



ATHROFA PADARN SANT
ST PADARN'S INSTITUTE

**St Padarn's
Welsh Language Scheme**

Approved by the Welsh Language Commissioner

22/01/2020

1. Introduction

St Padarn's Institute is an integral part of the Church in Wales with a vision of outstanding mission-orientated formation and training for the whole people of God.

St Padarn's has seven key areas of activity:

1. Lay Discipleship and Ministry: training and resourcing which is available to all lay people within the Church to help them grow in their discipleship.
2. Safe Church for all: safeguarding and health and safety training for the whole Church.
3. Formation for Licensed Ministry: training and development for people entering licensed ministries.
4. Newly Licensed Ministers: training and support for those who are newly licensed.
5. Continued Ministerial Development: supporting ongoing ministerial training needs.
6. Ministry Policy Development: bringing together stakeholders throughout the Church to develop Ministry Policy.
7. Research and Post-Graduate Education: stimulating and facilitating theological research to help equip the Church in its mission. Contributing to ministry training outside of Wales through Chaplaincy training.

St Padarn's is a community rather than a college in a traditional sense. It is a community of formation for mission, working in partnership with bishops, dioceses and local church communities.

Vision

To serve God's transforming mission of love for Wales by being a community focused on mission-orientated formation and training for the whole people of God.

Values

A community that is:

- Outward looking
- Spiritual
- Learning
- Changing
- Courageous

A community which seeks to serve:

- Local communities
- The Church in Wales
- Welsh speakers and English speakers alike
- The whole of Wales
- People from whatever background and at any stage in their discipleship and ministry

2. Statement

St Padarn's Institute will treat the Welsh and English languages equally. We believe that offering services with respect to an individual's choice of language can make a significant difference to the experience of the individual. We wish to encourage people who interact with St Padarn's to feel comfortable using their preferred language. We will provide our services bilingually wherever practical and appropriate.

The purpose of this scheme is to outline how St Padarn's will implement the principle of providing Welsh language services to our service users. The scheme will explain how we will implement, and the timescale within which we will achieve, the aims set out in this document. Learning from experience will play a large part in the implementation of the scheme and we will review it and adapt it in order to meet the expectations of our service users.

3. Planning and Delivering Services

3.1 New Policies and Initiatives

All new policies and initiatives will promote and facilitate the use of the Welsh language and ensure the equality of its use.

We will ensure that staff and volunteers are aware of the requirements and expectations of the Welsh Language Scheme.

The Principal will be responsible for ensuring that the scheme informs the practices of the Institute.

3.2 Delivery of Services

The aim is to provide Welsh language services that are of a high standard. The effectiveness of the bilingual services will be reviewed regularly with the aim of continuous improvement.

St Padarn's Institute will work towards the provision of a comprehensive service in Welsh and English by:

- ensuring that all staff / volunteers are aware of the implications of the Welsh Language Scheme.
- encouraging service users to feel comfortable using Welsh by making use of the available resources, for example, *Working Welsh* badges and posters.
- finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably.

4. Communicating with the Welsh Speaking Public

4.1 Written Communication

Written Correspondence including Emails

- St Padarn's welcomes correspondence in Welsh and in English.
- Every letter received in Welsh will be answered in Welsh.
- We will ensure that correspondence received in Welsh will be answered within the same timeframe as correspondence received in English.
- St Padarn's headed paper will include a bilingual statement noting that it welcomes correspondence in both Welsh and English.
- Where the language preference of the individual is not obvious, for instance in standard letters, the written correspondence to the public within Wales will be bilingual.

4.2 Telephone Communications

People are welcome to speak with St Padarn's in Welsh or English over the phone. Every call will be answered with a bilingual greeting:

"Bore da, good morning St Padarn's"

"Prynhawn da, good afternoon St Padarn's"

If a member of staff is unable to offer a bilingual service, they will explain this and offer to transfer the individual to a Welsh speaking staff member in order to continue the conversation in Welsh. If a Welsh speaking member of staff is not available, the staff will offer that a Welsh speaking member of staff can call them back or they can continue the conversation in English.

St Padarn's Institute has an internal staff directory listing those who are Welsh speaking and are happy to answer Welsh phone calls. See attached list Appendix 2.

4.3 Face-to-Face Communication

St Padarn's Institute has undertaken to ensure that those who wish to have face-to-face contact with a Welsh speaking member of staff / volunteer will be able to do so. This may not always be possible, but we will encourage and train Welsh speaking staff / volunteers to make the most of their language skills.

4.4 Public Meetings and Events

Notices of all meetings and conferences will be bilingual and include a statement that the choice to speak Welsh or English will be respected. Any promotional materials will be bilingual, and St Padarn's Institute will encourage everyone to respect the principle of language equality.

Welsh speaking staff will wear *Work Welsh* badges in order to highlight their language skills to Welsh speakers.

5. Corporate Image

5.1 Corporate Identity

St Padarn's Institute corporate identity will be entirely bilingual including the name of the organisation. The logo and the address will be seen clearly on headed paper, printed material, and throughout the building.

Both languages will be equal in terms of size, format, quality, and prominence.

5.2 Signage

When updating signage St Padarn's is committed to the provision of bilingual signage and they will be equal in size, format, quality, and prominence. This will include all signs on buildings and offices. The Welsh will appear above or in front of the English.

6. Publications

6.1 Documents

Promotional materials such as posters, reports and annual reports, and press releases will be bilingual with the text presented either back-to-back or in two separate documents. If we charge a cost for these items, then the Welsh version will not be more expensive than the English version.

While we endeavour to produce learning resources that are bilingual, printed materials will reflect the language(s) of delivery.

All staff, consultants, designers or printers will receive a copy of our guidelines on how to work with bilingual publications. We will consider asking volunteers / staff to offer support when working with bilingual publications. We will ensure that the Welsh content is of a high standard and is tailored to the audience.

7. Press Releases

Press releases will be produced bilingually. Interviews will be conducted in Welsh where possible.

8. Websites and Information Technology

Members of the public will be able to access information through the St Padarn's Institute website in Welsh and in English. There will be a language button on the top of each page in order to give an obvious language preference to people. The website will be updated in Welsh at the same time as the English.

When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines "Technology, websites and software: Welsh language considerations".

In order to help staff and volunteers work through the medium of Welsh, IT software such as the Cysgliad dictionary, and To Bach will be available on computers. Welsh language versions of Microsoft Windows and Office will also be available to staff and volunteers who wish to use them. Staff will be able to have access to these by requesting them through the Communications and Welsh Resources Co-ordinator or the IT department.

9. Implementing the Scheme

9.1 Staffing

St Padarn's Institute will assess what language skills are necessary in each workplace and for each core activity in order to implement this scheme. Job descriptions will include a clause noting that the ability to communicate in Welsh is either essential or desirable.

St Padarn's institute will review language skills of its staff annually and update this information in the internal staff directory.

- a. In order for staff to make use of their language skills
- b. And to recognise any shortage of language skills within each team

Any shortage of language skills will be resolved through future staff recruitment or by further training for current staff.

All vacancies will be advertised bilingually on the St Padarn's website, the Church in Wales website, and other sites such as Lleol.net, Golwg, Recruit3, Big Issue, and Christian Jobs.

9.2 Learning Welsh Welsh Courses

St Padarn's Institute will encourage and support staff who wish to learn Welsh and support Welsh speaking staff who wish to improve their language skills. We will raise awareness of Welsh courses available through the Centre for Learning Welsh.

Welsh-speaking staff and volunteers will encourage other staff who are learning Welsh to speak Welsh in the workplace. St Padarn's Institute will usually pay for courses that staff are able to undertake during work hours.

St Padarn's Institute will also encourage non-Welsh speaking staff to make use of the language during events, such as worship, prayer groups and will provide useful Welsh phrases or sentences for use.

9.3 Marking Assignments

Learners have the right to submit their assignments in Welsh. If it is not possible to mark assignments in Welsh, the following process will be adopted:

- The work will be sent to an external translator for translation.
- Following receipt of the translation, a copy will be sent to the learner to check that it reflects the original submission. Amendments can be made to better reflect the original submission.
- The translated work will be marked.
- The original submission will be used as the text for the second marking.
- The work will be returned in the same timescale as English language submissions.

10. Implementation and Monitoring

10.1 Monitoring

The Principal, the Director of Operations, and the Communications and the Welsh Resources Co-ordinator will monitor the implementation of the scheme in accordance with the timescales attached and will feedback to the Training, Formation and Ministerial Development Committee.

The scheme will be formally reviewed and updated every three years in consultation with the Welsh Language Commissioner.

10.2 Complaints and Feedback

We will ensure that people are made aware of the Welsh language scheme and that they can access it via the website. Any complaints with regards to the Welsh language will be received by the Communications and Welsh Resources Co-ordinator who will then follow our complaints procedure.

11. Advertising and Raising Awareness of the Scheme

The scheme will be available on the St Padarn's website.

A section on implementation of the Welsh Language Scheme will be included in our annual report.

Training sessions will be held at All Staff meetings so that staff understand the scheme and what it means for their work.

Area of work	Action	Responsibility	Timetable
3.1 New Policies and Initiatives	Ensure that the Welsh language is taken into consideration when forming new policies and schemes.	Principal	Continually
3.2 Delivery of Services	Ensure that staff wear <i>Work Welsh</i> badges.	Angharad / Kathryn	By 2020
	Display posters encouraging the use of Welsh where appropriate.	Angharad / Kathryn	By 2021
4. Communicating with the Welsh Speaking Public 4.1 Written Communication	Add a sentence to our e-mail signature stating that we welcome correspondence in Welsh and English.	Angharad to create e-mail signature and send out to staff	By September 2020
	Create a resource of bilingual 'Out of Office' text for staff e-mails.	Angharad	By April 2020
4.2 Communicating on the Telephone	Ensure that the Support Services staff greet people on the phone bilingually.	Ffion / Angharad	Immediately
	Create a list of Welsh speaking members of staff for people that are unable to answer in Welsh to be able to transfer them.	Angharad	Continually
4.3 Face to Face	Ensure that there are Welsh speaking staff available for face to face communication if someone requests to speak Welsh.	Angharad	Continually
	Wear <i>Work Welsh</i> badges to ensure that people can identify Welsh speakers.	Angharad	Continually
	Create an internal contact list of Welsh speaking staff.	Angharad	Continually

Area of work	Action	Responsibility	Timescale
4.4 Public Meetings and Events	Conferences and Residentials offer some Welsh already during prayers, services and from visiting guest speakers.	Manon / Lyn Tutor and relevant co-ordinator	Continually
	To continue ensuring that Welsh is considered when arranging events.	Manon / Angharad Tutor and relevant co-ordinator	Continually
	Ensure that staff wear working language badges and encourage others to use their Welsh language skills instead of English.	Angharad	Continually
5. Corporate Image 5.1 Corporate Identity	Name, address and logo are already bilingual in signs and business cards.	Angharad	Continually
5.2 Signage	Signage inside the building is bilingual. Ensure that when signs are replaced that they are all bilingual and equal in size and Welsh first.	Angharad / Siân	By January 2020
6. Publications	Posters, forms and annual reports and press releases are bilingual.	Angharad	Continually
	A large number of our forms are available bilingually. We are working towards having all available in the future.	Angharad / Manon Tutor and relevant co-ordinator	By August 2021
7. Press Releases	All press releases will be bilingual.	Principal / Angharad	Continually
8. Websites and Information Technology	The website is bilingual.	Angharad	Continually
	Our Social Media pages are bilingual.	Angharad	Continually



ATHROFA PADARN SANT
ST PADARN'S INSTITUTE

Appendix 2 - Welsh Speaking Staff

Revd Dr Manon Ceridwen James

Revd Dr Trystan Owain Hughes

Ffion Parry

Angharad Gaylard