

## WEBSITE TERMS OF USE

Last Review Date: January 2019

Next Review Date: June 2019

### Introduction

At Winning Pitch we acknowledge that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status, and should be treated no less favourably than the English language. We believe that it is good business practice to provide services in the language of choice of our customers. We also believe that it shows respect to our workforce to encourage and facilitate the use of their chosen language in the workplace. We will ensure that we make constant progress towards achieving this ambition; this Welsh Language Policy sets out our current commitments in relation to using Welsh. We have an Inclusion action plan which sets out specifically the actions we will take as an organisation to practically implement this policy.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

Please direct any comments or complaints about this policy in the first instance to: Lucy Jones on [l.jones@winning-pitch.co.uk](mailto:l.jones@winning-pitch.co.uk) or contact the Cardiff office on 02920 351451. Alternatively contact Eileen Harris on [e.harris@winning-pitch.co.uk](mailto:e.harris@winning-pitch.co.uk) or 0161 952 4350.

### Policy Aims:

- To give equal status to Welsh and English in the delivery of all our services and within the workplace
- To provide all customers with a service which takes into account their Welsh and English language requirements
- To encourage the use of Welsh language in the workplace and service delivery
- To ensure that all customers are made aware that they can receive any element of our services in either Welsh or English and are not restricted exclusively to the use of one language whilst receiving support from Winning Pitch

### The Welsh Language

In formulating new policies and initiatives, or in amending policies, Winning Pitch will assess their linguistic impact and make sure they are consistent with this Language

Policy and will ensure that the measures in the Policy are implemented when new policies and initiatives are implemented.

### **Service Provision**

At Winning Pitch we understand that some customers may want to receive different elements of the service in either Welsh or English and their personal choice on this matter will not be restricted. We will always make customers aware that they are able to receive our services in Welsh and English or a combination of the two languages. Although we currently do not have any members of staff who can speak Welsh we have access to Welsh speaking Associates who are available to provide information and support to customers and members of the public who would prefer to use the Welsh language in their communication with us and / or when receiving services from us. In the application of this policy Winning Pitch will:

- Ensure that for every contract we deliver we have access to Welsh speaking associates who can liaise and work with customers who prefer to use the Welsh language.
- Share services for Welsh speakers with other organisations, which provide similar services, or purchase the services from them subject to resources and best value.
- Use professional translation services.
- Raise staff awareness of the Language Policy.
- Provide opportunities for staff to learn Welsh.
- Consider using future recruitment opportunities as a way to increase the number of Welsh speakers in the workforce.

### **Quality Standards**

Services provided in Welsh and in English will be equal in quality and they will be provided within the same timescales. We are committed to communicating with customers in the format and language of their choice. All documents will contain the following statement:

If you require translation facilities or information in other languages or formats, including Welsh, Braille, and large font or on CD or tape then this can be made available on request. Please ask for details.

### **Communication over the Telephone**

We will develop our bilingual telephone services to ensure that all staff are able to handle, or refer, Welsh medium calls in a professional, appropriate and courteous manner. All telephone greetings and telephone answer machine messages will be bilingual. Although we don't have bilingual members of staff at present, all staff will receive training to enable them to answer the telephone with a bilingual greeting. Staff will also be trained to let those who wish to communicate in Welsh know that they are not a Welsh speaker but will make arrangements for a Welsh speaker to contact them within an agreed timescale or offer to continue the conversation in English. Winning

Pitch will utilise its Welsh-speaking associates to contact those who would prefer to have their query dealt with via the Welsh language. All staff will be made aware of the contact details of our Welsh speaking Associates, any Welsh speaking queries will be passed to these Associates immediately and dealt with within the timescale as agreed with the person who raised the query.

### **Public Meetings and Training Sessions**

When holding any public meetings or training sessions we will always ask attendees about their language requirements and will work with individuals to meet their specific needs. We will ensure that materials made available to the public are available in Welsh and English and where appropriate translation facilities will be made available.

#### **Communicating with the Public in Other Ways**

We will always give consideration to the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.

Winning Pitch is committed to working towards enabling the public to deal with us in Welsh through electronic communication, on line and other media. We are currently working towards making our website more accessible and ensuring more content is available in Welsh with a view to producing a bilingual website in the future.

All written or electronic queries we receive in Welsh will be responded to in Welsh within the same timescales as we would respond to a similar query raised in English.

### **Signs**

When we renew or re-erect any signs we will ensure that the new versions are bilingual. The size, standard of clarity and prominence of the words on the signs will respect the principles of accessibility and equality between Welsh and English.

#### **Publishing and Printing Materials**

We will produce, our key documents or those aimed at the public in general in a bilingual form. When a document is published which has a price, the price of a Welsh version of the document will not be higher than the price of the English version. We will ensure that staff and those with responsibility for producing materials are aware of the policy and procedures for publication. We will explore opportunities to co-operate with other bodies in producing work for publication, which is similar, or the same.

When office stationery is renewed we will ensure that all our headed paper, compliment slips and business cards are bilingual.

#### **Official Notifications, Public Notifications and Staff Recruitment Advertisements**

Our official and public notices will be bilingual when it is appropriate under the circumstances. They will be equal as regards form, size, quality, clarity and prominence. Our staff recruitment advertisements will be bilingual for posts where Welsh language skills are required for the role. 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 required for the role.

### **Reviewing the Implementation of this Policy**

The Winning Pitch Admin and Internal Projects Manager has responsibility for monitoring and reviewing this policy.

Monitoring this policy will be a continuous and structured activity. This will include monitoring:

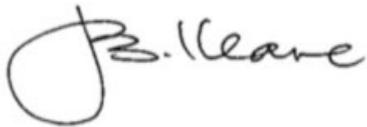
- Compliance with the policy
- Quality of service – to look at any complaints and at the front line service
- Management and administration
- Adequacy of linguistic skills within the workforce

Any new legislation or new standards that are as a result of the Welsh Language commissioner introducing updated standards and requirements, will be taken into account in future versions of this policy.

LAST REVIEWED (01/01/2019)

PUBLISHED ON THE AUTHORITY OF Jim Keane

SIGNED:

A handwritten signature in black ink, appearing to read "J. Keane". The signature is written in a cursive style with a large initial "J" and a long horizontal stroke.