



Mid-Wales Housing Association

Welsh Language Scheme

Welsh Language Scheme prepared in accordance with the Welsh Language Act 1993 (the Act) and the Regulatory Code for Housing Associations in Wales, Welsh Assembly Government, March 2006.

This Scheme received the approval of the Welsh Language Board under section 14(1) of the Act on 25th March, 2010.



1. OPENING STATEMENT

Aim of the Scheme:

Mid-Wales Housing Association has adopted the principle, that in the conduct of public business in Wales, that it will treat the Welsh and English languages on the basis of equality. This scheme notes how we will operate that principle in providing services to the public in Wales.

Objectives:

- to enable everyone who uses a service or is in discussion with the Association to do so through the medium of Welsh or English according to the personal choice of the individual.
- to ensure high quality services through the medium of Welsh.
- to promote and facilitate the use of the Welsh language in the workplace.

The Association acknowledges that members of the public can express their opinions and needs better in their chosen language. It also acknowledges that enabling the public to use their chosen language is a matter of good practice rather than a concession, and that denying them this right could place them in a disadvantaged position. The Association will therefore offer the public the right to choose which language to use when dealing with it, in accordance with the principle above.

2. INTRODUCTION

❖ **Background and Corporate Values**

- Mid-Wales Housing Association was set up by a group of interested local people who saw a need for additional housing in, particularly, Newtown to complement housing provided by the Local Authority and the Development Board for Rural Wales.
- The Association was registered with the Housing Corporation on 24th March, 1975.
- The make-up of the Board comprises people from a wide range of backgrounds and locations (including tenants) with the principle aim of providing and managing housing throughout the Association's area of operation.
- At 31st March, 2009 Mid-Wales Housing Association had **1,298** units in management. It is the premier Housing Association in Mid-Wales.

❖ **Structure and Area of Operation**

- The Association is managed by a Board comprising of no more than 15 members of which up to four may be tenants.
- Mid-Wales Housing Association is a non-charitable Industrial and Provident Society registered with the Financial Services Authority under registration number MS21416R.
- It is registered with the Welsh Assembly Government as a Registered Social Landlord under registration number LO13.
- Mid-Wales Housing Association is a group of companies with currently one subsidiary – "Care and Repair in Powys".
- Care and Repair in Powys is an Industrial and Provident Society with charitable objects registered with the Financial Services Authority under registration number 29535R.
- Care and Repair in Powys is also registered with the Welsh Assembly Government as a Registered Social Landlord under registration number J135.

- Mid-Wales Housing Association maintains a controlling interest in Care and repair in Powys. A majority of the membership of Care and Repair in Powys are nominees from the Board of Mid-Wales Housing Association. The Chief Executive and Company secretary is one of these nominees.
- The Chief Executive of Mid-Wales Housing Association is the company Secretary of both Mid-Wales Housing Association and Care and repair in Powys.
- Since its inception in 1974 the Association has grown tremendously From its beginnings in Newtown, its geographical area has widened to include the whole of Mid-Wales: Montgomeryshire, Radnorshire, Brecknock and parts of Ceredigion.
- The Association intends to concentrate primarily on its core function of developing and maintaining good quality, affordable housing for people in need whilst providing a high quality, efficient, caring management service.
- It also recognises the importance that housing plays in the wider community and feels that it is important to consider how it can use its economic strength to address some of those wider needs.
- The Association operates from its headquarters in Newtown and has an area office in Llandrindod Wells which is open one day a week.
- The Association has properties through Powys and Ceredigion, the majority of which are detailed below:

Abermule
 Aberystwyth
 Builth Wells
 Caersws
 Cardigan
 Carno
 Churchstoke
 Clyro
 Derwenlas
 Four Crosses
 Guilsfield
 Knighton
 Knucklas
 Lampeter
 Llandrindod Wells
 Llanfyllin

Llangurig
Llanidloes
Llansantffraid
Llanwrin
Llanwrtyd Wells
Llanymynech
Machynlleth
Montgomery
Newtown
Pen-y-Bont
Pont Robert
Pool Quay
Presteigne
Rhayader
Sarn
Welshpool
Whitton

➤ **Service Users**

The Association's principle aim is to provide and maintain good quality, affordable housing. Therefore its principle customers are applicants who are not able to obtain or sustain their own accommodation, and tenants who were previously so disadvantaged. This includes the following (which is not an exhaustive list):

- People on low incomes.
- People with a disability either mentally, physically or both.
- People who require additional support to maintain a tenancy by virtue of circumstance that makes them "vulnerable" in the eyes of society.
- People who are homeless or threatened with homelessness.

➤ **The Welsh Language**

- The statistics from the 2001 census by ward show that parts of Powys have high percentages of welsh speakers most notably the Dyfi Valley (Machynlleth 54.2%, Glantwymyn 60.2% and Llanbryn-mair 53.8%) and other parts of north Powys (Banwy 60.2%, Llanfihangel 53% and Llanrhaedr-ym-Mochnant 54.6%) and also Cwmtwrch in south Powys (54.6%)
- However, the census also shows that other parts of Powys have very low percentages of welsh speakers most notably the Glasbury (9.6%),

Gwernyfed (8.7%), Hay-on-Wye (7.5%) area of south Powys and parts of the old county of Radnorshire – Llangunllo (9.8% and Old Radnor (9.7%) and Llangattock (9.7%) in the south east corner of Powys.

- The census for Ceredigion shows a very different picture with all but 11 (out of 40) wards having over 50% welsh speakers. Of these 11 wards, 8 are in and around the university town of Aberystwyth with its large student population.
- Eight wards in Ceredigion have over 60% of the population stating that they are welsh speakers.
- The Welsh Assembly Government published Iaith Pawb – a national action plan for a bilingual Wales in February 2003. The Association has worked with the Welsh Language Board in the development of this scheme in accordance with the national action plan. The Association is committed to act in accordance with the principles of Iaith Pawb and will not alter the scheme without liaising with the Welsh Language Board.

Complaints related to this scheme, or suggestions for improvement, should be directed to:

Mr Shane Perkins
Chief Executive
Mid-Wales Housing Association
Bryn Aderyn
The Bank
Newtown
Powys SY16 2AB
Tel: 01686 627476
Email: sperkins@mid-walesha.co.uk

3. PLANNING AND DELIVERING SERVICES

3.1 Policies and Initiatives

- 3.1.1 Mainstreaming is the term used to describe the work carried out under this measure. The Association operates in accordance with the Assembly Government's definition of mainstreaming the Welsh language, namely: "To consider the Welsh language in all aspects of your work and in everything you do, with the aim of ensuring that every opportunity is taken to promote and support the Welsh language; to contribute towards the Government's vision of a truly bilingual Wales; and to plan, provide and evaluate services in Welsh and in English".
- 3.1.2 In formulating new policies and initiatives, or in amending policies, the Association will assess their linguistic impact and make sure they are consistent with this Language Scheme and will ensure that the measures in the Scheme are implemented when new policies and initiatives are implemented.
- 3.1.3 The Association will consult the Board beforehand regarding any proposal which would directly affect this Language Scheme. This Scheme will not be amended without the prior agreement of the Board.
- 3.1.4 We will ensure that whoever is involved in the formulation of policies is aware of the Scheme and of the Association's responsibilities under the Regulatory Code and the Welsh Language Act 1993.
- 3.1.5 Housing Associations can contribute towards the development of the Welsh language on a local or community level and we will aim to ensure that the Association's new policies and initiatives promote and facilitate the use of the Welsh language whenever possible.

3.2 Service Provision

- 3.2.1 We will ensure that as many of our services as possible are available in Welsh and we will inform the public when they are available.
- 3.2.2 The Association will carry out the commitments noted in the Scheme by implementing the following arrangements
- organise the service team so that staff who can speak Welsh can deal with the public who speak Welsh;
 - enable officers who can speak Welsh to assist another officer when the need arises;
 - adopt systems or procedures which facilitate the provision of service in the chosen language of the person receiving the service;
 - employ professional translators;
 - raise awareness among the Association's staff of the Language Scheme;
 - consider the need to increase the availability of Welsh language skills by means of training and recruitment.

3.3 Services provided for the public by other organisations

Regulatory functions and third party services

- 3.3.1 Any contracts or arrangements made with a third party will be consistent with relevant sections of this Scheme. Our aim is to ensure that third party bodies understand the requirements and operate as necessary in order to meet the requirements of the Language Scheme.
- 3.3.2 In letting a contract the relevant Director will be responsible for ensuring that the agency or company undertaking the work on behalf of the Association complies with the relevant sections of the Scheme.
- 3.3.3 This will be done by including relevant details about the requirements of the Scheme in the tendering documents, contracts and conditions sent to the relevant agency or company.

Partnerships

- 3.3.4 The Association works in partnership with public bodies, organisations from the voluntary sector and other agencies. The Association operates on many levels when working with others:

- when the Association is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Language Scheme
- when the Association joins a partnership led by another body, the Association's input to the partnership will comply with the Language Scheme and the Association will encourage other parties to comply
- when the Association is a partner in a consortium, it will encourage the consortium to adopt a Welsh language policy. When acting publicly in the name of the consortium, the Association will act in accordance with the Language Scheme.

3.4 Quality Standards

- 3.4.1 Services provided in Welsh and in English will be equal in quality and they will be provided within the same timetable.
- 3.4.2 The Association will highlight this central principle in key documents such as corporate plans and annual reports. It should be outlined also in other situations where statements are made regarding equal opportunity and standard of service.

4. DEALING WITH THE WELSH SPEAKING PUBLIC

4.1 Correspondence

- 4.1.1 The Association welcomes correspondence in Welsh.
- 4.1.2 All correspondence will be dealt with promptly and correspondence through the medium of Welsh should not in itself lead to delay. Our targets for replying to correspondence in Welsh will be the same as our targets for replying to correspondence in English.
- 4.1.3 When someone writes to us in Welsh, we will provide a reply in Welsh (if a reply is needed).
- 4.1.4 When we commence correspondence with an individual, group or organisation, we will do so bilingually unless we know that they would prefer to correspond in Welsh or in English only.
- 4.1.5 When we send out standard correspondence or a circular to a wide audience, it will be bilingual unless we know that every recipient would prefer to receive it in Welsh or in English only.
- 4.1.6 If a separate Welsh and English language version of any correspondence must be published, our standard practice will be to ensure that both versions are available at the same time and for the same price (if relevant).
- 4.1.7 Material enclosed with Welsh letters will be in Welsh or bilingual.
. Materials enclosed with bilingual correspondence will be bilingual.
- 4.1.8 We will keep a record of those persons who wish to deal with the Association in Welsh.
- 4.1.9 We will agree arrangements for correspondence and for arranging translation.

4.2 Communication over the telephone

- 4.2.1 The Association welcomes telephone calls in Welsh and aspires to ensure that the public can speak in Welsh or in English when dealing with us over the telephone.
- 4.2.2 Our switchboard staff will answer telephone calls with a bilingual greeting.
- 4.2.3 There will be a bilingual message on answering machines in the reception areas and on the switchboard.
- 4.2.4 If a caller desires to speak Welsh, the switchboard will endeavour to transfer the call to a Welsh speaker who is able to deal with the inquiry. We can not guarantee that a Welsh Speaker will be available immediately to take the call.
- 4.2.5 If a caller phones a direct line and wishes to speak Welsh, but that the person taking the call cannot do so, then this will be explained courteously and the call will be transferred to a colleague who speaks Welsh and who is able to deal with the inquiry.
- 4.2.6 If a Welsh speaker is not available, the caller will be given a choice, either
- to wait for a Welsh speaker to phone back as soon as possible
 - to submit the inquiry in Welsh by letter or e-mail, or
 - to continue with the call in English.
- 4.2.7 In order to achieve the aim of treating the Welsh and English languages on an equal basis, we will take the following steps to enable Welsh speakers to deal with the Association in Welsh over the telephone:
- ensure that we have bilingual switchboard/reception staff, by means of training/recruitment
 - provide an internal directory of Welsh speakers to whom calls can be transferred
 - provide staff with guidelines on how to deal with telephone calls from Welsh speakers and ensure that they are familiar with the arrangements

4.3 Public Meetings

- 4.3.1 When public meetings are held by the Association, including conferences and other similar events, we will explain to those present that they will be welcome to contribute through the medium of Welsh or English. There will be circumstances in which it will be appropriate on the basis of

information, to hold all the activities bilingually, in Welsh only or in English only.

- 4.3.2 We will adopt a method of establishing the language of choice in making the arrangements for public meetings. We will follow the following procedure:
- Public advertisements, invitations and other papers noting the arrangements for these events will make clear that the public will be welcome to contribute in Welsh or in English
 - We will invite attendees to inform the organisers whether they wish to use Welsh or English
 - The organiser will assess whether translation facilities are needed. As well as considering whether the Association has been informed of the chosen language of the attendees, he/she will consider the location of the event, who is likely to be present, and the subject in question.
- 4.3.3 When there are Welsh speakers among those invited to attend, or if it is known that Welsh speakers intend to be present, meetings should be held bilingually.
- 4.3.4 Our staff will make their language abilities evident at meetings, for example, by greeting people bilingually and using the Welsh Language Board's "Iaith Gwaith" badges.

4.4 Other Meetings

- 4.4.1 The Association welcomes meetings with the public in Welsh or in English, but due to the shortage of Welsh speakers in some fields; we cannot guarantee a face to face meeting in Welsh on all occasions. If we regularly fail to meet the demand we will consider taking action such as relocating staff, training and recruitment (see 4.4.4).
- 4.4.2 When we arrange or attend a face to face meeting with the public, we will find out their chosen language at the first opportunity and, wherever possible, we will ensure that a qualified member of staff who speaks Welsh deals with those who note that their chosen language is Welsh.
- 4.4.3 If no suitable Welsh speaker is available, we will offer them the option of continuing with the meeting in English or dealing with the matter by correspondence in Welsh.
- 4.4.4 If it is obvious that there is a consistent demand for face to face meetings through the medium of Welsh, and that we are failing to meet that

demand, we will consider taking action such as training or appointing bilingual staff or locating Welsh speaking staff in workplaces where Welsh speaking members of the public often desire to discuss matters with the Association.

4.5 Communicating with the public in other ways

- 4.5.1 We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.
- 4.5.2 We will consider the requirements of this Scheme when providing or planning new information technology systems, or when providing interactive media.

5. THE PUBLIC FACE OF THE ASSOCIATION

5.1 Corporate Identity

5.1.1 The Association is committed to developing a bilingual corporate identity and we will adopt a bilingual public image during the lifetime of this Scheme.

5.2 Signs

5.2.1 When we renew or re-erect any signs we will ensure that the new versions are totally bilingual. Signs erected for the first time will be totally bilingual

5.2.2 The size, standard of clarity and prominence of the words on the signs will respect the principle of language equality.

5.2.3 It will be the Association's standard practice to provide bilingual signs, but on occasions when Welsh and English signs are provided separately, they will be equal in terms of form, size, quality, clarity and prominence.

5.3 Publishing and Printing Materials

5.3.1 The documents that are to be published bilingually will include those which are published or available to the public in general and:

- provide information about the Association's services
- explain and provide guidance on new developments or services
- consult in general on matters upon which the Association wishes to obtain the opinions of the public
- announce specific information to the public on aspects of the services provided to the public
- are annual or periodical publications

5.3.2 Our standard practice will be to provide bilingual publications but on some occasions for practical reasons, we will publish separate Welsh and English versions. In such cases, we will distribute the versions at the same time as each other. They will also be equally as readily available and both versions will include a message noting that a version is available in the other language.

- 5.3.3 When a document is published which has a price, the price of a Welsh version of the document will be no higher than the price of the English version.
- 5.3.4 The Association will not use the unacceptable method of publishing in the one language and offering to send a copy in the other language when a request is received.
- 5.3.5 We will ensure that staff and those with responsibility for printing are aware of the policy and procedures for publication.
- 5.3.6 The Association will explore opportunities to co-operate with other bodies in producing work for publication which is similar or the same.
- 5.3.7 We will ensure that our website is totally bilingual and that material will be available in both languages at the same time by the end of the lifetime of this Scheme.
- 5.3.8 We will ensure that Welsh text in our publications is of a high standard and that the tone is appropriate for the target audience.

5.4 Forms and explanatory material

- 5.4.1 We will prepare a programme, to be agreed with the Welsh Language Board, to increase the number of forms which are available bilingually, aiming to ensure that all our public forms are bilingual by the end of the lifetime of this Scheme.
- 5.4.2 Our standard practice will be to produce bilingual forms with both languages appearing together in the same document.
- 5.4.3 In some cases (perhaps due to the complexity of a form) production of a bilingual version will not be practical, and separate Welsh and English versions may be more appropriate. In such cases, the Welsh and English versions should:
- be published at the same time
 - be equally as easy to obtain in offices and other distribution centres
 - be distributed together, and
 - include a message which confirms that the form is also available in the other language.
- 5.4.4 The Association will try to establish the chosen language of members of the public by including a "language choice" question on the first form in a series. Once the chosen language of an individual is known, we will

distribute material in Welsh, English, or bilingually from then on, as appropriate.

- 5.4.5 We will ensure that consistency of terms is a regular practice in the preparation of forms.

5.5 Press Releases

- 5.5.1 Press releases are a prominent part of the Association's public face and we will therefore publish them bilingually.

5.6 Marketing and Publicity Campaigns

- 5.6.1 In implementing advertising and publicity activities, including production of pamphlets, audio materials, organising exhibitions and seminars, advertising campaigns and market research, we will implement the following objectives:
- produce all publicity materials in Welsh and in English,
 - conduct public surveys bilingually, whether through the post or face to face.

- 5.6.2 Some of the activities above will be conducted only in Welsh in specific Welsh medium events such as an Eisteddfod.

5.7 Official Notifications, Public Notifications and Staff Recruitment Advertisements

- 5.7.1 Our standard practice will be to ensure that our official notifications, public notifications and staff recruitment advertisements appear bilingually with the Welsh and English versions together. They will be equal as regards form, size, quality, clarity and prominence
- 5.7.2 Information packs, such as job descriptions and person specifications will be prepared in Welsh and in English for every post where Welsh language skills are essential or desirable.
- 5.7.3 Advertisements for posts for which Welsh language skills are essential will appear in Welsh in all publications, with an explanatory note in English for English or bilingual publications.

6. IMPLEMENTATION AND REVIEW OF THE SCHEME

6.1 Staffing

- 6.1.1 The Association will make arrangements to ensure, to the extent that it is reasonably practical, that workplaces which have contact with the public have access to staff with appropriate Welsh language skills to enable those workplaces to provide a service in Welsh. The degree to which this is necessary or possible will vary, depending on the service and on the area.
- 6.1.2 In order to ensure that we have appropriate Welsh language skills in the correct places, we will follow the following process:
- We will note those workplaces and posts where the ability to speak Welsh is desirable or essential (see 6.1.5)
 - We will conduct an audit to establish the number of staff who have Welsh language skills, as well as their level of ability and location.
 - The results of these two exercises will be compared in order to identify workplaces where there is a shortage of staff with appropriate skills in the Welsh language.
- 6.1.3 We will respond to any lack of skills by means of our recruitment and training, or by considering the possibility of relocating staff internally.
- 6.1.4 We will adopt an action plan to achieve this and will ensure that managers and others responsible for recruitment are familiar with the arrangements,
- 6.1.5 We will set Welsh language requirements (desirable or essential) on some posts, by considering the following factors:
- The amount and frequency of contact with the public
 - The current ability of the Unit or Office to deliver a face to face service through the medium of Welsh
 - The expertise of the post, i.e. skills in the Welsh language could be vital in some specific fields
 - If it is a post in a specific area, then an assessment of the number/percentage of Welsh speakers in the area.
- 6.1.6 In assessing our staffing needs, we will provide for a possible increase in the demand for services through the medium of Welsh as schemes are implemented and as Welsh speakers respond to the offer of service in Welsh.
- 6.1.7 We will endeavour to increase resources for implementing the Language Scheme in a sensitive way by encouraging and supporting all staff

members to take part. We will develop skills in the language as well as a supportive attitude towards providing bilingual services. Non-Welsh speaking staff should not feel under threat, and those wishing to learn Welsh should not be prevented from practising it. We will treat language skills in a similar way to any other skills which need to be developed in the workplace.

- 6.1.8 We will encourage staff to strengthen their Welsh language skills by taking every opportunity to use the Welsh language in the workplace.

6.2 Recruitment

- 6.2.1 When it is desirable or essential that an applicant should possess skills in the Welsh language, this will be noted clearly in the qualifications section of the post and in advertisements. We will also note the level of competence necessary for the post, for example "to be a fluent Welsh speaker".
- 6.2.2 Where a suitable candidate with skills in the Welsh language is not appointed to a post where Welsh is desirable, the person appointed will be encouraged to learn Welsh.
- 6.2.3 If there has been difficulty in recruiting an individual who speaks Welsh to a post where Welsh is essential, perhaps it will be necessary to consider appointing someone who does not speak Welsh. In this case, the practice will be to do one of the following:
- to advertise again, stating that non-Welsh speaking applicants will be considered on condition that they commit themselves to learning Welsh to a particular standard within a specific time, with the level of competence to be tested,
 - to advertise a temporary appointment and to review it in order to meet the need in another way, or
 - to re-advertise after a specific period of time.
- 6.2.4 If an applicant who cannot speak Welsh is appointed to a post where the ability to speak Welsh is considered essential then the ability to learn the language up to a specific level of skill, within a reasonable period of time to be agreed, will be one of the conditions of appointment. Progress towards the target will be monitored regularly.

6.3 Welsh language Training

- 6.3.1 We will support this Language Scheme by encouraging and supporting members of staff to learn Welsh or to improve their skills in Welsh.

- 6.3.2 We will plan our training programme carefully and concentrate resources on those parts of our service where there is frequent communication with Welsh speakers, or where there are linguistic requirements to the post.
- 6.3.3 It is useful that learners know of colleagues who can speak Welsh and we will encourage staff to try to help those who are learning.
- 6.3.4 Dictionaries and electronic material will be available to help members of staff who are learning Welsh.
- 6.3.5 The Association will also provide awareness training for staff with regard to the requirements of this Scheme. Our standard practice will be to include such training in the induction of new staff.

6.4 Vocational Training

- 6.4.1 Human resources managers and staff who have responsibility for training will assess the need for specific Welsh language vocational training for staff.
- 6.4.2 We will develop the ability of our staff who can speak Welsh to offer service through the medium of Welsh by providing vocational training in Welsh, whenever practical.
- 6.4.3 If there are currently no courses available in Welsh in a specific field, we will consider arranging seminars and working groups ourselves, or network with other establishments.

6.5 Administrative Arrangements

- 6.5.1 This Scheme has the full authority, support and approval of the Association. The Chief Executive has the overall responsibility for the implementation of the Language Scheme and all the Association's members of staff have a responsibility to know how to implement the Scheme effectively.
- 6.5.2 Managers will have responsibility for implementing those aspects of the Scheme which are relevant to their work,
- 6.5.3 We will nominate an existing member of staff to be responsible for co-ordinating and monitoring the work of the Scheme from day to day.

- 6.5.4 The Association's usual internal business language is English. We will look for opportunities to enable members of staff to use Welsh in the workplace.
- 6.5.5 In order to promote the use of Welsh in the workplace we will provide resources such as dictionaries, Welsh terminology software and other Welsh medium software for staff.
- 6.5.6 When necessary we will ask for advice from the Welsh Language Board regarding use of the Welsh language in the workplace.

6.6 Reviewing the Implementation of the Scheme

- 6.6.1 The following senior officer has responsibility for monitoring and reviewing this Scheme: Shane Perkins, Chief Executive.
- 6.6.2 Monitoring this Scheme will be a continuous and structured activity. This will include monitoring the following fields:
- compliance with the Scheme
 - quality of service – to look at complaints and at the front line service
 - management and administration
 - adequacy of linguistic skills – based on commitments 6.1-6.4
 - mainstreaming
- 6.6.3 We will use the Association's standard complaints procedure to record and deal with complaints about this Scheme and will ensure that it will be possible to monitor specific complaints about the Scheme.
- 6.6.4 The Association welcomes and records recommendations on how to improve the service.
- 6.6.5 The Chief Executive will report to the Board annually and will send a copy of the report to the Welsh Language Board. The report will follow a format agreed with the Board and will include information about the nature of any complaints and improvement suggestions received from the public in respect of the Scheme.

6.7 Publication of Information

6.7.1 We will include a statement in our annual performance report noting where members of the public can obtain a copy of our annual monitoring report to the Welsh Language Board.

6.7.2 We will publish specific information on the following fields, based on the standards and targets in the Scheme (this information will also appear in our report to the Welsh Language Board):

- Number and percentage of posts in the main reception/contact centre designated as being “Welsh essential” posts, and filled by bilingual staff.
- Number and percentage of staff who have received training in Welsh to a specific level of competence.
- Number and percentage of staff who have received language awareness training.
- Number and percentage of the Association’s staff who can speak Welsh, by department and workplace or office.
- Number of complaints received regarding the implementation of the Language Scheme and percentage of complaints dealt with in accordance with the Association’s corporate standards.

6.8 Publicity

6.8.1 We will ensure that members of the public who deal with the Association know about this Scheme and its contents, and how they can conduct their dealings with the Association in Welsh.

6.8.2 Our methods of publicising the Scheme and its contents will follow our usual corporate publicity arrangements, and will include ensuring that the Scheme is published in a prominent location on our website.

6.8.3 We will ensure that the Association’s staff and agencies are familiar with the measures included in the Scheme in order to ensure that attention is paid to the measures whenever appropriate.