

Cynllun Iaith Gymraeg

Welsh Language Scheme

Tŷ Elis Counselling

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1 Introduction

Tŷ Elis is a registered Charity and a Company Limited by Guarantee managed by the Board of Trustees.

We currently provide or undertake 4 main services and activities:

- Counselling and psychotherapy for individuals 18 years and over
- The Tŷ Elis Diploma in Therapeutic Counselling; National Counselling Society (NCS) accredited
- Other training, for example, clinical supervision training, weekend workshops and student placements
- Clinical supervision of all counsellors for two hours twice a month.

Our mission is to provide a confidential, high quality, robust, low cost, mental health counselling service for persons in the local community. We aim for there to be no barrier for an individual to be able to work with us to improve their mental wellbeing which includes a language barrier.

Legal Duty

Tŷ Elis is not a public body as defined by the Welsh Language Board Act 1993. There is no legal requirement for us to have a Welsh Language Scheme however we as an organisation are committed to working towards providing language choice. We have followed the basic structure template of the Welsh Language Commissioners template and this document should be seen alongside the Equal Opportunities Policy

Welsh Language in Bridgend and Neath/Port Talbot

According to the 2011 Census 33,800 (12%) members of the population speak Welsh in the county boroughs of Bridgend and Neath/Port Talbot, where most of the clients we serve live, compared with 14% in 2001. We have to date not been asked to provide counselling in Welsh by any client and have had only 1 volunteer counsellor who was working with us for a short time who was able to provide counselling services in Welsh.

2 Statement

Tŷ Elis has adopted the principle that we will work towards the conduct of our business in Wales to treat the English and Welsh languages equally, where this is practical and possible to do given the limited availability of Welsh speaking volunteer counsellors. We believe that offering services which respect an individual's choice of language can make a significant difference to the experience of the individual. We wish to be able to encourage people who have dealings with Tŷ Elis to feel comfortable using their preferred language. We are working towards providing our services bilingually wherever it is practical and appropriate given the limited availability of Welsh speaking volunteers/counsellors. This scheme sets out how Tŷ Elis is looking to develop and put into effect this principle when providing services to the public where possible.

3 Planning and Delivering Services

Any new or revised initiatives and policies which are adopted we will aim to promote and facilitate the use of Welsh wherever possible, given the availability of Welsh speaking volunteers and counsellors available to us at that time. When Tŷ Elis plans and formalizes policies or initiatives, we will assess the Welsh language outcomes, looking to ensure that they fulfil the commitments of this Scheme. The Trustees will be responsible for ensuring that any developments respect the commitments made in this Scheme.

Delivery of Services

The aim is to provide a high standard of service in accordance with our commitment in this Scheme. The standard of this bilingual service will be regularly reviewed, with the aim of continuously improving the standard. Tŷ Elis will endeavour to work towards the provision of a comprehensive service of the same high standard in English and Welsh by:

- ensuring that all staff/volunteers are aware of the implications of this Welsh Language Scheme
- where and when we have Welsh speaking volunteers available, encouraging service users to feel comfortable using Welsh by making use of the available resources, for example, Welsh language posters.
- finding reliable translation services of a high standard to, where possible, provide relevant material in Welsh and English.

4 Communicating with the Welsh Speaking Public

Written correspondence - including email:

- Tŷ Elis welcomes written correspondence in English and Welsh.
- All letters received in Welsh we will endeavour to answer in Welsh, wherever possible and if we are able to do so quickly.
- We will endeavour to ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English.

Telephone communications

- We wish for people to feel welcome to speak English or Welsh in dealing with Tŷ Elis over the phone and any Welsh speaking receptionists will be encouraged to do so.
- We will aim to converse in Welsh when a bilingual speaker telephones our office, if they so wish. However, if no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back as soon as practically possible if we have an appropriate Welsh speaking volunteer/member of staff; submit the request in writing (hard copy/e-mail); or continue the conversation in English.
- Following a telephone conversation in Welsh, all subsequent communications, whether written or verbal, will where Welsh speaking volunteers are available, be in Welsh or bilingual if at the request of the caller.



Face to Face

Ty Elis Counselling services: We will record the Welsh/English language preference and make every effort where practically possible to ensure this is complied with, subject to the constraints of the number of Welsh speaking volunteer counsellors at that time.

5 Publications

We take our Welsh language commitments seriously therefore all Marketing publications are available in both English and Welsh. Marketing posters and leaflets on our services are translated into Welsh, providing information on the free community counselling service, training, business support services, diploma course and giving, respectively.

If it is not possible to publish documents in a bilingual format, Ty Elis will, where possible, ensure that the English and Welsh versions appear at the same time. Current public documents will be produced bilingually when revised or reprinted. Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications. We will consider how to make the best use of voluntary assistance in preparing bilingual publications. At the same time, we will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience. When funding is available specifically for this we will look to publish our website in Welsh.

6 Implementing the Policy

Staffing

Ty Elis will assess what language skills are necessary in each workplace and for each core activity in order to implement this Scheme. Job descriptions will include a clause noting that the ability to communicate in Welsh is desirable or not required for the post in question. Ty Elis will conduct a review of the language skills of its staff and will include this information in an internal contacts list in order to make full use of their language skills. When recruiting new staff, directors and volunteers will take into consideration the linguistic requirement of the post and the whole team in order to allow the implementation of this Scheme. Given our limited funding constraints Ty Elis will, where available, look to gain specific funding to be able to set up a scheme to support staff who wish to improve their Welsh language skills as part of their continuing professional development.

Complaints and Feedback

Official complaints and suggestions should be sent to: info@tyelis.org.uk or 14 Victoria Avenue, Porthcawl, CF36 3HW for the attention of the Manager. If a Welsh speaking manager is working within Ty Elis we will look to provide our Complaints procedures and process through the medium of Welsh.

Any complaints received by Ty Elis will be dealt with in accordance with the Complaints Procedures and Policy.

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