

**WELSH LANGUAGE SCHEME
MONITORING REPORT
NOVEMBER 2010**

Our Welsh Language Scheme has been prepared in accordance with the Welsh Language Act 1993 (the Act) and the Regulatory Code for Housing Associations in Wales, Welsh Assembly Government, March 2006. This Scheme received the approval of the Welsh Language Board under section 14(1) of the Act on 1 May 2008.

Aim of the Scheme:

Newydd Housing Association is the subsidiary of The Cadarn Housing Group and as the public facing member of the Group has been delegated responsibility for establishing a Welsh Language Scheme. The Cadarn Housing Group will comply with this scheme.

Newydd has adopted the principle, that in the conduct of public business in Wales, it will treat the Welsh and English languages on the basis of equality. This scheme notes how we will operate that principle in providing services to the public in Wales.

Objectives:

- to enable everyone who uses a service or is in discussion with the Association to do so through the medium of Welsh or English according to the personal choice of the individual
- to ensure that the services available through the medium of Welsh are high quality services

The Association acknowledges 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 rather than a concession, and that denying them the right to use their chosen language could place them in a disadvantaged position. The Association will therefore offer the public the right to choose which language to use when dealing with it, in accordance with the principle above.

This annual monitoring report received Board approval on Wednesday 24 November 2010.

Scheme Commitment	Progress	Action Required	Deadline
<p>3.1 Policies and Initiatives</p> <p>3.1.1 In formulating new policies and initiatives, or in amending policies, the Association will assess their linguistic impact and make sure they are consistent with this Language Scheme and will ensure that the measures in the Scheme are implemented when new policies and initiatives are implemented.</p> <p>3.1.2 The Association will consult the Welsh Language Board beforehand regarding any proposal which would directly affect this Language Scheme. This Scheme will not be amended without the prior agreement of the Welsh Language Board.</p> <p>3.1.3 We will ensure that whoever is involved in the formulation of policies is aware of the Scheme and of the Association's responsibilities under the Regulatory Code and the Welsh Language Act 1993.</p>	<p>All policies include a section regarding compliance with the Welsh Language Scheme. All staff responsible for reviewing policies have been made aware of the Scheme's requirements.</p> <p>In 2009 all policies were subject to an Equality Impact Assessment and this included language.</p>		
<p>3.2 Service Provision</p> <p>3.2.1 We will ensure that as many of our services as possible are available in Welsh and we will inform the public when they are available.</p> <p>3.2.2 The Association will carry out the commitments noted in the Scheme by implementing the following arrangements</p>	<p>All staff are aware of our Welsh speaking staff. We publish all information available to the public bilingually and place it on our website.</p>	<p>We will review the guidance to staff for delivery of services in Welsh on our intranet.</p>	<p>April 2011</p>

<ul style="list-style-type: none"> organise the service team so that staff who can speak Welsh can deal with the public who speak Welsh; enable officers from one office who can speak Welsh to assist another office when the need arises; adopt systems or procedures which facilitate the provision of service in the chosen language of the person receiving the service; employ professional translators; raise awareness among the Association's staff of the Language Scheme; consider the need to increase the availability of Welsh language skills by means of training and recruitment. 	<p>Our intranet contains a page that gives guidance on how to deal with Welsh speaking customers and guidance for those wanting to learn Welsh language skills.</p> <p>Key posts are identified as requiring Welsh language skills as an essential or desirable criteria in the person specification.</p>		
<p>3.3 Services provided for the public by other organisations</p> <p>Regulatory functions and third party services</p> <p>3.3.1 Any contracts or arrangements made with a third party will be consistent with relevant sections of this Scheme.</p> <p>Partnerships</p> <p>3.3.2 The Association works in partnership with public</p>	<p>Many of our partners are public bodies who have their own Welsh Language Schemes in place. Where we are working with other partners we make them aware that they must comply with our scheme and provide guidance as necessary to</p>	<p>Review key partnerships and contracts to ensure our Welsh language commitments are being delivered</p>	<p>September 2011</p>

<p>bodies, organisations from the voluntary sector and other agencies. We operate on many levels when working with others:</p> <ul style="list-style-type: none"> • when the Association is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Language Scheme • when the Association joins a partnership led by another body, the Association's input to the partnership will comply with the Language Scheme and the Association will encourage other parties to comply <p>3.3.3 The Association will ensure that officers are aware of the requirements of the Language Scheme when operating in partnership.</p>	<p>ensure they can comply.</p>		
<p>3.4 Quality Standards</p> <p>3.4.1 Services provided in Welsh and in English will be equal in quality and they will be provided within the same timetable.</p> <p>3.4.2 We are committed to communicating with customers in the format and language of their choice. All documents published after the approval of this Scheme will contain the following statement:</p> <p><i>If you require translation facilities or information in other languages or formats, including Welsh, Braille, large font or on CD or tape then this is available on request. You are also able to use our Language Line</i></p>	<p>All published documents contain the statement regarding language and format and this is displayed in reception areas.</p>	<p>Some non compliance has been identified. Need to enforce this commitment.</p>	<p>October 2010</p>

<p><i>service to speak to someone in your preferred language. Please ask for details.</i></p> <p>This statement is displayed in the reception areas of our public facing offices in several languages, including Welsh.</p>			
<p>4.1 Correspondence</p> <p>4.1.1 The Association welcomes correspondence in Welsh.</p> <p>4.1.2 All correspondence will be dealt with promptly and correspondence through the medium of Welsh should not in itself lead to delay.</p> <p>4.1.3 When someone writes to us in Welsh, we will provide a reply in Welsh (if a reply is needed).</p> <p>4.1.4 All correspondence following a telephone or face-to-face conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person will be in Welsh.</p> <p>4.1.5 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).</p> <p>4.1.6 We will keep a record of those persons who wish to deal with the Association in Welsh.</p>	<p>We currently comply with these commitments. We have arrangements for translation in place and have consistent customer service standards for all customers regardless of language preference.</p> <p>We retain a list of all tenants who wish to deal with us in Welsh and this is available to all staff. This list is reviewed as tenancies change and updated a part of annual tenants' survey.</p>	<p>The latest tenants' survey carried out over Summer 2010 resulted in 6% of survey respondents choosing the option "Welsh" to the question: What format or language would you like to receive information in?</p> <p>Continue to review tenants' language preferences through an annual survey.</p>	<p>September 2011</p>

<p>4.1.7 We will agree arrangements for correspondence and for arranging translation.</p>			
<p>4.2 Communication over the telephone</p> <p>4.2.1 The Association welcomes telephone calls in Welsh and our standard practice is to ensure that the public can speak in Welsh or in English when dealing with us over the telephone.</p> <p>4.2.2 In order to achieve the aim of treating the Welsh and English languages on an equal basis, we will take the following steps to enable Welsh speakers to deal with the Association in Welsh over the telephone:</p> <ul style="list-style-type: none"> ▪ ensure that we have available bilingual front line/reception officers, by means of training/recruitment ▪ provide an internal directory of Welsh speakers to whom calls can be transferred ▪ provide staff with guidelines on how to deal with telephone calls from Welsh speakers and ensure that they are familiar with the arrangements 	<p>All staff are aware of our Welsh speaking staff. We publish all information available to the public bilingually and place it on our website.</p> <p>Our intranet contains a page that gives guidance on how to deal with Welsh speaking customers and guidance for those wanting to learn Welsh language skills.</p> <p>Key posts are identified as requiring Welsh language skills as an essential or desirable criteria in the person specification.</p>	<p>We will test our performance in providing services in Welsh through mystery shopping</p>	<p>June 2011</p>
<p>4.3 Public Meetings</p> <p>4.3.1 When public meetings are held by the</p>	<p>We ask for language</p>		

<p>Association, including conferences and other similar events, those present will be welcome to contribute through the medium of Welsh or English. There will be circumstances in which it will be appropriate on the basis of information, to hold all the activities bilingually, in Welsh only or in English only.</p> <p>4.3.2 We will invite attendees to inform the organisers whether they wish to use Welsh or English.</p> <p>4.3.3 The organiser will assess whether translation facilities are needed. As well as considering whether the Association has been informed of the chosen language of the attendees, he/she will consider the location of the event, who is likely to be present, and the subject in question.</p> <p>4.3.4 When there are Welsh speakers among those invited to attend, or if it is known that Welsh speakers intend to be present, translation facilities should be arranged.</p> <p>4.3.5 Based on the requirements of attendees, written materials such as leaflets or other documents used at public meetings, may be provided in bilingual form.</p> <p>4.3.6 As well as translation equipment, we will assess the need for members of staff who speak Welsh to be present to welcome the public and to deal with their inquiries. Our staff will make their language abilities evident at meetings, for example, by greeting people bilingually and using the Welsh Language Board's</p>	<p>preferences when we invite people to public meetings (e.g. our AGM). We ensure that Welsh speaking staff are available and they wear "Iaith Gwaith" badges. Posters are displayed prominently at public events ensure people know they are welcome to communicate in Welsh.</p>		
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<p>“laith Gwaith” badges.</p>			
<p>4.4 Other Meetings</p> <p>4.4.1 The Association welcomes meetings with the public in Welsh or in English, but due to the shortage of Welsh speakers, we cannot guarantee a face to face meeting in Welsh. In such circumstances we will politely explain the situation and offer other options, such as to organise translation or proceed with the meeting in English.</p> <p>4.4.2 If it is obvious that there is a consistent demand for face to face meetings through the medium of Welsh, and that we are failing to meet that demand, we will consider taking action such as training or appointing bilingual staff.</p>	<p>We currently receive minimal requests for meetings in Welsh.</p>		
<p>4.5 Communicating with the public in other ways</p> <p>4.5.1 We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.</p> <p>4.5.2 The Association is committed to enabling the public to deal with us in Welsh through electronic communication, on line or other media.</p>	<p>Key public documents are produced bilingually for identified Welsh speakers and made available on line.</p>		
<p>5.1 Corporate Identity</p> <p>5.1.1 The Association has adopted and introduced a totally bilingual identity.</p>	<p>Our identity is bilingual.</p>		

<p>5.2 Signs</p> <p>5.2.1 When we renew or re-erect any signs we will ensure that the new versions are totally bilingual. Signs erected for the first time will be totally bilingual</p> <p>5.2.2 The size, standard of clarity and prominence of the words on the signs will respect the principle of language equality.</p> <p>5.2.3 It will be the Association’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.</p>	<p>All signs are bilingual or equal in terms of form, size, quality, clarity and prominence.</p>	<p>We will review our compliance with this commitment</p>	<p>April 2011</p>
<p>5.3 Publishing and Printing Materials</p> <p>5.3.1 We will produce documents aimed at the public in general in a bilingual form.</p> <p>5.3.2 When a document is published which has a price, the price of a Welsh version of the document will be no higher than the price of the English version.</p> <p>5.3.3 We will ensure that staff and those with responsibility for printing are aware of the policy and procedures for publication.</p> <p>5.3.4 Our website will be in English but bilingual</p>	<p>We provide published documents in Welsh to those who have requested information in Welsh and make no extra charge. All Welsh documents are published on our website including the Welsh Language Scheme in Welsh.</p>		

<p>documents published on our website will be available in a bilingual form on our website and the website will contain a copy of this scheme in Welsh and an explanation of how to access services and information in Welsh.</p> <p>5.3.5 We will ensure that Welsh text in our publications is of a high standard and that the tone is appropriate for the target audience.</p>			
<p>5.4 Forms and explanatory material</p> <p>5.4.1 We will produce bilingual forms when it is reasonably practicable and appropriate under the circumstances.</p> <p>5.4.2 When we produce bilingual forms, our standard practice will be to produce bilingual forms with both languages appearing together in the same document.</p> <p>5.4.3 In some cases (perhaps due to the complexity of a form) production of a bilingual version will not be practical, and separate Welsh and English versions may be more appropriate. In such cases, the Welsh and English versions should:</p> <ul style="list-style-type: none"> ○ be published at the same time ○ be equally as easy to obtain in offices and other distribution centres ○ be distributed together, and 	<p>We produce bilingual forms or separate forms in each language. All forms include our language and format statement.</p>	<p>We will review all our forms to ensure compliance with this commitment.</p>	<p>April 2011</p>

<ul style="list-style-type: none"> ○ include a message which confirms that the form is also available in the other language. <p>5.4.4 The Association will try to establish the chosen language of members of the public by including a “language choice” question on the first form in a series. Once the chosen language of an individual is known, we will distribute material in Welsh, English, or bilingually from then on, as appropriate.</p> <p>5.4.5 We will ensure that consistency of terms is a regular practice in the preparation of forms.</p>			
<p>5.5 Press Releases</p> <p>5.5.1 Press releases are a prominent part of the Association’s public face. Due to geographical areas in which we predominantly work the main recipients of press releases will be the English language media. Press releases in Welsh will be issued to Welsh language media as appropriate under the circumstances.</p>	<p>We have issued no press releases to the Welsh media but are able to do so if required.</p>		
<p>5.6 Marketing and Publicity Campaigns</p> <p>5.6.1 Our marketing campaigns will comply with the relevant sections of this Scheme.</p>	<p>We continue to comply with this commitment</p>		
<p>5.7 Official Notifications, Public Notifications and Staff Recruitment Advertisements</p>			

<p>5.7.1 Our official and public notices will be bilingual when it is appropriate under the circumstances. They will be equal as regards form, size, quality, clarity and prominence.</p> <p>5.7.2 Information packs, such as job descriptions and person specifications will be prepared in Welsh and in English for every post where Welsh language skills are essential.</p> <p>5.7.3 When we use the Welsh language press to advertise our advertisements in those publications will appear in Welsh only.</p> <p>5.7.4 Advertisements for posts for which Welsh language skills are essential will appear in Welsh in all publications, with an explanatory note in English for English or bilingual publications.</p>	<p>Our recruitment procedures comply with these commitments. Posts that require Welsh language skills as an essential are advertised in Welsh.</p> <p>Recruitment packs are also produced in Welsh for posts requiring Welsh language skills.</p>		
<p>6.1 Staffing</p> <p>6.1.1 The Association will make arrangements to ensure, to the extent that it is reasonably practical, that workplaces which have contact with the public have access to staff with appropriate Welsh language skills to enable those workplaces to provide a service in Welsh. The degree to which this is necessary or possible will vary, depending on the service and on the area.</p> <p>6.1.2 We will respond to any lack of skills by means</p>	<p>We review the extent of our staff's Welsh language skills annually and identify any gaps in provision to be met through recruitment or training. We also review the Welsh language requirement for each post when it becomes vacant.</p>	<p>The latest review of Welsh language skills carried out over summer 2010 identified 7 designated Welsh speakers. 4 are based on our Coryton office, 2 in the Vale office and 1 in the Valleys office. The scheme requires there to be a</p>	

<p>of our recruitment and training, or by considering the possibility of relocating staff internally.</p> <p>6.1.3 We will set Welsh language requirements (desirable or essential) on some posts, by considering the following factors:</p> <ul style="list-style-type: none"> • The amount and frequency of contact with the public • The current ability of the unit or office to deliver a face to face service through the medium of Welsh • The expertise of the post, i.e. skills in the Welsh language could be vital in some specific fields • If it is a post in a specific geographical area, on an assessment of the number/percentage of Welsh speakers in the area. <p>6.1.4 In assessing our staffing needs, we will provide for a possible increase in the demand for services through the medium of Welsh as schemes are implemented and as Welsh speakers respond to the offer of service in Welsh.</p>		<p>designated Welsh speaker on reception duties at each office, currently there is a gap at our Newtown office (no Welsh speakers out of a team of three staff) and at our Vale office where the reception staff are not designated Welsh speakers.</p> <p>In addition to the 7 designated Welsh speakers there are 8 other staff who have varying degrees of Welsh language proficiency, 1 of these has been attending training within the past year and 1 person is still actively learning.</p> <p>Continue to review staff Welsh language skills annually and attempt to fill gaps through recruitment or training.</p> <p>The proposed consolidation of offices into one main contact</p>	<p>September 2011</p> <p>September 2013</p>
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		centre over the next 3-4 years will impact on this issue and will need to be reviewed.	
<p>6.2 Recruitment</p> <p>6.2.1 When it is desirable or essential that an applicant should possess skills in the Welsh language, this will be noted clearly in the qualifications section of the post and in advertisements. We will also note the level of competence necessary for the post, for example “to be a fluent Welsh speaker”.</p> <p>6.2.2 If an applicant who cannot speak Welsh is appointed to a post where the ability to speak Welsh is considered essential then the ability to learn the language up to a specific level of skill, within a reasonable period of time to be agreed, will be one of the conditions of appointment. Progress towards the target will be monitored regularly.</p>	<p>Our recruitment procedures ensure we comply with this commitment. Progress of Welsh learners in posts where Welsh language skills are required is monitored.</p>		
<p>6.3 Welsh Language Training</p> <p>6.3.1 We will support this Language Scheme by encouraging and supporting members of staff to learn Welsh or to improve their skills in Welsh.</p> <p>6.3.2 We will plan our training programme carefully and concentrate resources on those parts of our service where there is frequent communication with Welsh speakers, or where there are linguistic requirements to the post.</p>	<p>We encourage staff to develop their Welsh language skills and include the requirements of the Welsh language scheme as part of our staff induction procedures.</p> <p>Staff have access to internet</p>		

<p>6.3.3 Dictionaries and electronic material will be available to help members of staff who are learning Welsh.</p> <p>6.3.4 The Association will also provide awareness training for staff with regard to the requirements of this Scheme. Our standard practice will be to include such training in the induction of new staff.</p>	<p>learning resources.</p> <p>Individual training needs are regularly reviewed as part of our staff appraisal scheme.</p>		
<p>6.4 Vocational Training</p> <p>6.4.1 Human resources managers and staff who have responsibility for training will assess the need for specific Welsh language vocational training for staff.</p>	<p>Individual training needs are regularly reviewed as part of our staff appraisal scheme.</p>		
<p>6.5 Administrative Arrangements</p> <p>6.5.1 This Scheme has the full authority, support and approval of the Board of Management. The Chief Executive has the overall responsibility for the implementation of the Language Scheme and all members of staff have a responsibility to know how to implement the Scheme effectively.</p> <p>6.5.2 Managers will have responsibility for implementing those aspects of the Scheme which are relevant to their work,</p> <p>6.5.3 In order to promote the use of Welsh in the workplace we will provide resources such as dictionaries, Welsh terminology software and other</p>	<p>The Chief Executive is the organisation's Equalities Champion and lead the implementation of the Welsh Language Scheme.</p> <p>An Equality & Diversity Group made up of staff is in place and is consulted on compliance with the Welsh Language Scheme.</p> <p>The Board has approved the Welsh Language Scheme and</p>		

<p>Welsh medium software for staff.</p>	<p>receives an annual monitoring report on compliance with the commitments and further action required.</p>		
<p>6.6 Reviewing the Implementation of the Scheme</p> <p>6.6.1 The following senior officer has responsibility for monitoring and reviewing this Scheme:</p> <p style="padding-left: 40px;">Chief Executive, The Cadarn Housing Group, Ty Cadarn, 5 Village Way, Tongwynlais, Cardiff CF15 7NE, telephone 02920 629364 or e-mail enquiries@cadarn.co.uk</p> <p>6.6.2 Monitoring this Scheme will be a continuous and structured activity. This will include monitoring the following fields:</p> <ul style="list-style-type: none"> • compliance with the Scheme • quality of service - to look at complaints and at the front line service • management and administration • adequacy of linguistic skills - based on commitments 6.1-6.4 • mainstreaming <p>6.6.3 We will use the Association's standard complaints procedure to record and deal with complaints about this Scheme and will ensure that it</p>	<p>The Board has approved the Welsh Language Scheme and receives an annual monitoring report from the Chief Executive on compliance with the commitments and further action required.</p> <p>No complaints have been received regarding the Welsh Language Scheme or any of the commitments contained in it since the last monitoring report.</p> <p>No improvements to the Welsh Language Scheme have been suggested by members of the public.</p> <p>This monitoring report will be submitted to the Welsh Language Board.</p>		

<p>will be possible to monitor specific complaints about the Scheme.</p> <p>6.6.4 The Chief Executive will report to the Board annually and will send a copy of the report to the Welsh Language Board. The report will follow a format agreed with the Board and will include information about the nature of any complaints and improvement suggestions received from the public in respect of the Scheme.</p>			
<p>6.7 Publication of Information</p> <p>6.7.1 We will include a statement in our annual report noting where members of the public can obtain a copy of our annual monitoring report to the Welsh Language Board.</p>	<p>We are currently not compliant with this requirement.</p>	<p>To comply with this requirement in the next Annual Review.</p> <p>We will publish this annual monitoring report on our website in Welsh and english when it has been approved by the Board.</p>	<p>September 2011</p> <p>November 2011</p>
<p>6.8 Publicity</p> <p>6.8.1 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.</p> <p>6.8.2 Our methods of publicising the Scheme and its contents will follow our usual corporate publicity arrangements, and will include ensuring that the</p>	<p>We have published the Welsh Language Scheme on our website.</p>	<p>We will feature an article on the Welsh Language Scheme in our tenants' magazine, in View.</p>	<p>April 2011</p>

<p>Scheme is published in a prominent location on our website.</p>			
<p>6.8.3 We will ensure that the Association's staff and agencies are familiar with the measures included in the Scheme in order to ensure that attention is paid to the measures whenever appropriate.</p>			