



**Supervising, promoting  
and facilitating  
compliance with Welsh  
language standards**



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Further to our document '[Welsh Language Standards](#)', which explains what the Welsh Language Standards mean to us at the National Lottery Community Fund and how we comply with them, here are the additional steps we have taken to oversee, promote and facilitate compliance of the standards.

The standards provided to the National Lottery Community Fund have been listed on our website [here](#) and they are divided into four categories:

- Service Delivery
- Policy Making
- Operational Standards
- Record Keeping

### **Overseeing compliance**

We have appointed a Welsh Language Officer here at the Fund which is a full-time position primarily responsible for ensuring compliance with the Welsh language standards. This officer is the point of contact for matters relating to the Welsh language and the compliance notice. Staff and members of the public can contact the Welsh Language Officer by emailing [welshlanguage.advice@tnlcommunityfund.org.uk](mailto:welshlanguage.advice@tnlcommunityfund.org.uk)

In addition to the Welsh Language Officer we have an internal Translator at the Fund who also has a good understanding of our standards and has access to the above inbox.

The Welsh Language Officer and the Translator are managed by the Head of Communications and Engagement, who is part of the Wales Management Team and is responsible for matters relating to the Welsh language at a higher level when necessary.

The Welsh Language Officer reports to the Fund's Wales Committee annually to provide an update on how we comply to the standards, as well as the additional things we are doing to promote and facilitate the use of Welsh both internally and externally. We currently (September 2023) have two committee members who speak fluent Welsh and communicate through the medium of Welsh at our meetings with the use of a simultaneous translator.

We have considered the Welsh Language Standards in the Welsh Business Plan to ensure all new programmes comply with our standards. The plan also notes the importance of bilingual services to provide high quality customer service.

As well as the Fund's Annual Report reporting back to the Commissioner's Office on how we meet our Welsh standards we have an update on our compliance of the Standards within the Fund's overall Annual Report which is submitted to the UK Government.

At the Fund we emphasise that it is the responsibility of everyone across the United Kingdom to ensure compliance with Welsh Language Standards. In all job adverts across the United Kingdom we include this sentence in the Role Profile:

**If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Fund's Welsh Language Standards is required.**

We give an introduction to the standards and our Welsh language service as part of our corporate induction to all staff joining the Fund across the UK. A Language Awareness module is also part of the core training package, Workplace Essentials, for all staff across the UK to complete annually. Members of staff in Wales have the option to complete our core training through the medium of Welsh.

To oversee compliance and our operating standards, we have a procedure which ensures that any new online systems for staff will now be procured as bilingual systems, wherever possible, ensuring that staff can use these systems in either Welsh or English in the future.

In line with our policy making standards, we have a policy for awarding grants that all members of staff are aware of which can be found on our website [here](#).

Any research we commission will include standard requirements on the Welsh language within the agreement e.g. the ability to conduct the research bilingually etc.

A clause about operating within the Fund Standards and offering a bilingual service is always part of our tender documents, when it applies to us tendering to an external organisation to carry out research on our behalf.

### **Promoting Compliance**

To promote our compliance and service delivery standards, we make good use of Work Welsh resources provided by the Welsh Commissioner's Office, such as large vinyl logos to display on our doors, and lanyards and badges for our staff to wear. We ensured that the entrance of our two offices made it clear to customers that they could communicate with us in either Welsh or English and that they had a choice in the matter.

We also use Work Welsh resources digitally and virtually, both by using the logo on email signature templates and by putting the logo on the photos of our Welsh-speaking staff.

During our 2019 rebrand, we produced a Welsh language charter which explains in simple terms what the Standards mean to us as an organisation and to our staff.

We often share posts on our social media promoting Welsh language projects and giving guidance to our grantholders on how to offer a bilingual service to make their projects accessible to everyone in the community, such as [this blog](#).

We also produce blogs offering advice on providing a bilingual service and regularly promote our Welsh language projects in our monthly bilingual newsletter to our email subscribers.

We make good use of our social media to promote Welsh language days including Welsh Rights Day, which is the Welsh Language Commissioner's campaign emphasising that Welsh speakers have the right to Welsh language services without having to ask for them.

### **Facilitating Compliance**

To facilitate our compliance and service delivery standards, all of our grant application forms require the preferred communication language of the principal and senior contact of the project. These details will be recorded on our grant management system and all correspondence and contact will be in that language from then on.

All our written materials including newsletters, blogs, press releases and social media posts are bilingual and both Welsh and English are published at the same time.

With virtual meetings for customers or external people such as funding events and project training, we can offer separate sessions in Welsh and English where applicable as we have enough staff to do so. We can also hold one bilingual event with the use of a simultaneous translator when suitable and in instances where there aren't enough Welsh speakers to hold a separate session.

In line with our policy making standards, we seek the views of Welsh speakers and Welsh communities during the development phase of programmes and test the application materials with them before launching it. When we hold consultation events in person or online, these are held bilingually and Welsh speakers are encouraged to contribute in Welsh.

In line with our operating standards, we are working more closely with the HR team to develop new recruitment methods and we have seen a significant increase in the number of Welsh speakers we attract to work for the Fund and over half of the Wales directorate staff are now Welsh speakers.

We have a dedicated Welsh page on our intranet for staff with information constantly being added, such as guidance on running successful bilingual meetings and events, bilingual email templates, arrangements for translating documents and so on.

All our staff have access to training to learn Welsh or improve their Welsh skills, such as Work Welsh courses and Proficiency training.