



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, Llais y Goedwig 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.

Through the inception, implementation, and further development of the policy, Llais y Goedwig 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 the relevance of Welsh to potential funders and supporters;
- emphasise its commitment to the bilingual nature of Welsh society.

In the spirit of the Welsh Language Act, the commitment outlined below establishes Llais y Goedwig's intent to treat Welsh and English on a basis of equality while providing services to the public in Wales, as is 'appropriate and reasonably practicable'. This policy 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 way in which Llais y Goedwig provides bilingual services.

LLAIS Y GOEDWIG POLICY STATEMENT

Llais y Goedwig – Commitment to Welsh language

Services

- The public can expect to receive services in their chosen language, whether it is Welsh or English

First Contact

- In any reception or counter service the public can expect to discuss their inquiry either in Welsh or English

Using the phone

- The public can expect the first greeting to be in Welsh
- The public can expect to discuss their inquiry either in Welsh or English
- The public can expect any correspondence that follows their phone discussion to be in the language used during the phone call

Correspondence

- The public can send in any written correspondence in Welsh or English
- The public can expect that any response letter written will be in the same language as used in the first correspondence

Forms

- The public can expect that every form will be available bilingually, or that separate Welsh and English versions will be available


Main Documents

- The public can expect that key documents will be published bilingual, or that separate Welsh and English versions will be available

Public Meetings

- The public can contribute to public meetings in their chosen language, whether it is Welsh or English
- The public can request translation services in every public meeting that is held

Signed:



Date: 11 January 2011

Roger Davies, Chair

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