



# PACTO

Pembrokeshire Association of Community Transport Organisations  
Cymdeithas Mudiadau Cludiant Cymunedol Sir Benfro

## Welsh Language policy

*A copy of this policy can be provided in Welsh on request.*

*Gellir darparu'r ar gais polisi hwn yn Gymraeg.*

### 1. Scope

This policy applies to staff, volunteers, services and service users of services provided *directly* by the charity known as Pembrokeshire Association of Community Transport Organisations. Other community transport services and schemes which operate within Pembrokeshire are governed by their own policies and procedures.

### 2. Introduction

Pembrokeshire Association of Community Transport Organisations (PACTO) supports and represents the local community transport sector in Pembrokeshire and South West Wales.

According to the 2021 census, 17.2% of the population of Pembrokeshire as a whole are Welsh-speakers, similar to the overall Welsh average. The proportion of Welsh speakers in North Pembrokeshire (north of the historical Lansker line) is higher, with fewer Welsh speakers in the south of the county. The census data shows that older people, who are an important group of community transport service users are less likely to be Welsh speakers, perhaps due to the large number of people retiring into the County.

Although PACTO has no legal requirement under the Welsh Language Act 1993 or and the Welsh Language (Wales) Measure 2011, PACTO is nevertheless committed to providing bilingual information and services, and this policy sets out the specific measures that we will put in place to achieve this end.

In some circumstances, we may be required to go further than the measures identified in this policy, due to grant or contract conditions stipulated by our funders.

### 3. Direct Communication

#### Written Communication

3.1 PACTO welcomes written correspondence (in writing, via email, fax or text) either in Welsh or in English, and the response will be made in the language of the original correspondence, using translation services where necessary. Corresponding through the medium of Welsh will not lead to undue delay.

#### Telephone and Face-to-Face communication

3.2 People are welcome to speak Welsh or English when contacting PACTO by telephone. PACTO will work in partnership with Pembrokeshire County Council to provide and promote a first point of contact for general community transport enquiries via the Council's bilingual contact centre.

3.3 We will endeavor to match Welsh-speaking service users with staff and volunteers with the appropriate language skills, wherever possible.

### **Public Meetings**

3.4 PACTO will encourage and welcome contributions made through the medium of Welsh and English. We are committed to arranging conferences in a structured way, which enables choice of language. When booking a place on a conference, customers will be asked in which language they would prefer to contribute to enable PACTO to make the necessary arrangements.

## **4. Service Provision**

4.1 PACTO will assess the linguistic consequences and needs of new service developments and put in place measures as appropriate.

4.2 PACTO will ask service users whether they would prefer to receive services in English or Welsh and wherever practicable will act in accordance with these preferences. Where it is not possible to provide services in the language of choice, this will be explained to the service user and suitable options will be discussed with them so that a way forward can be agreed.

4.3 PACTO arranges a number of training courses. Where it is possible, PACTO will seek to provide training through the medium of Welsh and English. PACTO will measure demand for training through the medium of Welsh through consultation with current and potential users.

## **5. Marketing and Promotion**

### **Corporate identity**

5.1 PACTO is committed to upholding its bilingual public image and corporate identity. This includes its address, logo, visual identity and any other standard information to be used on:

- letter headed paper, fax paper, compliment slips, e-mail signatures
- campaigns and events material (ie, fliers, posters, leaflets) in the public domain
- business cards, invitations, ID badges

### **Publishing, Advertising and Publicity**

5.2 PACTO aims for its published documents, leaflets, forms and explanatory notes to be completely bilingual in one document. If it is necessary, for any reason, eg, size of document, targeted audience, for PACTO to publish Welsh and English versions separately, they will be published at the same time if possible.

5.3 When publications are published separately the price to purchase a Welsh and English version together will not be greater than the price of purchasing an English or Welsh version only. Where forms and explanatory notes are published separately, users may have a Welsh and/or English copy.

## **Website and Social Media**

5.4 PACTO's website will be fully bilingual in English and Welsh.

5.5 Social media posts on behalf of PACTO will be bilingual wherever practicable.

## **Press Releases**

5.6 Press notices and media releases will be issued bilingually and at the same time, unless such a rapid response is required that this is not possible. In this case, the Welsh release will be issued as soon as possible thereafter. Wherever possible, PACTO will identify and provide Welsh-speaking media spokespeople on request.

## **Staff Recruitment Advertising**

5.7 Staff recruitment advertisements published by PACTO will be bilingual except:

- Advertisements published in Welsh medium magazines and newspapers will be in Welsh only
- Advertisements published in English medium magazines and newspapers for posts where the Welsh language is an essential qualification will be in Welsh only but with a short explanatory note in English
- Advertisements published in English medium media aimed at UK and wider audience will normally be in English only

## **6. Implementing and Monitoring the Scheme**

### **6.1 Staffing and Volunteers**

PACTO will undertake a regular Language Skills Audit with its staff and volunteers as part of its human resource planning. The audit will enable PACTO to maintain an overview of its linguistic skills resources and needs and co-ordinate training and recruitment activities accordingly.

All staff will be made aware of PACTO's Welsh Language policy.

### **6.2 Learning Welsh**

PACTO encourages staff to learn Welsh and will support staff wishing to learn / improve their current language skills, on a practical level appropriate to their role.

### **6.3 Recruitment**

When linguistic ability is considered to be essential or desirable for a post, due to the nature of that post or the linguistic skills required, this will be specified when recruiting to that post.

### **6.4 Translation**

PACTO is committed to ensuring that the organisation's translators, be they internal or external, are suitably qualified and are able to provide a high quality service. We will work the Pembrokeshire County Council's translation services and/or with the

Association of Welsh Translators and Interpreters to ensure that standards are of the highest quality.

### **6.5 Contracting**

Any third party providing a service for or on behalf of PACTO will be expected to comply with PACTO's Welsh Language Policy and the relevant provisions will be made clear in the service specification.

### **6.6 Support for Members**

PACTO will also, where appropriate, expect its members to reflect the bilingual nature of the community in which they operate. Where appropriate, PACTO will actively encourage and support its members to develop and implement their own Welsh language policies and will sign-post them to other support organisations for help in so doing.

### **6.7 Partnerships**

PACTO works in partnership with a number of organisations on many different levels. When PACTO works in partnership on any level, it will act in accordance with its own Welsh Language scheme and will encourage its partners to work bilingually.

### **6.8 Monitoring Demand for Welsh Language Services**

PACTO will keep records of requests for direct communication and service provision in Welsh in order to be able to assess resource requirements and respond appropriately.

## **7. Complaints and Suggestions**


PACTO's existing complaints and grievance procedures encompass all complaints regarding the implementation of its Welsh language policy.

PACTO welcomes suggestions from its staff, volunteers and members and others for improvements to its Welsh language policy and services. All suggestions should be addressed to the Manager and will be considered at the policy monitoring stage.

## **8. Monitoring the Policy**

To ensure that this policy is adhered to as fully as possible, PACTO will:

- Monitor the compliance with this policy and rectify any breaches.
- Review the policy periodically to take into account changes in legislation or in PACTO's activities. The policy will be reviewed as a matter of course every two years.

Signed: \_\_\_\_\_  


Signed: \_\_\_\_\_  


Date: 10/2/23

# **The Welsh Language (Wales) Measure 2011**

**(File Note 1 December 2016)**

The Welsh Language (Wales) Measure was passed by the National Assembly for Wales and was given royal assent on 9 February 2011.

Amongst other provisions (such as giving the Welsh Language official status in Wales and establishing the role of the Welsh Language Commissioner), the Measure establishes a legal framework to impose a duty on some organizations to comply with standards of conduct on the Welsh Language. The organisations covered by the standards have a duty not to treat to Welsh Language less favourably than the English language, and to promote and facilitate the use of the Welsh Language.

The Welsh Language Standards are being introduced gradually, sector by sector.

The first set of standards, which came into force on 1 April 2016, apply to the Welsh Government, Local Authorities and the National Parks. There are over 170 separate standards dealing with service delivery, operations, policy making and record keeping, although not all public bodies will have to apply with all 170 measures. The Welsh Language Commissioner is responsible for imposing specific standards and ensuring compliance.

Where service delivery is subcontracted to third parties the Welsh Government/Local Authorities/National Parks will still need to ensure that the standards are met.

National Assembly for Wales has now approved further regulations, setting out how Welsh Language Standards apply to a wider range of publicly funded bodies. This includes some third sector organisations, including WCVA and the Big Lottery Fund.

Forthcoming sets of standards will be prepared for bodies such as the health boards, further and higher education providers, charities and private companies.

## **Implications for PACTO**

Although the Welsh Language standards do not directly apply to PACTO at the present time, our funders and public sector partners may be subject to the standards. Services and projects delivered with their funding may be subject to the Welsh Language standards. For example, publicity materials produced with funding from Pembrokeshire County Council must be bi-lingual, and events at least 50% funded by Pembrokeshire County Council will also need to comply with the standards.

To assist us, Pembrokeshire County Council allows us to access their translation services at their expense. We also take advantage of their bi-lingual call centre to offer a general community transport enquiry service.

Our Welsh Language policy sets out our commitment to providing bilingual information and services.

We need to keep a watching brief on the roll out of Welsh Language Standards to charities and organisations providing public transport services.