

Welsh Language Scheme



This voluntary scheme has been prepared in accordance with the Welsh Language Board's Guidelines under the Welsh Language Act 1993.

This Welsh Language Scheme was approved by the Welsh Language Board in November 2009.

Brighter futures for children and young people

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Foreword

Welsh Language Scheme

The Adolescent and Children's Trust (TACT) is the UK's largest charity provider of fostering and adoption services. Working in nine offices across England, Wales and Scotland, we are dedicated to providing effective services and campaigning on behalf of children and young people in care and families.

Over the years, TACT's core work has been the provision of foster placements for children in the care of local authorities. However, in recent years we have merged and joined up with other organisations

and have diversified our areas of work. In 2007, we merged with the Independent Adoption Services (IAS) and have integrated their work into our care services. More recently, TACT joined together with the charity Parents for Children (PFC). PFC had a nationwide reputation in providing fostering and adoption placements for children with profound needs.

TACT also seeks to influence opinion and raise awareness of issues affecting children in care. In 2007, we merged with Children Law UK (CLUK), an organisation working to benefit children involved in the justice

system. CLUK has now been incorporated into TACT's external affairs department, which campaigns, lobbies parliament and works in the media on behalf of children in care.

TACT is a children's charity and everything we do is for the benefit of children in care and on the fringes of care. Operating profits are invested back into our service provision to ensure our carers and the children in our care receive the best support we can provide.

Our vision

Together we are creating a world where every young person is raised by people who care; where communities flourish because we help young people build lives full of opportunity and promise.

Our mission

We are harnessing the strength of families, carers, communities and organisations to unconditionally support and encourage children and young people to achieve their full potential.

Our values

- **Aspirational** – by helping others to grow, we grow ourselves.
- **Passionate** – we are determined to keep improving what we do. We will ambitiously pursue the best outcomes for everyone we work with.
- **Engaged** – we want to listen well and respond quickly to the people we work with: children and young people, their birth families, carers, our staff, local authorities and supporters.
- **Fair and equitable** – we will be open and transparent; communicating what we do and why we do it based on equality and respect for all.
- **Beyond profit** – we will make every decision based on what is best for children and young people. We will deliver excellent services as efficiently as possible in order to continually invest in the people we work with.

Statement of Intent

TACT Cymru has adopted the principle that, when carrying out its business in Wales, the Welsh and English languages will be treated equally.

This Welsh Language Scheme sets out how TACT Cymru will adopt this principle when providing services in Wales.

This Scheme will not be amended without prior consultation and agreement with the Welsh Language Board.

1 Introduction

We hope that our Welsh Language Scheme accords with the spirit of the broader national strategy and regulation.

1.1 The Welsh Language Act 1993 places a duty on the public sector to treat Welsh and English on an equal basis when providing services in Wales. Under section 5 of the Act all public bodies which receive a statutory directive from the Welsh Language Board are required to prepare a Welsh Language Scheme for approval by the Board. This ensures that Welsh speakers are able to access services in their own language as a matter of course.

1.2 The Welsh Language Act 1993 does not place a direct legal obligation on voluntary organisations to offer services in Welsh. However, there is a responsibility on those public bodies who prepare Welsh Language Schemes to ensure that any organisation, which enters into an agreement with them to provide services to the public on their behalf, delivers those services in accordance with their

Welsh Language Scheme. This has direct implications for TACT Cymru whenever it enters into contracts with local authorities and other public bodies.

1.3 The decision has been taken to develop a Welsh Language Scheme as a mark of TACT Cymru's dedicated commitment to the principle of equality for the Welsh and English languages so far as is appropriate in the circumstances and reasonably practicable. TACT Annual Review 2008-09 states that "we want to listen well and respond quickly to the people we work with – children and young people, their birth families, carers, our staff and our supporters." TACT Cymru recognises that members of the public can express their views and needs better in their preferred language. This enables them to use their preferred language as a matter of good practice rather than

a concession and that the denial of that right could place them (such as children and young people/foster parents) at a real disadvantage.

Therefore our Scheme will be based on the following principles:

- Wales is a bilingual country
- Language is an essential part of a person's identity
- An individual can express themselves more effectively in their preferred language
- Bilingual services and activities are a sign of good practice and promoting equality
- Bilingual services and activities will raise the profile of TACT Cymru and encourage ownership by Welsh speakers and non Welsh speakers alike as well as strengthen the organisation's fundraising appeal.

1.4 According to the 2001 Census 20.8% of the population of Wales speaks Welsh. However, the highest

percentage of Welsh speakers were found amongst children, e.g. 40.8% in children aged 5-15 years across Wales and as high as 91.4% in Gwynedd. Furthermore, more and more children are receiving their education through the medium of Welsh.

1.5 In addition, TACT Cymru is aware of the wider national scheme context.

laith Pawb: A National Action Plan for a Bilingual Wales, was published by the Welsh Assembly Government in February 2003. The plan represents the first ever national framework for action planned at governmental level for the protection, maintenance and promotion of the Welsh language.

Extending Entitlement (2000)
“Services to young people in Wales should be structured around an entitlement for all young people to a range of services in the language of their choice, designed

to promote their attainment and development as individuals.”

UN Convention on the Rights of the Child: Article 30 “In those States in which ethnic, religious or linguistic minorities or persons of indigenous origin exist, a child belonging to such a minority or who is indigenous shall not be denied the right, in community with other members of his or her group, to enjoy his or her culture, to profess and practice his or her religion, or to use his or her own language.”

The Children Act 1989 states that when a local authority is responsible for the care of a child it must give due consideration to the child’s religious, racial, cultural and linguistic background and provide appropriate services that are sensitive to these factors.

The Fostering Services (Wales) Regulations 2003 and National

Minimum Standards which together form the basis of the Regulatory Framework under the Care Standards Act 2000 for the conduct of the Fostering Services.

Standard 7 of the National Minimum Standards - Valuing Diversity

- 7.1 The Fostering Service ensures that children and young people and their families are provided with Foster Care Services which value diversity and provide equality.
- 7.2 Each child and his/her family have access to foster care services which recognise and address his/her gender, religion, ethnicity, origin, language, culture, disability, and sexuality.

2 Service Planning and Delivery of the Scheme

- 2.1** TACT Cymru is committed to achieving equality and valuing diversity. These principles are maintained and promoted in all areas of TACT's work including employment, recruiting and supporting foster carers, management and service delivery. This involves operating in an anti discriminatory way throughout all levels and functions of the organisation.
- 2.2** TACT is committed to the purpose of placing children in foster homes which reflect their language, culture, religion and ethnicity.
- 2.3** TACT Cymru will ensure that the quality and standard of information for service users both written and visual in Welsh and English will be equally compatible and of a high standard.

3 Policies, Initiatives and Projects

- 3.1** All new and existing TACT Cymru projects will be planned and carried out in accordance with our Welsh Language Scheme on approval of the Scheme.
- 3.2** All staff working on scheme and initiative development will be made aware of the requirements, appropriate advice and guidance will be provided.
- 3.3** Until TACT Cymru arrives at the stage of having sufficient Welsh speaking staff to deliver a complete bilingual service, we will make best use of current human resources.
- 3.4** All staff, foster carers and professional partners involved in service delivery will be made aware of the requirements of the Welsh Language Scheme and will receive written guidelines as appropriate.
- 3.5** TACT Cymru will ensure that within its Annual Business Planning and Services that it will examine its arrangements for delivering services to the public in Welsh, ensuring that the service delivered is meeting the linguistic needs of service users.

4 Communications

Welsh Language Scheme

In line with its policies and procedures around Customer Service, Service Users, Service Partners, customers and members of the general public are welcome to contact TACT through written, verbal or electronic means in English or Welsh and response times to correspondence will be the same in Welsh and English. This will be publicised through newsletters, annual reports and any other appropriate means.

4.1 Written communication

Letters received in Welsh will receive a signed reply in Welsh within the same timescale as an English letter which is five days. A translation service will be pursued if necessary. Emails received in Welsh will also receive a reply in Welsh within the same timescale as an email received in English.

4.2 Telephone communication

All incoming calls will be greeted bilingually in order to indicate to the caller that a language choice is being offered. TACT Cymru staff will respond to all external telephone calls with the bilingual greeting,

“Bore da. Good morning,
TACT Cymru”

or

“Prynhawn da. Good afternoon,
TACT Cymru”

If a member of staff who is unable to speak or understand Welsh receives a telephone call through the medium of Welsh, the member of staff will explain courteously to the caller that he or she is unable to communicate in Welsh and will transfer the call to a Welsh speaking colleague. If there is no bilingual member of staff present to take the call, the member of staff will offer to take down the caller's details and arrange for a Welsh speaking colleague to return the call as soon as possible or offer that the caller makes a written enquiry in Welsh or continues the conversation in English.

All TACT Cymru frontline staff will receive training in the use of bilingual greetings and response to those who wish to communicate in Welsh.

TACT Cymru will aim to provide a bilingual greeting on the answer phone recording.

4.3 Press releases

TACT Cymru will endeavour to issue press and publicity documents bilingually this includes press advertising, posters, campaigns, exhibitions and public information stands.

4.4 Public Meetings

Notices of Public Meetings and Public Conferences in Wales will

be bilingual. The public will be encouraged to notify TACT of their choice of language. Requirement for simultaneous translation will be assessed by means of registration form and provided when necessary.

4.5 Face to face contact

TACT Cymru will ensure that the language preference of a potential service user will be established at the first point of contact in order that the most appropriate language provision can be put in place. We will remain sensitive to the possibility that an individual's language preference may not be the same for written and verbal service provision. We will be flexible and adapt to these requirements.

The language preference of a service user will be held on record so that appropriate provision can be made in all future points of contact across TACT.

Where it is not possible to provide Welsh speaking staff and it is deemed to be more appropriate, TACT will seek the services of a professional translation service.

5 Public Image

5.1 Corporate Identity

TACT Cymru is the name of the organisation in Wales. The name will appear on all headed paper, fax paper, signage, both external and internal, business cards, forms, posters and leaflets.

TACT Cymru's address and any other standard information will appear bilingually on all corporate material, as listed above, used in Wales.

All signs at offices in Wales will be bilingual and will carry the TACT logo.

5.2 Publications

TACT Cymru will endeavour to produce all external material bilingually for use in Wales.

TACT Cymru will produce bilingual material for public use in Wales such as information for foster carers, children and young people, Annual Reports, Complaints and Representation materials etc.

5.3 Website

TACT will work towards providing web pages or sections of the website relating specifically to Wales bilingually.

5.4 Working in partnership

When working in partnership with other organisations, TACT will ensure that due consideration is given to our Welsh Language Scheme and the Welsh Language Scheme of other parties.

6 Staffing and Recruitment

6.1 TACT Cymru will monitor the skill levels and locations of its Welsh speaking staff by means of a language skills audit in order to ensure that sufficient Welsh speaking staff are employed to support the delivery and provision of:

Recruitment, selection, training of foster carers and support to children and young people.

6.2 TACT Cymru will work towards ensuring all recruitment documentation (i.e. adverts, job descriptions, person specifications) are in Welsh and English.

6.3 TACT Cymru will work towards ensuring that resources are allocated and arranged to carry out selection tests and interviews in Welsh as appropriate.

6.4 TACT Cymru supports and will continue to support and encourage any responsible requests from members of staff who wish to learn Welsh in line with their role and responsibility within the organisation.

6.5 Line managers will ensure that they will consider the opportunity to learn Welsh as part of an individuals personal development plans during their annual appraisals.

6.6 Language awareness training will be given to staff as a part of induction and through ongoing training. The training may be provided by Estyn Llaw or by using the DVD and pack available from the Welsh Language Board.

7 Implementation of the Scheme

7.1 The commitment to the Welsh Language Scheme has been approved by the Senior Management Team (SMT) of TACT and carries the authority of the organisation.

7.2 TACT in its commitment have provided a rolling incremental budget in order to implement the Scheme.

7.3 All TACT staff will be made aware of the Scheme, specifically those staff in TACT Cymru who will not only be made aware of the Scheme but of their responsibilities via written guidelines and through their line managers. The commitment and measures laid down will form part of the induction process for all new staff.

7.4 The Director of Children's Services in Wales is responsible for the coordination and development of the Scheme.

7.5 The Director of Children's Services in Wales will ensure continued assessment of the Welsh Language legislative needs of TACT Cymru via the TACT Annual Business Planning process.

8 Monitoring of the Scheme

- 8.1** The Director of Children's Services in Wales will provide annual monitoring reports for the Welsh Language Board. Complaints will be recorded and responded to in an appropriate way. Any complaints regarding the implementation of the Scheme or the quality of service should be sent to the **Director of Children's Services: Dot Jones, 20 Victoria Gardens, Neath, SA11 3BH.**
- 8.2** TACT will review the progress of the Scheme and action plan after three years in collaboration with the Welsh Language Board. Where amendments are agreed these will be reflected in the revision of the TACT Welsh Language Scheme.

9 Publicising the Scheme

Welsh Language Scheme

- 9.1** TACT Cymru will continually publicise the Scheme, the organisation's Welsh Language Services and activities and the complaints procedure to the public, staff, foster carers, children and young people, professional partners and to all those who have dealings with TACT Cymru.
- 9.2** The following methods of publicity may be used:
- Notices in offices
 - Notices to all TACT Cymru customers, local authorities, and other organisations
 - Press releases
 - Posters
 - Newsletters – TACT and TACT Cymru
 - TACT website
 - Circulation of guidelines to all staff

Implementation timetable

Reference	Action	Person responsible	Target date
2.0 Planning & Service Delivery of the Scheme			
2.1	Achieving equality and valuing diversity	Director of Children's Services, Wales	Current and ongoing
2.2	Placing children in foster homes which reflect their language, culture, religion and ethnicity	Director of Children's Services	Current and ongoing
2.3	Quality and standard of information in Welsh and English	Director of Children's Services	Current and ongoing
3.0 Policies, Initiatives & projects			
3.1	New and existing projects to be planned and carried out in accordance with the WLS.	Director of Children's Services	From September 2009
3.2	Staff working on scheme and initiative development to be made aware of requirements and provided with advice and guidance.	Director of Children's Services	From September 2009
3.3	Make best use of current human resources.	Director of Children's Services	Current and ongoing
3.4	Staff, foster carers and professional partners to be made aware of requirements and provided with guidelines.	Director of Children's Services	September 2009 - onwards
3.5	Ensure that the service delivered is meeting the linguistic needs of service users.	Director of Children's Services	September 2009 - onwards
4.0 Communications			
4.1	Written communication	All TACT Cymru managers	September 2009 - onwards
4.2	Telephone communication	Director of Children's Services	From September 2009
4.3	Press releases	All TACT Cymru managers	September 2009 - onwards
4.4	Public Meetings	All TACT Cymru managers	September 2009 - onwards
4.5	Face to face contact	All TACT Staff	September 2009 - onwards

Reference	Action	Person responsible	Target date
5.0 Public Image			
5.1.	Corporate Identity	Executive Director of External Affairs with Director of Children's Services	Current and ongoing
5.2	Publications	Executive Director of External Affairs with Director of Children's Services	Current and ongoing
5.3	Website	Executive Director of External Affairs with Director of Children's Services	2009 - April 2010
5.4	Working in partnership	Executive Director of External Affairs with Director of Children's Services	Current and ongoing
6.0 Staffing and Recruitment			
6.1	Welsh language skills audit	Director of Children's Services & managers	September 2009
6.2	Recruitment documentation	Director of Children's Services and area managers	Current and ongoing
6.3	Selection tests and interviews	Director of Children's Services	September 2009 - onwards
6.4	Support for staff who wish to learn Welsh	Director of Children's Services with HR Manager	September 2009
6.5	Learning Welsh as personal development	Director of Children's Services and line managers	Current and ongoing
6.6	Language awareness training	All line managers	October 2009
7.0 Implementation of the Scheme			
7.1	Commitment	Senior Management Team	August 2009
7.2	Rolling incremental budget	Executive Director of Finance	Current and ongoing
7.3	Awareness of the Scheme	Director of Children's Services	September 2009 - onwards
7.4	Coordination and development of the Scheme	Director of Children's Services	Current and ongoing
7.5	Assessment of Welsh language legislative needs	Director of Children's Services	September 2009
8.0 Monitoring of the Scheme			
8.1	Annual reports for the Welsh Language Board and dealing with complaints	Director of Children's Services	September 2009
8.2	Review	Welsh Language Board with Director of Children's Services	September 2009
9.0 Publicising the Scheme			
9.1 & 9.2	Publicity	Director of Children's Services	August 2009 - April 2010



The Adolescent and Children's Trust

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