

WELSH LANGUAGE SCHEME

CARTREFI CYMUNEDOL GWYNEDD

Prepared in compliance with the Welsh Language (Wales) Measure 2011 and the Regulatory Code of Housing Associations in Wales, Welsh Assembly Government, March 2006

This scheme received the approval of the Welsh Language Commissioner on the 19th March.



1. Opening Statement

1.1 Aims of the Scheme

Cartrefi Cymunedol Gwynedd (CCG) will adopt the principle that in the conduct of public business in Wales that it will treat the Welsh and English languages based on equality. This Scheme notes how we will operate that principle in providing services to the public in the area that we operate.

1.2 Objectives

CCG's fundamental objectives on the Welsh language are;

- 1.2.1 To enable everyone who uses a service or has contact with the Association to do so through the medium of Welsh or English according to the personal choice of the individual.
- 1.2.2 To ensure services of the highest quality through the medium of Welsh and English.
- 1.2.3 To promote the use of the Welsh language in the community.
- 1.2.4 To encourage others to promote and use the Welsh language.
- 1.2.5 To promote and facilitate the use of Welsh as CCG's internal administration language and provide training opportunities for staff to develop and improve their Welsh language skills and confidence.
- 1.2.6 CCG recognizes 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 and that denying the right to use their chosen language could place them at a disadvantage. CCG will therefore offer the public the right to choose which language to use according to the above principle.

2. Introduction

CCG's properties are mainly within the County of Gwynedd and although most of its housing stock is situated within the city of Bangor and towns such as Caernarfon, Pwllheli, Blaenau Ffestiniog, Dolgellau, Bala and Tywyn, many of the properties are spread over areas of the County in smaller towns, villages and rural areas. In compliance with the growth strategy to meet the challenging targets set by Welsh Government to develop more social housing, the company has now developed to include housing developments outside Gwynedd.

2.1 Service Users

CCG's main service users are tenants and residents that live in our housing stock. The tenants and residents are a cross section of families, single people or older people and a high percentage of these people are elderly or disabled. It is therefore very important to offer services to these people in their first language.

2.2 The Welsh Language

2.2.1 In 2011, Gwynedd held the highest percentage of Welsh speakers throughout Wales which was 65.4% of the total residents aged 3 and over. This compares with an average of 19% throughout Wales.

2.2.2 It is estimated from the 2011 Census that there are 49,000 homes in Gwynedd and that 37,000 of these contain at least one person who is a Welsh speaker. Consequently, it is estimated that over 75% of homes in Gwynedd contain a Welsh speaker.

2.2.3 The table below shows a summary of Welsh speakers as a percentage of the population in those areas where there is a high quantity of CCG houses. The Ward with the highest percentage of Welsh speakers throughout Wales is situated in Caernarfon (Pebilig Ward), a high percentage of the ward's houses belong to CCG.

Area	Ward	% Welsh Speakers
Bala	Bala	78.5
Bangor	Deiniol	22.8
	Dewi	52.6
	Garth	30.4
	Glyder	51.7
	Hendre	45.3
	Hirael	37.7
	Marchog	50.2
	Menai (Bangor)	18.6
Bethesda	Gerlan	73.7
	Ogwen	81.2
Blaenau Ffestiniog	Teigl	78.5
	Diffwys a Maenofferen	79.3
	Bowydd a Rhiw	78.2
Caernarfon	Cadnant	86.2
	Menai (Caernarfon)	83.9
	Pebilig	87.4
	Seiont	85.3
Dolgellau	Gogledd	61.8
	De	67.1
Penygroes	Penygroes	86.8
Porthmadog	Dwyrain	80.1
	Gorllewin	57.0
Pwllheli	Gogledd	79.1
	De	78.3
Tywyn	Tywyn	39.3
Y Bermo	Abermaw	43.5

As we move to develop homes outside of Gwynedd, the percentage of Welsh speakers contained within the counties of the North Wales Region is as follows:

- Ynys Môn 57.0%
- Conwy 27.4%

- Denbighshire 24.6%
- Flintshire 13.2%
- Wrexham 12.9%

(Figures taken from the 2011 census).

3. Planning and Delivering Services

3.1 Policies and Initiatives

3.1.1 CCG will operate 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 When creating new policies and initiatives or when amending policies, CCG will assess their linguistic impact and make sure they are consistent with this Language Scheme while ensuring that the measures in the Welsh Language Scheme are implemented when creating new policies and initiatives.

3.1.3 We will ensure that whoever is involved in the formulation of policies is aware of the Scheme and of CCG’s responsibilities under the Regulatory Code and the Welsh Language Act 1993.

3.1.4 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 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 association and we can offer all of our services in Welsh across the establishment.

3.3 Services provided to the public by other organisations

3.3.1 Regulatory functions and third-party services

- a) It is important to ensure that third-party organisations with whom CCG has any form of contractual arrangement are aware of CCG’s obligations under the Welsh Language (Wales) Measure 2011, and are made aware of CCG’s Welsh Language Policy. Our aim is to ensure that third party bodies acting on CCG’s behalf give due regards to the needs of Welsh speakers.

- b) 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. To assess the performance of any language clause that's been included in a contract, CCG will put monitoring arrangements in place in compliance with monitoring other critical performance indicators.
- c) Contract notices advertised by CCG should include the Scheme as part of the tender documents. Also, where it is appropriate and relevant to the nature of the contract, CCG may:
- Include a supplier selection question which aims to determine whether the supplier is aware of CCG's commitment to delivering services in the Welsh language;
 - Include supplier award criterion in order to assess the ability of a supplier to deliver a compliant best value service.
 - Include Welsh language performance monitoring measures (such as number of Welsh speaking staff, number of complaints received relating to the Welsh language, etc).
- d) CCG will encourage others in the community including voluntary bodies and companies to make use of the Welsh language.
- e) CCG's Procurement Policy 2015-2020 will be updated to reflect these requirements but until then, a separate supplementary Equalities and Welsh Language Guidance document has been developed to ensure that the requirements noted above are enacted by CCG and made known to all third-party suppliers.

3.3.2 Grants

When issuing grants, we will include conditions on using the Welsh language in the activity when this is necessary. By doing this, we will consider The Welsh Language Commissioners' Guidelines on issuing grants and loans.

3.3.3 Partnerships

CCG works in partnership with public bodies, organisations from the voluntary sector and other agencies. CCG operates on many levels whilst co-working with others:

- a) When CCG joins a partnership led by another body, the Association's input to the partnership will comply with the Language Scheme and CCG will encourage other parties to comply.
- b) When CCG is a partner in a consortium, it will encourage the consortium to adopt a Language Scheme. When acting publicly in the name of the consortium, CCG will act in accordance with the Language Scheme.
- c) When CCG 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.

- d) Within any partnership, CCG will offer advice and support to the other partner's organisations to enable them to operate bilingually.
- e) CCG will ensure that officers are aware of the requirements of this Scheme when operating in partnership.

3.4 Quality Standards

- 3.4.1 Services provided in Welsh and English will be equal in quality and they will be provided within the same timetable.
- 3.4.2 CCG will highlight the bilingual principle in key documents such as corporate plans and annual reports. It should be outlined also in other situation where statements are made regarding equal opportunity and standards or 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. Targets for replying to correspondence in Welsh will be the same as targets for replying to correspondence in English.
- 4.1.3 When someone writes to us in Welsh, we will provide a reply in Welsh.
- 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 We will correspond with public bodies and bodies denationalised in Wales through the medium of Welsh only. CCG staff will use discretion when communicating with individuals within these establishments – the individual might prefer to receive correspondence in English.
- 4.1.6 When we send out standard correspondence or a circular to a wide audience, eg. Tenant Newsletter, it will be bilingual.
- 4.1.7 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).
- 4.1.8 Materials enclosed with Welsh letters will be in Welsh or bilingual. Materials enclosed with bilingual correspondence will always be bilingual.

4.2 Communication over the telephone

- 4.2.1 CCG welcomes telephone calls in Welsh and our standard practice will be to ensure that the public can speak in Welsh or in English when dealing with us over the telephone.
- 4.2.2 Calls to the switchboard or any other phone number advertised to the public will be answered with a Welsh and English greeting, with the Welsh greeting first.
- 4.2.3 Each staff member will have a bilingual message on their answer machine.

4.3 Public Meeting

- 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, based on information, to hold all the activities bilingually.
- 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:
 - a) 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.
 - b) The organisers will assess whether simultaneous translation facilities are needed – i.e. when a non-welsh speaking individual is likely to attend.
- 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 bilingually.
- 4.3.4 If it is known at the beginning of the meeting that all present are Welsh speakers and willing and able to participate in Welsh, the meeting will be held in Welsh.
- 4.3.5 Our standard practice will be to provide any written materials such as leaflets, slides or other documents used at public meetings in bilingual form. Reports or papers following public meetings will also be published bilingually.
- 4.3.6 Staff will make their language abilities evident at the start of meetings.
- 4.3.7 CCG staff will be encouraged to participate through the medium of Welsh in public meetings, committees or external conferences and to ask for a simultaneous translation resource.
- 4.3.8 Any third party acting on behalf of CCG are also expected to operate in the same way as CCG would operate under the same circumstances.

4.4 Other meetings

- 4.4.1 CCG welcomes meetings with the public in Welsh or in English and will make 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 indicate that their chosen language is Welsh.
- 4.4.3 Any third party acting on CCG's behalf are also expected to operate in the same way as CCG would operate under the same circumstances.

4.5 Communicating with the public in other ways

- 4.5.1 With the substantial development of information technology, any computerised communication with the public will follow instructions noted under 'Correspondence' above.
- 4.5.2 We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.
- 4.5.3 CCG is committed to enabling the public to deal with us in Welsh through electronic communications, on-line or other media.
- 4.5.4 CCG's website will be bilingual.
- 4.5.5 We will consider the requirements of this Scheme when providing or planning new information technology systems, or when providing interactive media.
- 4.5.6 Any automatic e-mail message (e.g. 'out of office' message) and standard messages (disclaimer) will be bilingual.

5. CCG's Public Face

5.1 Corporate identity

- 5.1.1 We will use the name **Cartrefi Cymunedol Gwynedd Cyf (CCG)** on all occasions. Our public image, including our address, corporate slogan, visual identity and any other standard information used on the Association's material and goods (such as headed paper, business cards, promotional materials, publications etc.) and in other circumstances such as signs, vehicles and buildings will be bilingual.
- 5.1.2 We will use Welsh branding only for some enterprises.

5.2 Signs

- 5.2.1 All information signs owned by CCG, including internal locations will be fully bilingual.

- 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 It will be CCG's standard practice to provide bilingual signs, but on occasions when Welsh and English signs are provided separately, they will be equal in terms of form, size, quality, clarity and prominence.
- 5.2.4 Processes are in place to ensure that text is correct, we will co-ordinate and monitor this carefully, especially when work is given out to contract.

5.3 Publishing and print materials

- 5.3.1 All materials 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 this Scheme and procedures for publication.
- 5.3.3 All the information to be published on CCG's public website will be bilingual, and material will be available to read on both languages at the same time.
- 5.3.4 We will ensure that all 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 Electronic provision for filling in forms will ensure equality for the Welsh language.

5.5 Press releases

- 5.5.1 Press releases are an obvious part of CCG's public face. Usually, we will publish press releases bilingually, 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, audio materials, organizing exhibitions and seminars, advertising campaigns and market research we will implement the following objectives:
 - a) produce all materials in Welsh and in English.

- b) conduct advertising campaigns in the press in Welsh and in English.
- c) advertise on posters and information boards in Welsh and in English.
- d) conduct public surveys bilingually, whether through the post or face to face.
- e) conduct direct marketing campaigns in Welsh and in English.
- f) set up bilingual exhibitions and information stalls.

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 about form, size, quality, clarity and prominence.
- 5.7.2 Staff recruitment advertisements will appear bilingually in all publications, but in Welsh only when using Welsh language publications.
- 5.7.3 Information packs, such as job descriptions and person specifications will be prepared bilingually for all posts.

6. CCG's Internal Administrating Language

6.1 Internal operational language

- 6.1.1 With the vast majority of our staff being bilingual, CCG internal language is Welsh and it's spoken as a norm. This means that every memorandum, e-mail and internal minutes should be in produced bilingually.
- 6.1.2 Messages and information on key matters such as working conditions and Health and Safety will always be available bilingually.

7. Implementing and Reviewing the Scheme

7.1 Staffing

- 7.1.1 To achieve the aim of treating Welsh and English on an equal basis we shall ensure that members of CCG staff can communicate effectively in both Welsh and English to a standard which meets the requirements of the post, following a language skills assessment of all posts within the organisation.
- 7.1.2 The language skills assessment will be undertaken on existing posts on a rolling programme basis, with posts that are being advertised being given priority outside of that process as and when they arise.

7.1.3 All existing Welsh essential posts will remain as such. The minimum requirement for all other posts will be Welsh desirable, changing to Welsh essential if the language skills assessment and this will be reflected in the updated job descriptions and person specifications.

7.2 Recruitment

7.2.1 The ability to communicate through the medium of Welsh and English is a requirement for every post, to an expected standard across every area in which it operates.

7.2.2 Section 8 of CCG's Recruitment and Selection Policy contains the operational details on Welsh Language Staffing and Recruitment within CCG along with information on the language skills assessment process.

7.3 Welsh Language Training

7.3.1 We will support the Language Scheme by encouraging and supporting members of staff to improve their Welsh and English skills.

7.3.2 Human resources managers and officers who are responsible for training will encourage staff to attend language courses if appropriate. Progress as a result of training will be measured as part of CCG's personal development arrangements.

7.3.3 CCG will also provide awareness training for staff about the requirement of this Scheme. Our standard practice will be to include such training in the induction of new staff. CCG will update information from time to time to ensure that the sessions are up to date.

7.4 Vocational training

7.4.1 Managers and Human Resources staff that have responsibility for training will ensure specific Welsh language vocational training for staff.

7.4.2 We will develop the ability of our staff to offer services through the medium of Welsh by providing vocational training in Welsh, whenever practical.

7.4.3 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.

7.5 Administrative arrangements

7.5.1 This Scheme has the full authority, support and approval of CCG's Board. The Chief Executive has the overall responsibility for the implementation of this Scheme and all CCG members of staff have a responsibility to know how to implement the Scheme effectively.

7.5.2 Managers will have responsibility for implementing those aspects of the Scheme which are relevant to their work.

- 7.5.3 The Head of Governance shall hold the responsibility to co-ordinate and monitor the work of the Scheme from day to day.
- 7.5.4 We will ensure that members of staff receive the necessary training and assistance to enable them to use the Welsh language in the workplace.
- 7.5.5 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.
- 7.5.6 When necessary we will ask for advice from the Welsh Language Commissioner regarding use of the Welsh language in the workplace.
- 7.5.7 To ensure that the board has an overview of the Schemes' operation, CCG will develop a 'Language Champion' to be held by one of the board members. The main starting purpose of this role will to supervise and support the operational side of the Scheme and to be a champion to promote use of the language on every level.

7.6 Reviewing implementing the Scheme

- 7.6.1 The Head of Governance holds the responsibility of monitoring and reviewing this Scheme.
- 7.6.2 Monitoring this Scheme will be a continuous and structured activity. This will include monitoring the following:
 - a) compliance with the Scheme.
 - b) quality of service – to look at complaints on the management and administration of front-line service.
 - c) adequate language skills – based on commitment 7.1.1.
- 7.6.3 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. Complaints about the Scheme and any other language complaints will be reported on a quarterly basis to the Customer and Communities Committee.
- 7.6.4 Sections 8.5 to 8.9 of the Complaints and Concerns Policy 2019 has further detail on dealing with such complaints.
- 7.6.5 The Association welcomes and records recommendations on how to improve the service.
- 7.6.6 The Chief Executive will report to the Board annually. The report will follow a format agreed by the Board and will include information about the nature of any complaints and improvement suggestions received from the public in respect of the Scheme.

7.7 Publication of Information on Performance

- 7.7.1 We will include a statement in our annual report noting where members of the public can obtain a copy of our annual monitoring report.
- 7.7.2 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 Annual Report to the Welsh Language Commissioner):

Indicator	Details
DICCG01 (Equality and Diversity)	Number and percentage of CCG that can speak Welsh, by department, job scale and workplace (offices and depots)
	Percentage of CCG staff that can speak Welsh by department.
	Percentage of CCG staff that can speak Welsh by job scale
	Percentage of CCG staff that can speak Welsh by workplace
DICCG02 (Welsh Language Services Quality)	Number of complaints received about the Welsh Language Schemes' operation and the complaints percentage that were treated in compliance with CCG's corporate standards.
DICCG03 (Develop Skills)	Number and percentage of staff that have received Proficiency (Gloywi Iaith) training

7.8 Publicity

- 7.8.1 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.
- 7.8.2 Our methods of publicising the Scheme and its contents will include ensuring that the Scheme is published in a prominent location on our website.
- 7.8.3 We will ensure that all staff are familiar with the measures included in the Scheme to ensure that attention is paid to the measures whenever appropriate.

All enquiries about the Welsh Language Scheme should be addressed to Aled Davies, Head of Governance;

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