



Welsh Language Policy

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Version 1.0

13/03/25

Reassessment: 13/03/2028

1. Introduction

In line with the Welsh Language (Wales) Measure 2011, the Welsh Language Commissioner issued the Royal Commission with a Compliance Notice in July 2016 specifying which Welsh Language Standards it is required to comply with.

Under the Standards the Welsh language must be treated no less favourably than the English language. Further information about the scope and purpose of the Welsh Language Standards can be found on the Welsh Language Commissioner's website.

This policy shows our commitment to treat the Welsh and English languages on a basis of equality and provides our Welsh-speaking customers with a clear indication of the service they can expect from us. It will also serve to ensure Spectral Ecology's compliance with the Welsh Language Standards.

2. Contact with the clients, suppliers and the public

We are committed to ensuring that all parties contacting the Spectral Ecology receive an equal service through either the medium of Welsh or English. Services provided in Welsh and English will be of equal quality and will be provided within the same timescale.

2.1. Written correspondence (e-mail, paper and social media)

2.1.1. When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is required). Our target time for replying to correspondence received in Welsh will be the same as for replying to correspondence written in English. Our target timescales will be acknowledgement within three working days and a full reply within 14 working days.

2.1.2. When we initiate correspondence with an individual, group or organisation in Wales we will do so bilingually unless. If a preference for language is registered, a record will be kept of an individual's language preference in our CRM.

2.1.3. If any materials require to be published separately in Welsh and English we will ensure that both versions are available simultaneously. The English version will state that a Welsh version is available.

2.1.4. All correspondence sent by e-mail in Welsh or English will include a bilingual electronic signature which will also identify Welsh speakers.

2.1.5. Correspondence from us will state that we welcome receiving correspondence in Welsh.

2.2. Telephone communications

2.2.1. We will endeavour to ensure that the public can speak in Welsh or English when dealing with us by telephone.

2.2.2. All our staff will answer the telephone with a bilingual greeting and have bilingual recorded messages on their answer-phones.

2.2.3. If the caller wishes to speak Welsh, our staff, if unable to speak Welsh, will endeavour to connect the call to a Welsh-speaking colleague qualified to deal with the enquiry.

2.2.4. If no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or e-mail.

2.2.5. When we telephone an individual for the first time we will ask them whether they wish to receive communications from us in Welsh. A record will be kept of an individual's language preference.

2.3. Meetings

2.3.1. When we invite people to a meeting we will ask them whether they wish to use the Welsh language at the meeting. If necessary we will provide a translation service from Welsh to English for that purpose.

2.4. Publications

2.4.1. Material (publicity material, documents, forms and associated explanatory material) for use by the public in Wales will be fully bilingual. For material to be published electronically on our website, documents may be published as separate Welsh and English versions as there will be a direct link to the equivalent page in the other language.

2.4.2. When we enter information on bilingual forms that are sent to the public, we will do so bilingually unless we know that the recipients would prefer to receive the information in Welsh or English only based on previously stated language policy

2.4.3. If the Welsh and English versions have to be published separately (for instance, if a document would be too lengthy or bulky), both versions will be of equal size and quality and we will ensure that both versions are available at the same time and are equally accessible. We will note clearly on the English version that the material is also available in Welsh.

2.5. Online presence

2.5.1. Our corporate website is fully bilingual with a direct link to the Welsh page on the corresponding English page.

2.5.2. When we use social media, we will treat the Welsh and English languages equally.

2.5.3. If available, the Welsh versions of any posts or publications will be posted at the same time as the English publication on our website.

2.5.7. Where a document (e.g. technical paper or journal article) is available in only one language, it will be accessible (via a link or otherwise) from the equivalent page in the other language and its existence will be made equally apparent to users in both languages.

2.6. Signage

2.6.1. Where a symbol cannot be used, we will ensure that all of our permanent and temporary signs, which give information to the public, will be bilingual with the Welsh and English text being treated equally with regard to size, legibility and prominence. Where both languages are to appear on the same sign Welsh will appear above or to the left of the English text. If separate Welsh and English signs are provided, they will be equal in terms of format, size, quality and prominence.

2.6.2. We will ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

2.7. Branding and public identity

2.7.1. We have a bilingual corporate identity in Wales. Our name, contact details, logo and other standard information will appear in Welsh and English on all material which displays our corporate identity. This includes our stationery and material such as business cards, identity badges, compliments slips and invitations. Welsh and English will be treated on an equal basis in terms of size, format, quality, legibility and prominence. Where both languages are to appear on the same page Welsh will normally appear above or to the left of English in layouts.

3. Policy development

New or revised policies and initiatives will be consistent with this policy. They will be subject to a Welsh Language Impact Assessment to ensure that the Welsh language is treated no less favourably than the English, to support the use of the Welsh language, and to consider ways to increase opportunities for people to use the Welsh language. They will, wherever possible, help the public in Wales wishing to use Welsh as part of their daily lives to do so.

4. Implementation of this policy

4.1. Internal arrangements

4.1.1. The measures in this policy carry the full authority, support and approval of Spectral Ecology and its staff.

4.1.2. Managers will have the responsibility of implementing those aspects of the policy relevant to their work.

4.1.3. We will appoint one of the directors to coordinate the work required to deliver, monitor and review this policy.

4.1.4. This policy will be publicised to all staff, and to the public in Wales. It will be published on our website in a prominent place.

4.1.5. We will arrange briefing and training sessions for our staff to increase awareness of this policy, and to explain how it will affect their day-to-day work.

4.1.6. We will ensure that we use qualified and appropriately skilled translators or interpreters when commissioning services to help with the delivery of this policy. We will expect those translators to be members of Cymdeithas Cyfieithwyr Cymru (The Association of Welsh Translators and Interpreters) or a similar organisation.

4.1.7. Any form of contact with the public in Wales, which is not specifically dealt with by this policy, will be undertaken in a manner which is consistent with the general principles enshrined in this policy.

4.2 Recruitment

4.2.1. When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements.

4.2.2. If a candidate unable to speak Welsh is appointed to a post where the ability to speak Welsh is desirable, the person appointed will be encouraged to learn Welsh.

4.2.3. A candidate unable to speak Welsh may be appointed to a post for which Welsh is considered essential where time can be allowed to learn the language. In these cases, learning the language to the required level of competence, within a reasonable agreed period, will be a condition of employment.

4.2.4. When no suitable Welsh-speaking candidates can be found for a post where Welsh is essential (or when a candidate unable to speak Welsh has been appointed and is learning the language), we will make temporary arrangements under which the Welsh language service can be provided (by using, for example, Welsh-speaking staff from elsewhere in the organisation to deliver parts of the service).

4.2.5. Information packs and job forms will be available in Welsh and English for all of our jobs.

4.2.6. Application forms for posts will provide space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment. If required, simultaneous translation service from Welsh to English will be provided.

4.3. Language training

4.3.1. Our staff will be encouraged to learn or improve their Welsh, and we will support those who wish to do so.

4.3.2. We will fund this training and allow staff to attend courses during working hours.

4.4. Partnership working

4.4.1. When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects in Wales comply with this policy and with the Welsh Language Standards issued to us.

4.4.2. When we join a partnership which another organisation is leading, our input to the partnership will comply with this policy and we will seek to encourage the other partners in Wales to comply.

4.4.3. When we are a partner in a consortium, we will encourage the consortium to comply with this policy. When acting in the name of the consortium, we will operate in accordance with this policy in Wales.

4.9. Reviewing and amending the policy

4.8.1. We will monitor our progress in delivering this policy and compliance with the Welsh Language Standards.

4.8.3. We will prepare annual monitoring reports outlining progress in delivering this policy and the implementation of and compliance with our Standards.

4.9.1. We will review this policy every three years. The reviewed policy will be approved by the directors. The next review will be in April 2028.

4.9.2. From time to time, we may need to review this policy, or propose amendments to this policy, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

5. Complaints and suggestions for improvement

5.1.1. We welcome comments or suggestions for improvement. You can contact us on [EMAIL TO BE INSERTED AT STARTING].

5.1.2. If you have a concern or complaint relating to Spectral Ecology's compliance with the Welsh Language Standards, please refer to Spectral Ecology's complaints procedure: [INSERT WEBSITE ADDRESS HERE WHEN LIVE]/complaints-policy/.