



National Botanic Garden of Wales

Welsh Language Policy

Version 1.0

(This version replaces all other prior versions of Welsh language policies or schemes)

Mae fersiwn Gymraeg o'r ddogfen hon ar gael

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Contents

- 1 Introduction
- 2 Responsibilities
- 3 Correspondence
- 4 Telephone Calls
- 5 Public Meetings, Events and Courses
- 6 Documents and Forms
- 7 Website and Social Media
- 8 Communication around the Garden: Reception Services, Signs and Notices
- 9 Policies and Policy Making
- 10 Recruitment and Employment
- 11 Invitations to Tender
- 12 Record-keeping and Reporting
- 13 Complaints
- 14 Policy Review

1 Introduction

1.1 Through the National Botanic Garden of Wales' vision, as agreed by the Trustees:

“Conservation, Education, Inspiration: the National Botanic Garden of Wales will play for Wales on the world stage”;

and the fifth of its eight key strategic goals:

“Become an iconic Welsh cultural institution, adding perceptibly and measurably to the status and recognition of Wales”

we explicitly recognise the important role that the National Botanic Garden of Wales (“the Garden”) can and should play in the cultural and social life of the country.

- 1.2 Through the support provided by Carmarthenshire County Council we further recognise the link we have with our communities, and that we must strive to be an integral and respected member of the community.
- 1.3 We also believe that it is good business practice to provide services in the language of choice of our customers and that it shows respect to our workforce to encourage and facilitate the use of their chosen language in the workplace.
- 1.4 Section 44 of the Welsh Language (Wales) Measure 2011 confers on the Garden a duty to comply with the Welsh Language Standards as set out in its Compliance Notice. This Policy aims to reflect the general requirements of the Garden's Compliance Notice, but the Notice should be referred to for full details of the standards to which we are under an obligation to comply.
- 1.5 Welsh will not be treated less favourably than English and, where possible, we will try to promote the use of the Welsh language.
- 1.6 We will endeavour to ensure that everything we produce in Welsh is accurate in terms of meaning and expression. We will make changes to any Welsh text or message that is necessary as quickly as possible.

2 Responsibilities

- 2.1 The Director is responsible to the Board of Trustees for the implementation of this Policy, but all members of staff and volunteers are expected to understand and implement the Policy in their day-to-day work.
- 2.2 Heads of Department must ensure that all their policies and systems adhere to this Policy and to the Welsh Language Standards.

- 2.3 The following posts are assigned responsibility for ensuring compliance of specific Welsh Language Standards:

| Post | Responsible for Standard Number(s) |
|-------------------------------------|-------------------------------------------|
| Head of Facilities and Operations | 8-10, 13, 16, 101-108A, 116, 140 |
| Head of Marketing and Communication | 14, 48, 51, 52 |
| Head of Trading and Admissions | 60, 63, 64 |
| Human Resources Officer | 95-100, 112A, 123, 132-136, 145-148 |
| Compliance Officer | 125-131, 141-144, 149-168 |

- 2.4 In the event that a post becomes vacant, or that a post holder is away from work for a substantial period of time, the Director will assign temporary responsibility for any standards assigned to that post to another member of staff.
- 2.5 All staff and volunteers should inform the Garden's Compliance Officer of any issue they believe may not comply with this policy and/or the Welsh Language Standards.
- 2.6 The Compliance Officer will monitor compliance and make recommendations to Heads of Department or other members of staff as appropriate.

3 Correspondence

- 3.1 We welcome correspondence in Welsh as well as English.
- 3.2 If correspondence is received in Welsh and a reply is needed we will correspond in Welsh unless the person has indicated that there is no need to reply in Welsh.
- 3.3 When we write to someone for the first time, we will endeavour to find out in which language they wish to correspond; we will record their choice; and we will use that language in all future correspondence when writing solely to that person.
- 3.4 When we are writing to just one person and we do not know the preferred language of that person, we will send correspondence in both Welsh and English.
- 3.5 When we correspond to more than one person, we will send the correspondence in both Welsh and English.
- 3.6 When someone tells us that they wish to receive correspondence in Welsh we will record their preference and then use only Welsh in all future correspondence, except where material is produced bilingually.
- 3.7 In all correspondence sent from the Garden (including e-mails), and in all publications and notices inviting correspondence, we will state that we welcome correspondence in

Welsh; that we will respond to correspondence in Welsh; and that it will not lead to any delay.

4 Telephone Calls

- 4.1 All telephone calls to the Garden's main number will be answered with a greeting in Welsh followed by English. The greeting in Welsh will include a message that the person calling may speak Welsh if they wish.
- 4.2 The answerphone message on the Garden's main number will be in Welsh followed by English. The message in Welsh will inform callers that they may leave a message in Welsh.
- 4.3 Wherever we publish our main telephone number we will state in Welsh that we welcome calls in Welsh.
- 4.4 A member of staff or a volunteer answering a direct line call from outside the Garden (including a call made via the intercom at the Corporate Entrance gate) will provide a greeting in Welsh followed by English.
- 4.5 If anyone telephoning the Garden wishes to speak in Welsh, and the member of staff/volunteer is not able to deal with the call in Welsh, the call must be transferred to a Welsh speaking member of staff/volunteer. If there is no Welsh-speaking member of staff able to take the call, this should be explained and arrangements made for a Welsh-speaking member of staff to contact the person as soon as is practicable.

5 Public Meetings, Events and Courses

- 5.1 When we invite people to a meeting at the Garden we will ask them if they wish to use Welsh at the meeting. If at least 10% of the people invited to any meeting wish to use Welsh, we will provide a simultaneous translation service unless all participants are Welsh speakers.
- 5.2 When we arrange a meeting or event that is open to the public we will:
 - a) Send out invitations in Welsh as well as in English;
 - b) Advertise in Welsh as well as English;
 - c) State on any advertising materials that attendees may use Welsh;
 - d) Provide a simultaneous translation service where necessary;
 - e) Ensure that all written material at the meeting is available in Welsh.
- 5.3 When planning any new education course an assessment will be made of the need to offer the course in Welsh. When that assessment concludes that there is no need to offer the course in Welsh the assessment will be published on the Garden's website.

- 5.4 Any announcement over a public address system will be made in Welsh first; however, in the case of an emergency and when no Welsh speaker is immediately available the announcement may be made solely in English.
- 5.5 All publicity and advertising material produced by the Garden for any meeting, event, course or facility will be produced in Welsh as well as in English.

6 Documents and Forms

- 6.1 All documents and forms produced specifically for use by the public (except for scientific or technical documents) will be produced in Welsh as well as English.
- 6.2 Where any document or form is made available to the public (except for scientific or technical documents) and is not already required to be in Welsh, we will produce a Welsh language version of it if the subject matter or anticipated audience suggests that the document should be in Welsh.
- 6.3 Where separate Welsh and English documents or forms are produced, it will state on the English version that the document/form is available in Welsh.
- 6.4 Where forms have information pre-entered, that information will be in the language of the form.

7 Website and Social Media

- 7.1 All pages and menus on our website will be in Welsh as well as English, with a direct link on every English language page to the Welsh equivalent, and vice versa.
- 7.2 All posts on social media from official Garden accounts will be made in both Welsh and English.
- 7.3 When a reply is made on social media it will be made in the language used by the person posting the comment or question.

8 Communication around the Garden: Reception Services, Signs and Notices

- 8.1 The Garden encourages visitors, staff and volunteers to use Welsh if they wish to do so, and the right of people to speak Welsh or English will be respected.

- 8.2 All bilingual staff in reception and customer-facing roles (e.g. Gatehouse, Plant Shop, guides, cafes and restaurants) should wear badges that indicate that they speak Welsh; all other Welsh-speaking staff are encouraged to do so.
- 8.3 If a visitor wishes to speak Welsh with a member of staff or a volunteer, and the staff member/volunteer in attendance is not a Welsh speaker then a bilingual member of staff or volunteer should be called to attend. If there is no Welsh-speaking member of staff able to attend, this should be explained and arrangements made for a Welsh-speaking senior member of staff to contact the visitor as soon as is practicable.
- 8.4 All signs and notices that originate from the Garden, permanent and temporary, will be in Welsh and English.
- 8.5 When new signs or notices are created, or when signs or notices are replaced, the Welsh text will be placed so that it is likely to be read first.

9 Policies and Policy Making

- 9.1 We will produce Welsh language versions of all policies where we are required to do so by the Welsh Language Standards.
- 9.2 When we undertake any policy-making activities, including when we:
- formulate a new policy, or review or revise an existing policy; or
 - publish a consultation document which relates to a policy decision; or
 - commission or undertake research that is intended to assist us to make a policy decision
- we will consider:
- a) how opportunities for people to use the Welsh language could be improved;
 - b) how a positive effect on the way the Welsh language is treated compared with English might be brought about by a policy change.
- 9.3 We will keep a record of the steps we take in order to comply with 9.2.

10 Recruitment and Employment

- 10.1 For all new or vacant posts, we will assess the need for Welsh language skills using one or more of the following categories:
- a) Welsh language skills are essential;
 - b) Welsh language skills need to be learnt when appointed to the post;

- c) Welsh language skills are desirable; or
- d) Welsh language skills are not necessary;

and we will keep a copy of every such assessment made.

- 10.2 We will keep a record, for each financial year, of the number of new and vacant posts that were placed in each Welsh language category above.
- 10.3 Any post categorised as one where Welsh is essential, desirable or needs to be learnt will have this specified in the advertisement, which will be in Welsh as well as English.
- 10.4 All advertisements for vacancies will:
 - a) State that applications may be submitted in Welsh, and that applications submitted in Welsh will not be treated less favourably than those submitted in English;
 - b) Ask applicants to specify in their application whether they wish to be interviewed/assessed using the Welsh language, and will explain that a translation service from Welsh to English will be provided if it is required.
- 10.5 All recruitment materials will be published in Welsh as well as English. This will include:
 - a) Material explaining the application and/or interview process;
 - b) Job descriptions;
 - c) Person specifications.
- 10.6 Where an application is made in Welsh we will inform the applicant of the decision in Welsh.
- 10.7 When we offer a post to an individual, we will ask that individual if he or she wishes their contract to be in Welsh; and if they do, the contract will be provided in Welsh.
- 10.8 We will ask all our employees the language (Welsh or English) they would like to receive:
 - a) Any paper correspondence relating to his or her employment;
 - b) Any document relating to his or her training needs;
 - c) Any document outlining his or her performance objectives;
 - d) Any document that outlines or records his or her career plan;
 - e) Any forms that record or authorise
 - (i) Annual leave;
 - (ii) Absences from work;
 - (iii) Flexible working hours;

and provide those in the language requested.

10.9 When dealing with complaints from members of staff or when dealing with staff disciplinary matters we

- a) Welcome the use of Welsh, including where complaints or allegations are made in Welsh or where members of staff wish to respond in Welsh to allegations made against them;
- b) Will respond in Welsh to a complainant when a complaint is made in Welsh;
- c) Will ask staff members if they wish to use Welsh in any meetings, and provide a translation service from Welsh to English if necessary;
- d) Will inform staff of any decisions in Welsh if they have used Welsh during the process.

10.10 Mandatory annual health and safety training will be offered in Welsh as well as English. Any staff training in recruitment and interviewing; performance management; complaints and disciplinary procedures; and dealing with the public will be offered in Welsh as well as English.

10.11 Where such training is provided in Welsh, we will keep a record for each financial year of:

- a) The number of members of staff who attended the Welsh training; and
- b) The percentage of the total number of staff attending the Welsh training.

10.12 As part of their induction, new staff and volunteers will be given training on the Welsh Language Standards and the Garden's Welsh Language Policy, including how to handle complaints, within three weeks of starting work.

10.13 We will ask all staff to assess their Welsh language skills annually, and we will record on our staff list which staff members are fluent Welsh speakers.

10.14 We will offer a range of opportunities during working hours for staff to improve their Welsh language skills.

10.15 Staff will be provided with bilingual phrases that can be used in out-of-office messages, and the wording to use in their e-mail signature, including job title, contact details, and whether they are fluent in Welsh or a learner.

10.16 Where required, we will provide staff with computer software for checking Welsh grammar and spelling and will provide Welsh language software interfaces where they exist.

11 Invitations to Tender

- 11.1 All invitations to tender for a contract that we publish will be published in Welsh as well as English.
- 11.2 We will state on invitations to tender that tenders may be submitted in Welsh or English.
- 11.3 Tenders received in Welsh will be treated no less favourably than those in English.
- 11.4 If we need to interview tenderers as part of the process we will:
 - a) Inform tenderers that they may use Welsh in the interview; and
 - b) Provide a translation service from Welsh to English where necessary.

12 Record-keeping and Reporting

- 12.1 For each financial year we will record, by class of standard (service delivery, policy making, operational), the number of complaints we receive relating to our compliance with the Welsh Language Standards, and will keep copies of every written complaint we receive relating to the Welsh language.
- 12.2 We will publish by the end of September each year an annual report in Welsh and English that details, in relation to the previous financial year:
 - a) How we have complied with the service delivery standards and the number of complaints relating to the service delivery standards;
 - b) How we have complied with the policy making standards and the number of complaints relating to the policy making standards;
 - c) How we have complied with the operational standards and
 - (i) the number of employees who have Welsh language skills at the end of the year in question, by level of skill;
 - (ii) the number of members of staff who attended training courses that we offered in Welsh during the year;
 - (iii) the number of staff attending a Welsh version of any training course that we put on, as a percentage of the total number attending that course;

(iv) the number of new and vacant posts advertised, by category of Welsh language skills required;

(v) the number of complaints relating to the operational standards;

12.3 The annual report will be published on our website and a copy made available at the Gatehouse for members of the public. We will publicise the report on social media and in our newsletters.

12.4 This Welsh Language Policy, together with a copy of the Welsh Language Standards, will be published on our website and made available at the Gatehouse.

12.5 The Garden's Compliance Officer will make available to the Welsh Language Commissioner any information requested that relates to the standards with which we are under a duty to comply.

13 Complaints

13.1 When a complaint about the use of the Welsh language in the Garden is made, the member of staff or volunteer should, if appropriate, practicable and reasonable, take steps to bring the subject of the complaint into compliance with the standards (for example by arranging that a Welsh version of a temporary sign is produced immediately) and explaining courteously the actions he or she is taking to the complainant.

13.2 In all cases, the complainant should be asked if he or she would like to discuss the issue with a senior manager (and whether he or she would like to speak in Welsh to that manager); and if so, the member of staff should arrange for a senior manager to meet with, write to or telephone the complainant as preferred.

13.3 Details of any complaint received regarding the Welsh language in the Garden, including a copy of any complaint submitted in writing, should be passed on to the Garden's Compliance Officer immediately. The Compliance Officer will investigate with a view to recommending to the Heads of Department concerned any changes to training, policies, systems or signage.

14 Policy Review

14.1 This policy will be reviewed every three years unless there is a change to the Welsh Language Standards, legislation or guidance from the Welsh Language Commissioner.

14.2 The Garden's Compliance Officer will oversee the review, and amendments shall be approved by the Garden's Senior Management Team.