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FUND

# Welsh Language Standards



# The Welsh Language Standards - what's it all about?

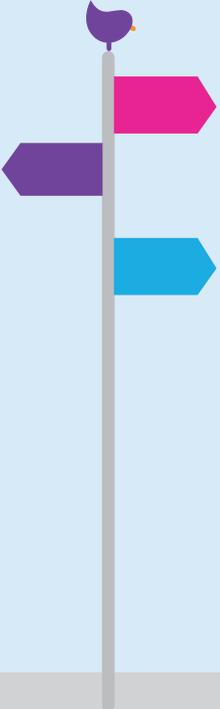
New standards have been introduced for the Welsh language. The standards put a legal framework in place for the Welsh language in order to ensure that people can live their lives through the medium of Welsh, and understand what services are available to them in Welsh. The standards were introduced as part of the Welsh Language Measure (Wales) 2011 and the Welsh Language Commissioner ensures that public bodies such as the Big Lottery Fund are in compliance with it.

## So the new language standards have been introduced - but what does that mean for you when you contact us?

You can be confident when you contact us in Welsh that we will:

- Treat Welsh and English equally at all times in our work in Wales
- Acknowledge the right of individuals to live their lives from day to day and in the workplace through the medium of Welsh

And here's how we'll do this...



If you'd like any further information on our Welsh language services please contact us on:

Phone: 0300 123 0735

E-mail: [welshlanguage.advice@biglotteryfund.org.uk](mailto:welshlanguage.advice@biglotteryfund.org.uk)

[www.biglotteryfund.org.uk](http://www.biglotteryfund.org.uk)



## Writing to us

When you write us a letter or e-mail you can do this in Welsh and we will answer in Welsh.



When we write to you for the first time we will do so bilingually and ask you whether you wish to receive future letters or e-mails from the Fund in Welsh. If you tell us you want to receive correspondence from us in Welsh, we will make a note of this and remember it the next time we get in touch with you.

When we write to a large number of people at the same time we will always do so bilingually.

## By telephone

When you contact us by phone we will answer in Welsh and English and tell you that a Welsh language service is available. You will always be able to discuss with us and talk to us in Welsh, and if there is no Welsh-speaker available we will tell you when someone is available and call you back.



You can leave us a message in Welsh at any time and our service in both languages will always be to the same high standard.

## Face to face

Many situations arise when you will be in face to face contact with us. This could be at a meeting in our office, at a community event, a public meeting or at an exhibition.

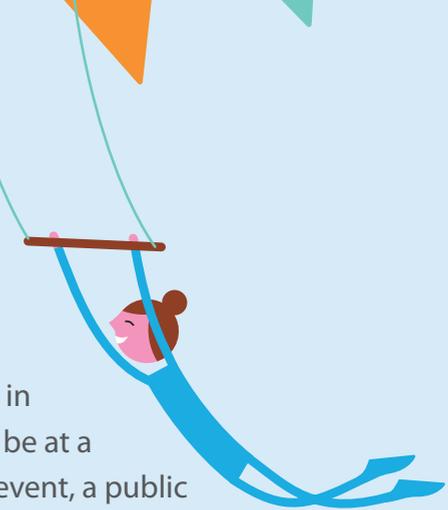
We will advertise and send out meeting and event invitations bilingually and offer translation facilities if you wish to contribute in Welsh.

All materials and information will be available in Welsh when we hold events or take part in events with other organisations.

Whatever the situation or occasion, you will be able to participate in Welsh.

## On paper and in print

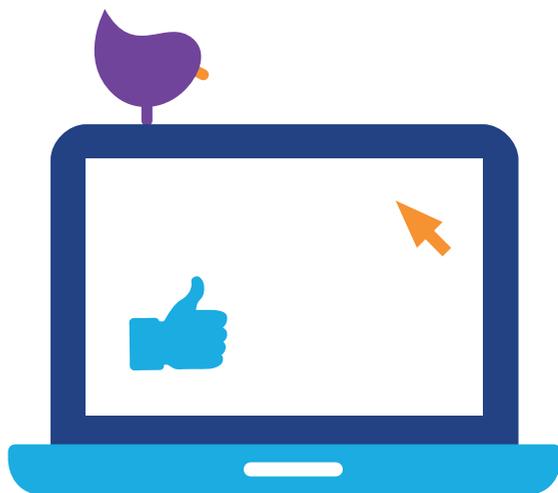
All documents, booklets, promotional materials, flyers and forms we produce in Wales will be available in Welsh and English. The Welsh language will be treated no less favourably than the English language in our printed materials.



## Online

### Our website

The internet is one of the first places people go for information on a wide range of things. That's why we regularly update our website with information on our work and projects. All pages relevant to Wales on the Big Lottery Fund's website are available in Welsh and you can easily switch between languages on each page. When we update English language pages, we will update the corresponding Welsh page at the same time.



### Social media

The number of people who get their information and news from social media continues to grow, and the Big Lottery Fund in Wales makes extensive use of Twitter and Facebook to keep in touch with groups and share our news. We use Welsh and English on both of these and you are welcome to contact us in Welsh on Twitter and Facebook.

[www.twitter.com/biglotterywales](https://www.twitter.com/biglotterywales)

[www.twitter.com/loterifawrcymru](https://www.twitter.com/loterifawrcymru)

[www.facebook.com/biglotteryfundwales](https://www.facebook.com/biglotteryfundwales)



## Our offices

The Big Lottery Fund has two offices in Wales - one in Newtown and the other in Cardiff. We provide Welsh and English language services at both. Welsh speaking staff wear a badge so that you can see who speaks Welsh.

The Welsh language is prominent in our offices - and all signs are in Welsh and English. Information which is available and displayed at our offices will be in both languages and neither will be treated any less favourably than the other.



## Funding

Distributing National Lottery funds is our main area of work – each year we share millions of pounds to projects and good causes across the country, improving health, education and the environment.



A number of the groups and individuals who apply to us for funding are more confident in doing so through the medium of Welsh - and we welcome this.

If you are applying for funding in Welsh, this will not slow down the process of dealing with your application. Grant applications are considered in the language in which they are submitted - and a team of Welsh speakers deals with applications received in Welsh. Once you apply for funding with us you can go through the entire process in Welsh if you wish - from the first meeting to the final letter.

If you receive Big Lottery Funding for a project in Wales, you are expected to deliver and run your project bilingually under the conditions of your grant. If you are not confident in doing this, help is available from Estyn Llaw [www.estynllaw.org](http://www.estynllaw.org) or by contacting us.

We also take into account the effects of any award on the opportunities people have to use Welsh, and ensuring that Welsh is treated no less favourably than English.

## As an employer

We are committed to the principle that our staff can live their working lives through the medium of Welsh in line with the standards - from filling in an application form and getting an interview, to arranging time off or discussing employment issues.

When recruiting we take into consideration the need for Welsh language skills in any new or replacement role. When we advertise a role for which language skills are needed, we will specify this and advertise in Welsh.

The Big Lottery Fund encourages staff to speak Welsh at every opportunity and provides support and help to improve skills, be that for learners or fluent Welsh speakers.



## Policy making

The Big Lottery Fund has a wide range of policies which explain how we conduct our business and our services. When we review one of our policies or develop a new policy we consider any effect on the Welsh language and opportunities to use it.

With all new policies we will treat Welsh no less favourably than English and will think of ways policies can have a positive impact on people's opportunities to speak Welsh.

Similarly, when carrying out consultation or research work as part of developing policy, we will consider the effect on the Welsh language and seek opinion on this.

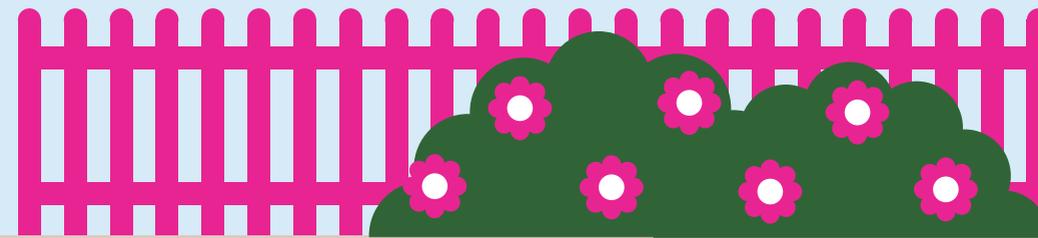
## When things go wrong

Our aim is to always provide the best possible service whatever the language. But sometimes things can go wrong...

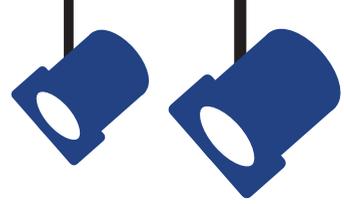
If something has happened which means you wish to make a complaint to the Big Lottery Fund in Wales, there is a procedure which allows you to do this.

You can submit a complaint to us in Welsh or English, whatever the complaint – find details of our complaints procedure on our website [www.biglotteryfund.org.uk](http://www.biglotteryfund.org.uk).

If you are dissatisfied with our Welsh language services you can complain by following the same procedure. If we have made a mistake, we are committed to learning from them and taking action to ensure we will not make the same mistake again.



# Keeping an eye on things



As part of our compliance with the Welsh Language Standards we submit an annual report to the Welsh Language Commissioner. The report explains how we meet all the Standards, with evidence of how we satisfy the requirements. The report will also show whether we have failed to meet any of the Standards and whether anyone has complained about our Welsh language provision.

A full copy of the Big Lottery Fund's Compliance Notice, which is the list of all the Standards we have a duty to comply with, is available on our website.

## Want to know more?

We have published a charter which outlines our commitment to the Welsh language. The charter is available in our offices and on the website.

If you'd like any further information on our Welsh language services please do not hesitate to contact us on:

Phone: 0300 123 0735

E-mail: [welshlanguage.advice@biglotteryfund.org.uk](mailto:welshlanguage.advice@biglotteryfund.org.uk)

[www.biglotteryfund.org.uk](http://www.biglotteryfund.org.uk)

