

Conwy Mind Welsh Language Policy

Induction

Conwy Mind acknowledge the fact that under the Welsh Language Measure 2011 the Welsh Language has official status and should be treated no less favourably than the English language.

This Welsh Language policy sets out Conwy Mind's Commitments in relation to using Welsh and, sets targets to help develop the organisation's use of the Welsh language.

1.0 Corporate Brand

1.1 Our corporate brand is displayed in English only. As a Federation member, our Corporate brand is linked to National Mind's corporate brand.

1.2 Our Stationery and business cards are currently English only. We will include both Welsh and English on our stationery and business cards when current supplies need replacing.

2.0 Sending and Receiving Correspondence

2.1 All correspondence received by Conwy Mind in Welsh, will receive a response in Welsh (if an answer is required), unless it has been indicated there is no need to reply in Welsh.

2.2 Conwy Mind will ensure all bulk correspondence for marketing purposes, will be issued in both English and Welsh languages.

2.3 Conwy Mind will state in correspondence, that the organisation welcomes receiving correspondence in Welsh and that this will not lead to any delay.

3.0 Telephone Communication

3.1 Conwy Mind will aim to answer all external calls with a simple Welsh greeting. If the caller would like to continue the call in Welsh, they will be transferred to a Welsh speaking colleague, if one is available.

4.0 Holding Public Events

4.1 When Conwy Mind arranges public events that are open to the general public, we will ensure all promotion for this event will be in both English and Welsh.

4.2 When displaying any written material at a public event, Conwy Mind will ensure that all material is displayed in both English and Welsh and will not treat any Welsh language text less favourably than the English language version.

5.0 Publicity & Advertising

5.1 Any publicity or advertising material that Conwy Mind produces will be produced in both English and Welsh.

6.0 Displaying Materials in Public

6.1 Any material that Conwy Mind display in public will be displayed in both English and Welsh, and we will not treat any Welsh language versions of these materials less favourably that we treat English versions.

7.0 Producing and Publishing Documents

7.1 Any documents that Conwy Mind produce will be produced in both English and Welsh.

7.2 Agendas, minutes and other papers for meetings, conferences or seminars that are open to the public will be produced in both English and Welsh, where needed.

7.3 Conwy Mind information leaflets will be produced in both English and Welsh

8.0 Producing and Publishing Forms

8.1 Any form Conwy Mind produce for public use will be produced in both English and Welsh

9.0 Websites and Online Services

9.1 Conwy Mind will ensure that:

A) Within the next 12 months, the Conwy Mind website will be available in both English and Welsh

B) Within the next 12 months, all the Welsh Language pages on the Conwy Mind website are fully functional

9.2 There will be a direct link on a bilingual homepage to both Welsh language and English language versions of webpages

9.3 If we are contacted through social media or via the Conwy Mind website in Welsh, Conwy Mind will reply in Welsh (if an answer is required)

9.4 Where relevant, we will post in Welsh language as well as English language on social media pages.

9.4 If a request is made for the information from Conwy Mind's social media posts to be provided in Welsh, Conwy Mind will make every effort to provide this information in Welsh

9.5 Within the next 12 months, any newsletter Conwy Mind publish on their website will be produced in both Welsh and English versions.

10.0 Operating Standards

10.1 Internal Administration

10.1.1 Conwy Mind will encourage the use of the Welsh language amongst all staff and volunteers.

10.1.2 All Conwy Mind policies will be available in the Welsh language, upon request.

10.2 Developing Welsh Language Skills in Conwy Minds Workforce

10.2.1 We will assess the Welsh language skills of our employees and encourage staff members to learn some basic Welsh language phrases and correct pronunciations of Welsh names and places.

10.2.2 Conwy Mind will provide information to new employees (e.g. for the induction process) in Welsh if requested.

10.3 Recruiting Staff

10.3.1 Conwy Mind will assess the requirement for new or vacant posts to identify if there is a need for Welsh language skills and in all cases will:

A) Specify that when advertising the post, and

B) Advertise the post in both English and Welsh

10.3.2 Regardless of whether Conwy Mind have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, Conwy Mind will:

C) Specify this when advertising the post

D) Advertise the post in Welsh

10.3.3 When Conwy Mind advertise a post, they will state that persons are welcome to apply in Welsh and if they do so, they will not be treated less favourably than an application written in English.

12.3 Recruitment information 10.4 .1 If Conwy Mind publish

A) Application forms for posts

B) Material that explains Conwy Mind’s procedure for applying for posts

C) Information about interview process, or about other assessment methods when applying for posts

D) Job Descriptions

Conwy Mind will publish all the above in Welsh, upon request. The Welsh language option will be clearly advertised.

Document information

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