of older people
- Support vulnerable individuals and families to enable them to live independently, including those suffering from domestic violence (Ynys Môn), homeless people (Denbighshire and Gwynedd) and older people (Ynys Môn)
- Employ two Rural Housing Enablers (Conwy and Gwynedd) who support community efforts to identify local needs and increase the supply of affordable housing
- Manage the 'Bus Stop' community development project with young people (Conwy and Denbighshire)
- Undertake wider community regeneration activities e.g. Congl Meinciau Enterprise Centre, Llŷn (Gwynedd); Denbigh Youth Enterprise Centre (Denbighshire)
- Provide work experience and vocational training e.g. the Community Energy Wardens project (Gwynedd and Ynys Môn) and the North Wales Housing Apprenticeship programme
- Develop community services through social enterprises e.g. the 'Gwledda' catering service (Ynys Môn)

2.1.2 The Association's Mission, Vision and Values

Mission

"To Provide High Quality Homes, Excellent Services and Develop Sustainable Communities Where People Wish To Live".

Vision

Our Business

- Grŵp Cynefin will be well regarded as a group of social businesses providing a range of homes and community services which meet local needs
- We will be a well run, financially robust organisation which effectively manages performance and risks
- Tenants will have influence at all levels, playing a prominent part in the governance structure and in decisions about services
- We will be entrepreneurial when pursuing commercial opportunities complement our social aims
- We will be able to measure and demonstrate the impact of our actions on people and communities

Our Operating Area

- We will provide affordable homes across the north Wales region
- We will have consolidated our status as a key partner to the local authorities where we have a greater presence

Our People

- Our staff will be working as one team, be well managed and encouraged to take personal responsibility, benefit from different experiences and opportunities to develop their abilities in line with the needs of the business
- All group Boards of Management will include members with a wide variety of skills and experience and will work as a team to achieve high standards of governance
- The behaviour of members of staff and Board will reflect our values
- Members of staff in all parts of the business will be bilingual

Our Services

- All our services will be of the highest quality, customer focussed and fully bilingual
- We will continue to provide services through a network of local offices across our area of operation
- We will continue to work with our tenants and advice agencies to mitigate the effects of welfare reform
- As a group we will provide a range of community services which promote the independence, health and well being of older people and persons in need
- We will administer affordable housing registers on behalf of the local authorities in north Wales and provide services to applicants, developers and landlords

Our Homes

- Our social housing stock will reach the Welsh Housing Quality Standard and we will develop our own challenging quality standards with tenants
- We will use innovative means of tackling fuel poverty and reducing the carbon footprint of our homes
- We will collaborate with local authorities and developers to provide an increased supply of affordable homes, for rent or to buy, which address a variety of needs
- We will have considerable expertise as a rural housing provider by cooperating with communities to identify local housing needs and help them to develop suitable solutions

Our Communities

- We will maximise local benefits as we invest in communities
- We will be a catalyst of social, economic and environmental regeneration
- We will promote Welsh as a community language in areas of linguistic significance

- We will facilitate training opportunities and apprenticeships for tenants and others who are economically inactive
- We will promote entrepreneurship and support local businesses”

Values

- Respect
- Excel
- Achieve
- Collaborate
- Promote the Welsh language and culture
- Focus on tenants
- Innovate, and
- Sustain local communities

2.2 Structure and Area of Operation

2.2.1 Group Members

Grŵp Cynefin will be the parent body for two existing subsidiaries:

- *Canllaw (Eryri) Cyf*: a charitable company managing the Care and Repair agencies in Gwynedd and Ynys Môn and ‘Gwledda’ social enterprise
- *Cywaith Cyf*: a community regeneration company which manages the Canolfan Fenter Congl Meinciau enterprise centre in Botwnnog, Gwynedd

Two other brands will also operate within Cynefin:

- *Denbighshire Care and Repair*: the agency provides minor adaptations and home safety services for persons aged over 60 and manages the ‘Gerddi Gwyrdd’ social enterprise
- *Gorwel*: the agency provides a range of housing-based support and other services for victims of domestic violence, homeless adults and older people

2.2.2. Governance

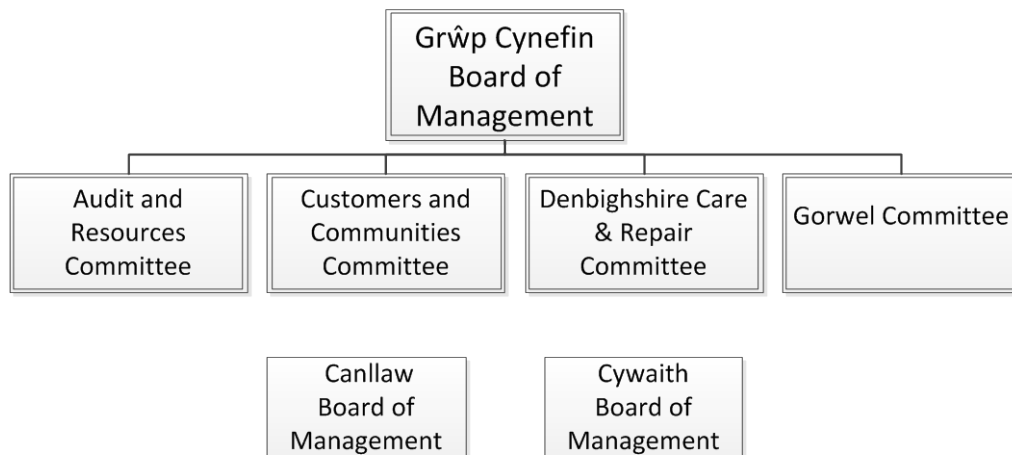
Grŵp Cynefin will uphold the core established values of good governance: being open and transparent, accountable and principled.

The Association’s activity is controlled by a Board of management Committee of 12 voluntary members. Board members do not gain financially in any way from their involvement. They provide expertise in the various field of activity covered by the Association as well as representing the various communities within our area of operation.

The Board of Management shall direct the affairs of the association in accordance with its objects and rules. Amongst its functions shall be:

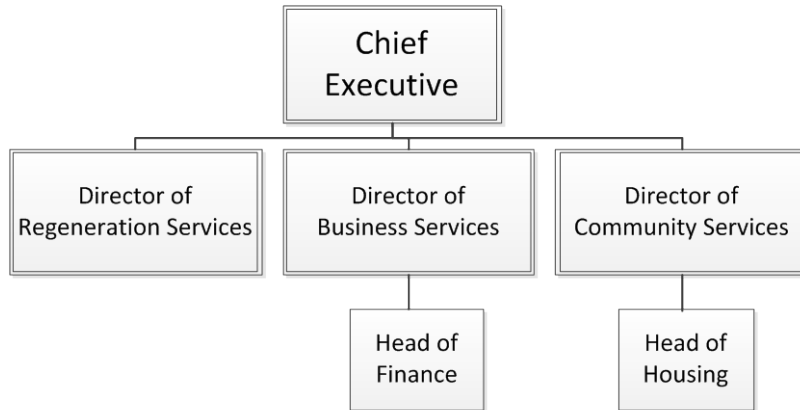
- i. defining and ensuring compliance with the organisation’s values and strategic objectives
- ii. establishing a framework for approving strategies, policies and plans to achieve those objectives

- iii. satisfying itself as to the integrity of financial information and approving annual budgets and accounts and business plans
- iv. establishing and monitoring a framework for delegation and systems of internal control which are reviewed annually
- v. establishing a framework for the identification, management and reporting of risk
- vi. taking decisions and agreeing policies on all matters that might create a significant financial or other risk to the organisation or that raise significant issues of principle
- vii. establishing mechanisms for communication and receiving feedback from the organisation's stakeholders and shareholders
- viii. monitoring the organisation's performance and taking timely corrective action if required
- ix. taking overall responsibility for self-assessment and other responsibilities as part of implementing the regulatory framework
- x. ensuring that the association takes account of any undertaking given by the association to the regulator, or intervention or obligation imposed upon the association by the regulator.
- xi. appointing, managing and dismissing the Chief Executive, or Corporate Directors
- xii. satisfying itself that the organisation's affairs are conducted lawfully and with probity
- xiii. establishing a code of conduct for the board
- xiv. establishing and operating induction and development programmes and performance appraisal system for the Board, Chair, Vice Chair, and individual Board members
- xv. assuring the effectiveness of governance on a regular basis



2.2.2 Leadership Team

Responsibility for managing the Association's operations is delegated to the Leadership Team.



2.2.2 Offices

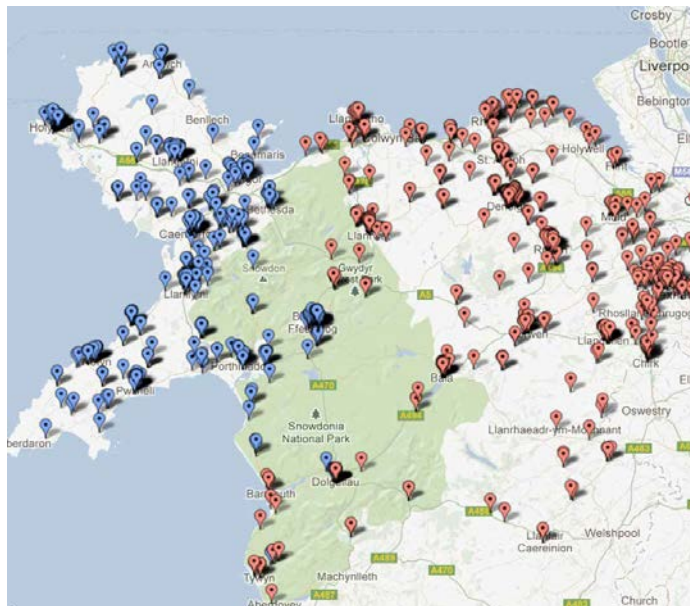
The Association has a network of local offices across our area of operation with presence in Penygroes, Llangefni, Denbigh and Bala.

2.2.3 Welsh Ethos

Welsh is the administrative language of the Association.

2.2.4 Operational Area

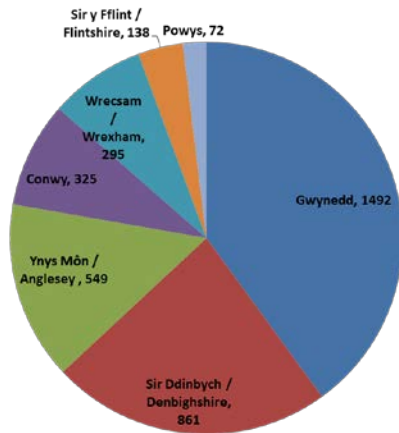
The Association operates across north Wales.



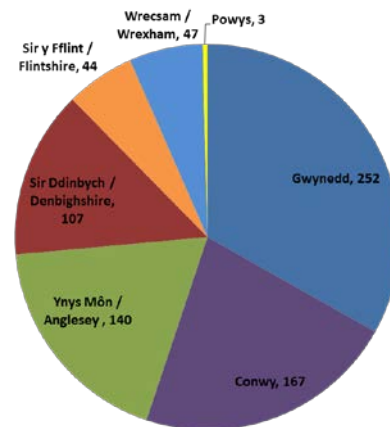
2.2.5 Housing Stock

The Association manages a total housing stock of around 3,700 social housing units and more than 700 intermediate market units. The majority of our stock is in Gwynedd, Denbighshire, Anglesey and Conwy. We also holds a 10% equity share in the Welsh Housing Partnership, a joint venture established with three south Wales associations to provide

intermediate market housing for rent. We currently lease 31 homes from the WHP that have been acquired since 2011.



Social Housing Units



Intermediate market units

2.3 Service Users

The ability to provide a service in our service user's first language is very important.

The Association allocates housing for rent to local people – families, single people and older persons – who are disadvantaged from gaining access to suitable housing because of their social circumstances, economic situation, age, disability or health condition.

Equity loans are offered to applicants without sufficient earnings to purchase a suitable home on the open market.

“Gwynedd Care & Repair”, “Anglesey Care & Repair” and “Denbighshire Care & Repair” provide services for older people and people with disabilities who, usually, are private sector house-owners.

Gorwel provides support services and emergency accommodation for women fleeing domestic violence and homeless persons.

2.4 The Welsh Language

2.4.1 2011 Census Statistics

According to the 2011 census statistics, there is a reduction in the number of people who can speak Welsh in each of the Local Authorities within our area of operation.

Local Authority	% able to speak Welsh 2001	% able to speak Welsh 2011	Change (percentage points) from 2001 to 2011
Gwynedd	69.0	65.4	-3.6
Anglesey	60.1	57.2	-2.9
Conwy	29.4	27.4	-2.0
Denbighshire	26.4	24.6	-1.8
Powys	21.1	18.6	-2.5
Flintshire	14.4	13.2	-1.2
Wrexham	14.4	13.2	-1.2

Our area of operation varies a good deal linguistically, from rural Welsh speaking villages to English speaking towns.

In Gwynedd, there are 27 (42%) communities whereby over 70% of the population can speak Welsh, 8 (0.2%) communities in Anglesey and 2 (0.05%) communities in Conwy. No communities fall into this category within Denbighshire, Powys, Flintshire and Wrexham.

Communities with the highest and lowest percentage of Welsh speakers

Local Authority	Highest % of Welsh speakers	Lowest % of Welsh speakers
Gwynedd	Caernarfon (85.6%)	Arthog (28.3%)
Anglesey	Llangefni (80.7%)	Trearddur (35.3%)
Conwy	Ysbyty Ifan (79.1%)	Kinmel Bay and Towyn (11.3%)
Denbighshire	Gwyddelwern (60.8%)	Rhyl (14.2%)

% able to speak Welsh according to age group

Local Authority	10-14 years old	25-29 years old
Gwynedd	6165 (93.3%)	4381 (67.7%)
Anglesey	3053 (81.5%)	2218 (61.6%)
Conwy	3225 (50.2%)	1647 (30.5%)
Denbighshire	2581 (47.2%)	1032 (22.8%)

2.4.2 A living language: a language for living – Welsh language strategy 2012-2017

The Association is committed to act in accordance with the principles of the Welsh Government Strategy for the promotion and facilitation of the use of Welsh language in everyday life

Promoting the Welsh language and culture is one of the Association's core values and we will promote Welsh as a community language in areas of linguistic significance

2.4.3 Contact Officer

All enquiries about the Language Scheme should be referred to:

Senior Support Services Officer
Grŵp Cynefin
Tŷ Silyn
Ffordd Llanllyfni
CAERNARFON
LL54 6LY

3. PLANNING AND DELIVERING SERVICES

3.1 Policies and Initiatives

- 3.1.1 Mainstreaming is the term used to describe the work carried out under this measure. The Association operates in accordance with the Assembly Government's definition of mainstreaming the Welsh language, namely: "To consider the Welsh language in all aspects of your work and in everything you do, with the aim of ensuring that every opportunity is taken to promote and support the Welsh language; to contribute towards the Government's vision of a truly bilingual Wales; and to plan, provide and evaluate services in Welsh and in English".
- 3.1.2 In formulating new policies and initiatives, or in amending policies, the Association will assess their linguistic impact and make sure they are consistent with this Language Scheme and will ensure that the measures in the Scheme are implemented when new policies and initiatives are implemented.
- 3.1.3 The Association will consult the Welsh Language Commissioner beforehand regarding any proposal which would directly affect this Language Scheme. This Scheme will not be amended without the prior agreement of the Welsh Language Commissioner and the Board of Management.
- 3.1.4 We will ensure that whoever is involved in the formulation of policies is aware of the Scheme and of the Association's responsibilities under the Regulatory Code and the Welsh Language Act 1993.
- 3.1.5 Housing Associations can contribute towards the development of the Welsh language on a local or community level and we will aim to ensure that the Association's new policies and initiatives promote and facilitate the use of the Welsh language whenever possible.

3.2 Service Provision

- 3.2.1 It will be our standard practice to ensure that our services are available to the public in Welsh and in English and we will inform the public that those services are available in both languages.

3.2.2 We are a naturally bilingual establishment and can offer all our services in Welsh across the establishment.

3.3 Services provided for the public by other organisations

Regulatory functions and third party services

3.3.1 Any contracts or arrangements made with a third party will be consistent with relevant sections of this Scheme. Our aim is to ensure that third party bodies understand the requirements and operate as necessary in order to meet the requirements of the Language Scheme.

3.3.2 In letting a contract the relevant Director will be responsible for ensuring that the agency or company undertaking the work on behalf of the Association complies with the relevant sections of the Scheme.

3.3.3 This will be done by including relevant details about the requirements of the Scheme in the tendering documents, contracts and conditions sent to the relevant agency or company.

3.3.4 The Association will encourage others in the community to make use of the Welsh language.

Partnerships

3.3.5 Grŵp Cynefin works in partnership with public bodies, organisations from the voluntary sector and other agencies. The Association operates on many levels when working with others:

- when the Association is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Language Scheme
- when the Association joins a partnership led by another body, the Association's input to the partnership will comply with the Language Scheme and the Association will encourage other parties to comply
- when the Association is a partner in a consortium, it will encourage the consortium to adopt a language policy. When acting publicly in the name of the consortium, the Association will act in accordance with the Language Scheme.

3.3.6 When the Association joins or forms a partnership, it will ask prospective partners about their Welsh language schemes, language policies or the means by which they will operate bilingually. Within any partnership, the Association will offer advice and support to the other partner organisations.

3.3.7 The Association will ensure that officers are aware of the requirements of the Language Scheme when operating in partnership.

3.4 Quality Standards

3.4.1 Services provided in Welsh and in English will be equal in quality and they will be provided within the same timetable.

3.4.2 The Association will highlight this central principle in key documents such as corporate plans and annual reports. It should be outlined also in other situations where statements are made regarding equal opportunity and standard of service.

4. DEALING WITH THE WELSH SPEAKING PUBLIC

4.1 Correspondence

4.1.1 The Association welcomes correspondence in Welsh.

4.1.2 All correspondence will be dealt with promptly and correspondence through the medium of Welsh should not in itself lead to delay. Our targets for replying to correspondence in Welsh will be the same as our targets for replying to correspondence in English.

4.1.3 When someone writes to us in Welsh, we will provide a reply in Welsh (if a reply is needed).

4.1.4 When we commence correspondence with an individual, group or organisation, we will do so bilingually unless we know that they would prefer to correspond in Welsh or in English only.

4.1.5 When we send out standard correspondence or a circular to a wide audience, it will be bilingual unless we know that every recipient would prefer to receive it in Welsh or in English only.

4.1.6 If a separate Welsh and English language version of any correspondence must be published, our standard practice will be to ensure that both versions are available at the same time and for the same price (if relevant).

4.1.7 Material enclosed with Welsh letters will be in Welsh or bilingual. Materials enclosed with bilingual correspondence will be bilingual.

4.1.8 We will keep a record of those persons who wish to deal with the Association in Welsh.

4.2 Communication over the telephone

4.2.1 The Association welcomes telephone calls in Welsh and our standard practice is to ensure that the public can speak in Welsh or in English when dealing with us over the telephone.

4.2.2 Every member of staff will answer the telephone with a Welsh greeting.

4.2.3 There will be a bilingual message, Welsh first, on each member of staff's personal answering machine.

4.3 Public Meetings

- 4.3.1 When public meetings are held by the Association, including conferences and other similar events, we will explain to those present that they will be welcome to contribute through the medium of Welsh or English. There will be circumstances in which it will be appropriate on the basis of information, to hold all the activities bilingually or in Welsh only.
- 4.3.2 We will adopt a method of establishing the language of choice in making the arrangements for public meetings. We will follow the following procedure:
- Public advertisements, invitations and other papers noting the arrangements for these events will make clear that the public will be welcome to contribute in Welsh or in English
 - We will invite attendees to inform the organisers whether they wish to use Welsh or English
 - The organiser will assess whether translation facilities are needed. As well as considering whether the Association has been informed of the chosen language of the attendees, he/she will consider the location of the event, who is likely to be present, and the subject in question.
- 4.3.3 When there are Welsh speakers among those invited to attend, or if it is known that Welsh speakers intend to be present, meetings should be held in Welsh with simultaneous translation service provided.
- 4.3.4 If it is known at the beginning of a meeting that all present are Welsh speakers, the meeting will be held in Welsh.
- 4.3.5 Our standard practice will be to provide any written materials such as leaflets or other documents used at public meetings, in bilingual form. Reports or papers following public meetings will also be published bilingually.
- 4.3.6 Our staff will make their language abilities evident at meetings, for example, by greeting people bilingually and using the Welsh Language Commissioner's "Iaith Gwaith" badges.

4.4 Other Meetings

- 4.4.1 The Association welcomes meetings with the public in Welsh or in English and makes sure that arrangements are made to enable any member of the public who desires to do so, to discuss matters in Welsh.
- 4.4.2 When we arrange or attend a face to face meeting with the public, we will find out their chosen language at the first opportunity and we will ensure that a qualified member of staff who speaks Welsh deals with those who note that their chosen language is Welsh.
- 4.4.3 Staff are expected to use the Welsh language when simultaneous translation service is available at meetings.

4.5 Communicating with the public in other ways

- 4.5.1 We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.
- 4.5.2 The Association is committed to enabling the public to deal with us in Welsh through electronic communication, on line or other media.
- 4.5.3 We will consider the requirements of this Scheme when providing or planning new information technology systems, or when providing interactive media.

5. THE PUBLIC FACE OF THE ASSOCIATION

5.1 Corporate Identity

- 5.1.1 Our public image, including our address, corporate slogan, visual identity and any other standard information used on the Association's materials and goods (such as headed paper, business cards, publications etc.) and in other circumstances such as signs, vehicles and buildings is bilingual.

5.2 Signs

- 5.2.1 All information signs owned by the Association, including at internal locations to which members of the public have access, are totally bilingual, with the Welsh version first.
- 5.2.2 The size, standard of clarity and prominence of the words on the signs will respect the principle of language equality.
- 5.2.3 Boards on development sites will be bilingual, with Welsh first. Only the Welsh version of place names, street names will be used where there are two versions.
- 5.2.4 When developing a new housing estate, the Association will suggest a Welsh name for the estate, which has a historical connection with the area. Usually, the local Primary School is asked to make suggestions.
- 5.2.5 It is acknowledged that it is the local authority who have the last word with regards to naming new estates, and the Association will encourage (if they do not accept the name suggested by us) them to give a Welsh or bilingual name to the estate.
- 5.2.6 There are processes in place to ensure the accuracy of text, and we will co-ordinate and review this carefully, especially when work is contracted out.

5.3 Publishing and Printing Materials

- 5.3.1 All material aimed at the public will be bilingual with both languages appearing in the same document.
- 5.3.2 We will ensure that staff and those with responsibility for printing are aware of the policy and procedures for publication.
- 5.3.3 All the information to be published on the Association's public website will be bilingual, and material will be available in both languages at the same time.
- 5.3.4 We will ensure that Welsh text in our publications is of a high standard and that the tone is appropriate for the target audience.

5.4 Forms and explanatory material

- 5.4.1 Every form and explanatory material published by the Association for use by the public will be bilingual.
- 5.4.2 Our standard practice will be to produce bilingual forms with both languages appearing together in the same document.
- 5.4.3 We will ensure that consistency of terms is a regular practice in the preparation of forms.
- 5.4.4 Any development to establish electronic provision for filling in forms will ensure equality for the Welsh language.

5.5 Press Releases

- 5.5.1 Press releases are a prominent part of the Association's public face and we will therefore publish them bilingually as usual, but in Welsh only when using Welsh-language publications.

5.6 Marketing and Publicity Campaigns

- 5.6.1 In implementing advertising and publicity activities, including production of pamphlets, organising exhibitions and seminars, advertising campaigns and market research, we will implement the following objectives:
- produce all publicity materials in Welsh and in English
 - conduct advertising campaigns in the press in Welsh and in English
 - advertise on posters and information boards in Welsh and in English
 - conduct public surveys bilingually, whether through the post or face to face
 - conduct direct marketing campaigns in Welsh or in English
 - set up bilingual exhibitions and information stalls
- 5.6.2 Some of the activities above will be conducted only in Welsh in specific Welsh medium events such as an Eisteddfod.

5.7 Official Notifications, Public Notifications and Staff Recruitment Advertisements

- 5.7.1 Our standard practice will be to ensure that our official notifications and public notifications appear bilingually with the Welsh and English versions together. They will be equal as regards form, size, quality, clarity and prominence
- 5.7.2 Advertisements for posts will appear in Welsh in all publications, with an explanatory note in English for English or bilingual publications.
- 5.7.3 Information packs, such as job descriptions and person specifications will be prepared in Welsh for all our posts.

6. IMPLEMENTATION AND REVIEW OF THE SCHEME

6.1 Staffing

In order to achieve the aim of treating Welsh and English on an equal basis we shall ensure that all members of staff are bilingual.

6.2 Recruitment

- 6.2.1 Grŵp Cynefin operates positively with regards to equality, and the posts and voluntary work of the Association is open to suitable people from all backgrounds who are willing to work within the Association's objectives and operational practices.
- 6.2.2 The ability to communicate through the medium of Welsh and English is an essential qualification for every new post within Grŵp Cynefin.
- 6.2.3 Applicants for posts and voluntary roles are fully and openly informed about the administration of the Association in Welsh, so that they are not misled when making an application or joining us.
- 6.2.4 If there has been difficulty in recruiting an individual who speaks Welsh to a post where Welsh is essential, perhaps it will be necessary to consider appointing someone who does not speak Welsh. In this case, the practice will be to do one of the following:
- to advertise again, stating that non-Welsh speaking applicants will be considered on condition that they commit themselves to learning Welsh to a particular standard within a specific time, with the level of competence to be tested,
 - to advertise a temporary appointment and to review it in order to meet the need in another way, or
 - to re-advertise after a specific period of time.

6.3 Welsh language Training

- 6.3.1 We will support this Language Scheme by encouraging and supporting members of staff and Board members to learn Welsh or to improve their skills in Welsh and English.
- 6.3.2 Human resources managers and officers who are responsible for training will encourage staff to go on language courses if appropriate. Progress as a result of training will be measured as part of the Association's personal development arrangements.
- 6.3.3 The Association will also provide awareness training for staff with regard to the requirements of this Scheme. Our standard practice will be to include such training in the induction of new staff.

6.4 Vocational Training

- 6.4.1 Human resources managers and staff who have responsibility for training will assess the need for specific Welsh language vocational training for staff.
- 6.4.2 We will develop the ability of our staff who can speak Welsh to offer service through the medium of Welsh by providing vocational training in Welsh, whenever practical.
- 6.4.3 If there are currently no courses available in Welsh in a specific field, we will consider arranging seminars and working groups ourselves, or network with other establishments.

6.5 Administrative Arrangements

- 6.5.1 This Scheme has the full authority, support and approval of the Association. The Chief Executive has the overall responsibility for the implementation of the Language Scheme and all the Association's members of staff have a responsibility to know how to implement the Scheme effectively.
- 6.5.2 Managers will have responsibility for implementing those aspects of the Scheme which are relevant to their work,
- 6.5.3 Welsh is the administrative language of the Association. We will ensure that members of staff receive the necessary training and assistance to enable them to use the Welsh language in the workplace.
- 6.5.4 In order to promote the use of Welsh in the workplace we will provide resources such as dictionaries, Welsh terminology software and other Welsh medium software for staff.
- 6.5.5 When necessary we will ask for advice from the Welsh Language Board Commissioner regarding use of the Welsh language in the workplace.
- 6.5.6 Welsh is the medium of all departmental and inter-departmental meetings, management team meetings and any other internal meetings. If there is a person on the staff who does not understand the language, the main

points will be re-iterated in English, and that person may contribute to the meeting in English.

- 6.5.7 Minutes of the internal meetings will be prepared in Welsh only.
- 6.5.8 Reports to the Board of Management and committee meetings are produced in Welsh only if everyone who receives them understands the language but otherwise bilingually.
- 6.5.9 A report may contain external documents in English (where no Welsh version is available), but any comments on the documents will be in Welsh. Pressure is brought to bear on these external bodies to prepare their material and documents bilingually.
- 6.5.10 Meetings of the Board of Management and Committees will be held through the medium of Welsh if everyone present understands the language. Otherwise translation facilities are arranged.
- 6.5.11 Minutes of the Board of Management and committee meetings will be prepared in Welsh only, if everyone who receives them understands Welsh, otherwise they will be provided bilingually.
- 6.5.12 Everything produced internally for staff, such as forms, memos, reports, employment contracts etc. should be produced in Welsh. When using "CLIC", the Association's intranet, non-Welsh speaking/less fluent staff can use software to translate messages, forms etc.
- 6.5.13 The Association's website will be bilingual.
- 6.5.14 The Intranet homepage and content will appear in the user's chosen language.
- 6.5.15 The Association's policies are produced bilingually.
- 6.5.16 The Association's cheques are printed in Welsh every time.

6.6 Translation

- 6.6.1 Every department should be confident enough in both languages to translate straightforward letters and documents. If an individual is not confident to translate letters/short documents, they should ask another individual within their department. Any other documents will be translated either by internal resource or an external translator.

6.7 Reviewing the Implementation of the Scheme

- 6.7.1 The Senior Support Services Officer is responsible for monitoring and reviewing this Scheme.
- 6.7.2 Monitoring this Scheme will be a continuous and structured activity. This will include monitoring the following fields:
 - compliance with the Scheme

- quality of service – to look at complaints and at the front line service
- management and administration
- adequacy of linguistic skills – based on commitments 6.1

6.7.3 We will use the Association's standard complaints procedure to record and deal with complaints about this Scheme and will ensure that it will be possible to monitor specific complaints about the Scheme.

6.7.4 The Association welcomes and records recommendations on how to improve the service.

6.7.5 The Chief Executive will report to the Management Board annually and will send a copy of the report to the Welsh Language Commissioner. The report will follow a format agreed with the Welsh Language Commissioner and will include information about the nature of any complaints and improvement suggestions received from the public in respect of the Scheme.

6.8 Publication of Information

6.8.1 We will include a statement in our annual report noting where members of the public can obtain a copy of our annual monitoring report to the Welsh Language Commissioner.

6.8.2 We will publish specific information on the following fields, based on the standards and targets in the Scheme (this information will also appear in our report to the Welsh Language Commissioner):

- Number and % of the Association's staff who can speak Welsh, by department and workplace or office
- Number and % of staff who have received training in Welsh to a specific level of competence
- Number of complaints received regarding the implementation of the Language Scheme and % of complaints dealt with in accordance with the Association's corporate standards

6.9 Publicity

6.9.1 We will ensure that members of the public who deal with the Association know about this Scheme and its contents, and how they can conduct their dealings with the Association in Welsh.

6.9.2 Our methods of publicising the Scheme and its contents will follow our usual corporate publicity arrangements, and will include ensuring that the Scheme is published in a prominent location on our website.

6.9.3 We will ensure that the Association's staff and agencies are familiar with the measures included in the Scheme in order to ensure that attention is paid to the measures whenever appropriate.