Cyngor Gwasanaethau Gwirfoddol Sir Ddinbych
Creu Cymunedau Cryf trwy Weithredu Gwirfoddol
Denbighshire Voluntary Services Council
Building Resilient Communities through voluntary action

Cefnogi Trydydd Sector Cymru
Third Sector Support Wales

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DVSC Welsh Language Statement

An increasing number of businesses and third sector organisations are seeing the commercial advantage of using the Welsh language. DVSC is keen to be promoting the Welsh Language as part of its commitment to the third sector and to extend its reach.

Like the majority of third sector organisations, DVSC is not mandated to provide services bilingually, except where specified in a contract with a public sector organization complying with the Welsh Language standards.

However, as the membership body for volunteers, voluntary and community groups and third sector organisations in Denbighshire it is important that we are accessible and inclusive, support good practice and the needs of the sector, members and partners.

As a county, Denbighshire has Welsh speaking communities and we therefore need to be fully inclusive and accessible to all community members. We also support and endorse the commitment to promoting and supporting Welsh culture and progress towards a bilingual Wales.

We are working to improve our performance in this area, within the limits of the resources we have. We have sought advice and guidance from the Welsh Language Commissioner's Office to support us in this area and this Welsh Language Statement and the Action Plan below reflects this advice and guidance.

DVSC took the first step and completed the self-assessment questionnaire and an action plan was developed in June 2017 with a view to increasing and continually improving the use of Welsh language throughout the organisation. This was updated in May 2018 and shows continued improvements in spite of reduced staff and financial resources.

Specific improvements of note include bilingual corporate communications, further improvements with respect of our brand identity and corporate logos (fully bi-lingual) and the decision to invite expressions of interest from our membership to be the network lead for Welsh Language and equalities on DVSC's Third Sector Partnership Group to support our influencing and engagement activity in this area.

The Welsh Language Commissioner's office assessed us last year and benchmarked our progress and it is their scoring criteria reflected in the plan below. We have now asked them to review their scoring criteria based on recent progress.

We recognize that this is the starting point and are committed to a journey of improvement in this area, subject to available resources. We hope you find this statement and the action plan useful for understanding DVSC's commitment to this important issue.

The Welsh Language Commissioner decided to move away from using Welsh language policies and to create the Hybu questionnaire and progress plan with the idea that this was a document which was constantly being looked at and improved. Many businesses and third sector organisations now class the Hybu plan as their Welsh language policy, and then add a statement to the front page of the document.

Welsh Language Progress Plan

What is the Plan?

A framework to allow organisations to plan their use of the Welsh language with an emphasis on increasing that use over time.

How does it work?

Step 1: A questionnaire to assess your current use. A questionnaire has been created that enables you to get an idea of your current use in various areas that are part of the day to day activities of a business or charity.

Step 2: Based on your responses to the questionnaire, the system will create the basis of an action plan on your behalf with an idea of your current level of provision (from 1 to 3) in each area.

Step 3: You can then set targets in the plan to aim for the next level, improving your provision for users and customers. One of the Commissioner's officers is available for more information or to discuss the action plan in more detail if required.

Step 4: Present your progress plan to the Commissioner.

You can contact the Commissioner at any point during the process to discuss further and receive practical advice on how to move forward.

DVSC Welsh Language Progress Plan

Here is DVSC's progress plan. The plan contains our responses to the Welsh Language Commissioner's self-assessment questionnaire and an indication of our current level of provision in each area – from 1 to 3 with 3 being the highest level of provision.

The next step in this process is to set targets in order to increase our Welsh language provision within the various fields. For an indication of the types of targets to set, here are some examples for each field. The Welsh Language Commission recommends setting a list of targets that fit the size of the organisation.

DVSC is the membership body for volunteers, voluntary and community groups and third sector organisations operating in Denbighshire and we work with other County Voluntary Councils and the Wales Council for Voluntary Action under the umbrella of Third Sector Support Wales. As an organisation with less than £500,000 turnover DVSC is not mandated to provide services bilingually unless specified in a contract with a Welsh Government funded organisation. DVSC strives to model best practice, where we are able, and subject to available resources.

This action plan which we are publishing and making available to our stakeholders – members, partners, and funders – through our website represents our commitment to improving our own practice and performance in this area.

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
2. External communication				
2.1. Face to face We currently don't have a member of the team with the welsh language skills to hold a conversation in welsh.	①	We will endeavour to ensure a Welsh-speaking member of staff or volunteer is available to greet visitors in Welsh where there is a Welsh speaker.	Senior management	Look to recruit bilingual staff at next recruitment opportunity We advertised posts specifying Welsh

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				language skills as being essential and then highly desirable. However, we failed to have the applicants and were not able to recruit Welsh speakers for the new posts being recruited. We will advertise the next job opportunity and actively promote through Welsh language networks (Menter Iaith Sir Ddinbych, Lleol.cymru/swyddle etc) specifying Welsh is essential in the first instance, and if we do not receive sufficient applications will emphasise that it is highly desirable.
2.2. Sending letters and emails We communicate bilingually sometimes e.g. for specific marketing campaigns, or to share information with a target audience.		We run specific events, campaigns and projects and ensure that we communicate bilingually where possible.	All staff	This was put in place in July 2017 and is ongoing. For public engagement

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		Invites and agenda items to the following will be bilingual: all member networks/forums; Invites and communications about the Open Doors Club; Information about new volunteer recruitment campaigns on denbighshirevolunteers.net; Invites to AGM; all press releases sent out by DVSC		campaigns and initiatives and events and activities we produce bilingual communications. Looking to the future, we will work towards ensuring that all marketing campaigns/events etc are bilingual, thus helping to normalise the language and organisational culture towards a bi-lingual culture and practice.
2.3. Responding to letters and email We currently don't have a member of the team with the welsh language skills to respond in welsh.	①	We will respond in Welsh to Welsh correspondence we receive whenever formally requested striving to ensure that this does not cause a delay. In all cases currently, there will be a minor delay if a professional translator is required. However, we have a holding sentence.	All staff	Aim to recruit bilingual staff at next recruitment opportunity Aim to encourage staff in the organisation to develop Welsh language skills as part of personal and

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				professional development. In particular we will explore course opportunities through https://dysgucymraeg.cymru/ in the first 2 quarters of the new financial year.
2.4. Press releases Our press releases are usually issued bilingually but, in some cases where an urgent release is required, it is possible that we will issue it in English first, with the Welsh version to follow		All our press releases will be sent out bilingually. In very rare cases it is possible that we will issue it in English first however the Welsh version will always follow	Staff issuing press releases	This is ongoing and was put in place from July 2017.
2.5. Over the telephone We do not currently have the resources to deal with telephone calls in Welsh		We will aim to recruit a Welsh speaking member of the front line team at the next recruitment opportunity. We will encourage all members of staff to **answer** the phone bilingually.	All staff	Ongoing. A number of staff have signed up for the Introduction to Work Welsh course with Dysgu Cymru. We will continue to expore advice and learning through https://dysgucymraeg.cymru/ where modules are available. All staff members to answer

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				the phones bilingually, but ensure that they have training to deal with Welsh language requests and how to handle a call if the person starts talking Welsh.
3. Corporate image and branding				
3.1. Corporate image and brand Our image is fully bilingual, including any sub-headings, treating both languages equally.		Our new corporate logo is fully bilingual and treats both languages equally. Our new DVSC website offer is fully bilingual Our DenbighshireVolunteers website is fully bilingual and the logo is being revised to be fully bilingual		
4. Publications and publicity				
4.1. Publications and publicity All external publications and publicity materials are provided bilingually and some internal publications are available bilingually.		Publicaions and publicity are provided bilingually on all or most occasions. (ie exception if they are not)		

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		Welsh Languagfe Statement and Action Plan is available bilingually but for resource reasons, we communicate internally in English		
4.2. Please note whether the following items are available:				
Business cards Bilingually - Welsh and English are equal		We do not have business cards but all email signatures are fully bilingual		
Headed paper Bilingually - Welsh and English are equal		Fully bilingual		
Pop-ups Bilingually - Welsh and English are equal				
Advertising banners Bilingually - Welsh and English are equal		Fulty bilingual		

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
E-mail footers Bilingually - Welsh and English are equal		Fully bilingual		
Marketing materials Bilingually - Welsh and English are equal		Fully bilingual		
Registration forms Bilingually - Welsh and English are equal		Fully bilingual		
Guidance and booklets Bilingually - Welsh and English are equal		Almost all guidance and booklets are bilingual with English and Welsh being treated equally		
Signs Bilingually - Welsh and English are equal		New logos and corporate materials are bilingual		
Packaging Not applicable				

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
Menus Bilingually - Welsh and English are equal				
Staff uniforms Not applicable				
5. Website and social media				
5.1. Website Our website is bilingual on the whole, but we sometimes upload English content first along with a note explaining that the Welsh content will be uploaded shortly.		Our websites (3 in total) are bilingual with the pages updated regularly. There may be small time delay between loading English and Welsh pages though in most cases this will only be minutes.	All staff and specifically MBSA and Wellbeing Engagement Facilitator who update websites	New DVSC corporate website scheudled to go live in Q1, 2018-2019
5.2. Social Media Messages are posted in the language spoken by the officer, so Welsh language posts occur when linked to specific public engagement activity where bilingual communications is specified and where available resource allows.		We will increase our use of the Welsh language on social media, aim to have translated basic phrases about events, networks and activities for reuse, and and will encourage Welsh-speaking staff to post messages in Welsh	All staff	Some steps can be taken through Forward planning with planned translation for recurring events/networks requiring minor modifications. This is likely to occur more once Welsh speaking staff are in place.

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				Alongside forward planning, we will draw on the latest advice and guidance from the Welsh Language Commissionner on Using the Welsh language on social media http://www.comisiynyddygymraeg.cymru/hybu/SiteCollectionDocuments/Using%20Welsh%20on%20Social%20Media%20SA.pdf. In the short to medium term, we will aim to increase the Welsh on our twitter feed by making sure that we re-tweet the Welsh and English versions of any messages being published from other organisations. We will also ensure that our 'About us' on social media channels are bilingual.

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6. Public meetings and events				
6.1. Choice of language for attendees We ask for attendees' language choice for some events	①	In our events, we will note that individuals are welcome to contribute in Welsh if they wish to do so however there may be occasions when a Welsh speaking member of staff is not available due to the size of the DVSC team For our AGM a translator is present	DVSC events organisers	Ongoing
6.2. Conference schedule				
6.3. When organising an event which is open to the public, which of the following statements best describes your organisation?				
Invitations or marketing materials Bilingual - Welsh and English are equal	③			

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Forms e.g. registration, feedback or booking forms Bilingual - Welsh and English are equal	③			
Audio announcements English only				
Speeches/ talks English only				
Signs Bilingual - Welsh and English are equal	③			
Attendees pack Bilingual - Welsh and English are equal	③			
Exhibitions Bilingual - Welsh and English are equal	③			
7. New services, initiatives and campaigns				

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
7.1. New services, campaigns and policies When planning new projects, consideration is given to the Welsh language but we do not have a specific procedure for doing this. It can depend on staff experience or knowledge, or the specific requirements of the project.		We will give consideration to the Welsh language in accordance with our Welsh Langugage Statement and this action plan when planning any new project, campaign or initiative and will implement in line with the action plan. In addition, all future funding bids will include provision for translation costs.	DVSC staff	July 2017 and remains ongoing. All bids now include a Welsh translation budget and commissionners and grant bodies increaslingly accept and expect this as per the Bids and Contracts Guidance.
7.2. Offering services Only Welsh-speaking officers offer a language choice, but no record is kept of this.		We will deal with requests for Welsh-medium services, if requested in advance whenever possible and subject to available resources. If there is sufficient demand, we can arrange for Welsh langugage specific training. However where necessary we make it clear that this is dependent on resources allowing	DVSC staff	This is done on request and subject to available resources. Our medium to long term aim is to be looking to present an 'active offer' of Welsh language services,. Whilst people may not ask for the service, we are aware that if there were services available in Welsh, the take up is usually higher and we can

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				reach out to and engage more stakeholders.
7.3. Service delivery We are currently unable to offer a Welsh language service.				
7.4. Helplines Not applicable				
7.5. Which of the following statements describes your provision? Not applicable				
7.6. Working Welsh Our Welsh-speaking officers have a footnote in their e-mail which notes that they welcome correspondence in Welsh or English.	①	There has been a dip in scoring here due to the departure of 2 Welsh language speaking officers, in the timeframe, and the failure to recruit Welsh language speakers in spite of recruitment efforts to do so. This will be done as soon as we have Welsh speaking officers	All staff with Welsh languuage abilities	Pending appointment of Welsh speakers
7.7. Contracting Yes	③	When working with contractors and partners, we will remind them of our commitment to providing Welsh language services	DVSC staff	Ongoing

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7.8. Working with contractors and partners Yes				
8. Staff and volunteers				
8.1. Staff recruitment When advertising, we note that the Welsh language is a 'desirable' skill for staff who deal with the public		We will ask for the Welsh language as an 'essential' skill when recruiting new members of staff who will be dealing with the public and continue to specify the Welsh language as 'highly desirable' for all posts.	DVSC staff responsible for recruitment, Membership and Business Support Administrator	This is ongoing and will be done at the next recruitment opportunity
8.2. Advertising vacant posts We advertise posts bilingually		We already publish recruitment advertisements bilingually and we aim where possible to use Welsh language media to share them. If resources allow we will pay for Welsh language job sites or pay through social media to promote.	DVSC staff responsible for recruitment and Membership and Business Support Administrator and Wellbeing Engagement Facilitator	This is ongoing and will be done at the next recruitment opportunity
8.3. Language awareness The information pack provided to all officers at the beginning of their		The Staff Handbook provided to staff at the beginning of their employment will refer to Welsh	The Membership and Business Support	Updated Statement to be included in Staff Handbook and action

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employment refers to Welsh medium services.		Language Statement and our commitment to Welsh language services with links to the action plan	Administrator will include the Welsh Language Statement and links to the Action Plan in the Staff Handbook and will communicate this to all staff. It is also the responsibility of managers to ensure all staff are aware of this. This will be supported by Bilingual Wales training for staff, volunteers and members organised by DVSC's Sector Support Officer.	plan shared with team including volunteers by end of May 2018. Welsh Language refresher training to be provided in Q2 of 2018-2019 and to be available to staff, volunteers, and to DVSC members
8.4. Language skills We are aware of Welsh language skills of our staff and officers		We ask staff about their Welsh language skills in interview and we ask them about their commitment to learning the Welsh language. This is recorded as part of the	DVSC interviewing staff	At interviews

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
		recruitment process on the interview assessment form.		
8.5. Learning and using the Welsh language We strive to create a workplace environment which encourages officers to use the Welsh language e.g. by hosting events to promote the Welsh language.	②	We will strive to create a workplace environment which encourages officers to use the Welsh language. We will inform officers about resources such as Cysill which can help them to use Welsh in the workplace. We will put up notices on team noticeboards and in the Volunteer centre general information provided by the Welsh language Commissioner to raise awareness of the Welsh Langugage. We will assess the demand for Welsh langugage improver classes with our members and offer this up to DVSC team members.	DVSC staff	Ongoing

This action plan will be reviewed and refreshed annually and we will share this action plan with our stakeholders through the DVSC website.

A version of this action plan has been updated in Q1, 2018.

The next review date for the statement and action plan will be in Q1 2019 with the aim of further service improvement.

If you are a DVSC member and would like advice on how to improve your own provision and services please contact the Welsh Language Commissioner on hybu@welshlanguagecommissioner.**cymru or 08456033221 or contact our Sector Support Team on sectorsupport@dvsc.co.uk**

Please contact sectorsupport@dvsc.co.uk if you are interested in Bilingual Wales training and taking part in a Welsh Language Learners class.