

Title of Document	Welsh Language Policy
Name of Department	Operations

What type of document is this?	Policy	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I	

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	Internal & External Communications	

Custodian of document	Operations	Committee/Group responsible for this document	Quality Assurance
Approval date and committee chairperson signature	07.03.24	When is its next scheduled review?	07.03.27

Who does it apply to?	All Helping Hands staff					
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	Yes	Does it apply to third party contractors?	No

Purpose of the Policy	The purpose of this policy is to ensure that the Welsh language is not treated less favourably than the English language in Wales in line with the Welsh Language Standards.
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1.0 Introduction

- 1.1 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.
- 1.2 We believe in providing 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.
- 1.3 We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh.
- 1.4 The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services which we are able to control or influence.

2.0 Active Offer Pledge

- 2.1 'Active Offer' means providing a service in Welsh without someone having to ask for it.
- 2.2 Making an 'Active Offer' means not making assumptions that all Welsh speakers speak English. It ensures Welsh-speaking customers are treated with dignity and respect by asking them what their preferred language is and acting on it.
- 2.3 We recognise that customers have the freedom to use the Welsh language, as enshrined in the Welsh Language (Wales) Measure 2011.
- 2.4 At Helping Hands we pride ourselves on delivering person-centred care to all our customers including preference of language.
- 2.5 If a customer's preference is to speak the Welsh language as their first language, Helping Hands shall endeavour to communicate with the customer in Welsh.
- 2.6 The level of Welsh ability varies from person to person. However, it is important that whatever the Welsh speaking ability, we recognise the importance of being language sensitive.
- 2.7 Where we do not have members of staff who speak the Welsh language, we will endeavour to provide services in the Welsh language for the customer by using a variety of methods through translation services, digital software and by using Welsh phrases.

- 2.8 Where we have customers who speak the Welsh language, we will endeavour to match carers who also speak the Welsh language with those customers, whilst also ensuring the customer's care needs and preferences are also matched.

3.0 Communication & Documentation

- 3.1 Where staff can speak the language of Welsh and if the customer's preferred language is Welsh, our staff shall respect this and communicate with the customer in Welsh.
- 3.2 Where staff are unable to speak the language of Welsh, every effort will be made to respect the customer's preference in communicating in Welsh. This can be achieved through means such as:
- translation services
 - translation services via digital applications
- 3.3 Where communication is via the telephone, where possible a Welsh speaking member of staff will contact the customer or will be contacted through using a translation service.
- 3.4 Documentation including but not limited to: terms and conditions, support plans, risk agreements, consent to care can be provided in the customer's preferred language.

TRAINING

Is training required?	No
Details of training	We encourage staff to take up Welsh speaking courses, use of technology such as translation applications to learn and understand the Welsh speaking language.

COMPLIANCE

How is compliance with the POL going to be monitored	To monitor through Quality Assurance calls and reviews ensuring that customer's who's preferred language is Welsh
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	No	
• disability?	No	
• gender reassignment?		

• pregnancy and maternity (which includes breastfeeding)?	No	
• race (including nationality, ethnic or national origins or colour)?	Yes	This policy demonstrates our commitment to ensuring the Welsh language is treated no less favourably than English, thus protecting Welsh heritage national identity.
• marriage or civil partnership?	No	
• religion or belief?	No	
• sex?	No	
• sexual orientation?	No	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	Yes	This is enshrined by law, no one person is treated less or more favourably.
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	If yes, privacy impact assessment required

What was the previous version number of this document?	N/A	
Changes since previous version	This is a new Policy	
Author of the document	Quality Development Lead	
Who was involved in developing/reviewing /amending the POL?		
How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands

References	The Welsh Language (Wales) Measure 2011
Associated Documents	N/A