

Policies

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Equality and Diversity Policy

As a Social Enterprise we are committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination.

Our ambition is for our workforce to be truly representative of all sections of society and our community and clients, and for each employee to feel respected and able to make their best contribution.

The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

The policy's purpose is to:

- Provide equality, fairness, and respect for all in our employment, whether temporary, part-time, or full-time
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex, and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms, and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training, or other developmental opportunities

Our Commitment

- To develop an environment in which individual differences and the contributions of all our employees are recognised and valued.
- We will not tolerate any form of intimidation, bullying or harassment.
- Training, development and learning opportunities are available to all employees.
- To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- We will regularly review all our employment practices and procedures to ensure fairness and ensure no bias.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- This policy is fully supported by senior management.
- The policy will be monitored and reviewed annually by the Board/Trustees.



Responsibilities

Managers are responsible for ensuring that:

- all their employees are aware of the policy and the arrangements, and the reasons for the policy.
- grievances concerning discrimination are dealt with properly, fairly, and as quickly as possible.
- proper records are maintained.
- monitoring the application of the policy in respect of teams and job applicants, including annual team audits.

Employees are responsible for ensuring that they:

- comply with the policy and arrangements.
- do not discriminate in their day-to-day activities or induce others to do so.
- do not victimise, harass, or intimidate other employees or groups who have, or are perceived to have one of the protected characteristics.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform their manager if they become aware of any discriminatory activities.

Third Parties

Any perceived harassment or discrimination by a third party will be fully investigated and all reasonable steps taken to ensure such harassment does not happen again.

Related Policies and Arrangements

All employment policies and arrangements have a bearing on equality of opportunity. Organisational policies will be reviewed regularly, and any identified discriminatory elements removed.

Monitoring

A monitoring system will be introduced to measure the effectiveness of the policy and arrangements.



The system will involve the routine collection and analysis of information on employees by gender, marital status, ethnic origin, disability, age, sexual orientation, religion / beliefs, grade, and length of service in current grade.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

The Extent of the Policy

This policy applies to all employees / volunteers but does not form part of your contract of employment. The employer may update it at any time.



Equality Monitoring Form

Our Social Enterprise collects equality information solely for monitoring purposes to ensure that our policies and procedures are effective. Our Equality Policy commits us to having a workforce that reflects all sections of society – the data you share will be used to monitor and evaluate if these obligations are met or not.

We are committed to the principles of fairness, consistency, meritocracy, and equality of opportunity. No applicants will be discriminated against regardless of their age, colour, disability, ethnicity, gender or gender identity, race, religion, or belief and / or sexual orientation or if you do not wish to complete this form.

The information you enter on this Equality and Diversity monitoring form will be used for monitoring purposes only and will not be used in assessing and or scoring your application or at interview stage. This information is kept fully confidential, and accessibility is strictly limited in accordance with GDPR responsibilities.

1. Position applied for:

2. Are you:

- ☐ Staff member full time
- ☐ Staff member part time
- ☐ Volunteer
- ☐ Job Applicant
- ☐ Job Applicant – from an Agency
- ☐ Trustee
- ☐ Board member

3. Gender

- ☐ Male
- ☐ Female
- ☐ Non-binary



- ☐ Other, indicate here:
- ☐ Do not wish to disclose

If you are undergoing the process of gender reassignment, please tick the box that applies to your future gender.

Do you live and work in a gender other than that assigned at birth?

- ☐ Yes
- ☐ No
- ☐ Do not wish to disclose

4. What age group do you belong to?

- ☐ 18-25
- ☐ 26-35
- ☐ 36-45
- ☐ 46-55
- ☐ 56 –65
- ☐ 65+
- ☐ Do not wish to disclose

5. How would you describe your sexuality?

- ☐ Heterosexual
- ☐ Gay man
- ☐ Gay woman / lesbian
- ☐ Bi-sexual
- ☐ Asexual
- ☐ Other, indicate here:
- ☐ Do not wish to disclose



6. Do you consider yourself to have a disability?

The Equality Act 2010 protects people who are disabled including those with long-term health conditions.

- ☐ Yes
- ☐ No
- ☐ Do not wish to disclose

If 'Yes', please state the type of impairment which applies to you. People may experience more than one type of impairment; in which case you may indicate more than one. If none of the categories apply, please mark 'other.'

- | | |
|--|---|
| ☐ Physical Impairment | ☐ Learning Disability / Difficulty |
| ☐ Sensory Impairment | ☐ Long-standing Illness |
| ☐ Mental Health Condition | ☐ Other |

7. Please indicate which ethnic group you consider yourself to belong to?

White

- ☐ White – British (to include Northern Ireland, Scotland & Wales)
- ☐ White – Irish
- ☐ White - European
- ☐ Other White

Black

- ☐ Black or Black British – Caribbean
- ☐ Black or Black British – African
- ☐ Other Black

Asian

- ☐ Asian or Asian British – Indian
- ☐ Asian or Asian British – Pakistani



- ☐ Asian or Asian British – Bangladeshi
- ☐ Chinese
- ☐ Other Asian

Mixed

- ☐ Mixed – White & Black Caribbean
- ☐ Mixed – White & Black African
- ☐ Mixed – White & Asian
- ☐ Other Mixed

Other/unknown

- ☐ Ethnic identity not known
- ☐ Do not wish to disclose

If you have selected 'Other' please state which group you consider yourself to belong to:

8. Please indicate which religion you consider yourself to belong to?

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ No religion
- ☐ Do not wish to disclose
- ☐ Other religion please state:

9. Do you have caring responsibilities?



- ☐ No caring responsibilities
- ☐ Primary carer of a child / children (under 18)
- ☐ Primary carer of disabled child / children (under 18)
- ☐ Primary carer of disabled adult (18 and over)
- ☐ Primary carer of older person
- ☐ Prefer not to say

Thank you for taking the time to complete this equality monitoring form



Bullying and Harassment Policy

Statement of Policy

Our Social Enterprise is committed to encouraging and maintaining good employee relations within a working environment which fosters team working and encourages employees to make their best contribution to our ambitions as a social business. All stakeholders have the responsibility for maintaining good working relationships and not use words or deeds that may harm the wellbeing of others. In addition to the obligations placed upon both employers and employees by equality and human rights legislation, everyone has the right to be treated with consideration, fairness, dignity, and respect. This will support our ambition to offer to a working environment in which individuals feel safe and can work effectively and confidently.

This policy applies to all employees working within the organisation. The policy also applies to the behaviour of staff outside working hours which may impact upon work or working relationships.

We will investigate any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally.

Key Principles

We will provide and sustain a safe working environment in which everyone is treated fairly and with respect. Those working or dealing with us must not encounter harassment, intimidation, or victimisation based on gender, gender preference, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, offending background or any other personal characteristic.

Everyone has a personal responsibility for their own behaviour and for ensuring that their conduct is in accordance with the principles set out in this policy. In addition, each person has a responsibility to report any incidents of bullying or harassment which they witness, or which comes to their attention. Managers and employees have a responsibility to actively address instances of bullying and harassment.

Harassment may be defined as any conduct which is:

- unwanted by the recipient
- is considered objectionable
- causes humiliation, offence, distress, or other detrimental effect.



Harassment may be a one-off occurrence or reoccur; it can happen against one or more individuals. Harassment may be, but is not limited to:

- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
- Verbal – malicious gossip, jokes and banter, offensive language, unwelcome remarks, suggestions, and propositions.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation or non-co-operation and exclusion or isolation from social activities.

Bullying is usually, but not exclusively repeated and persistent behaviour, which is offensive, abusive, intimidating, malicious or insulting. It is unlikely to be a single or isolated instance. Bullying includes but is not limited to:

- Conduct which is intimidating, physically abusive or threatening
- Conduct that ridicules, humiliates denigrates an individual, especially in front of colleagues
- Humiliating an individual in front of colleagues
- Singling out just one person when there is a team problem
- Shouting at an individual to get things done
- Regularly undermining someone and their ability to do the job
- Setting unrealistic targets or excessive workloads
- Cyberbullying” i.e., on-line bullying or harassment via technology such as e-mail or social media.
- Giving inadequate instructions or unreasonable deadlines and so setting an individual up to fail.

Upward bullying

Bullying can also happen from staff towards a more senior employee, a manager, or an employer (this can be called 'upward bullying' or 'subordinate bullying').

It can be from a group of employees or one employee.

Examples of upward bullying can include:



- showing continued disrespect
- refusing to complete tasks
- spreading rumours
- doing things to make you seem unskilled or unable to do your job properly

Harassment and bullying may be summarised as any behaviour that is unwanted by the person to whom it is directed. It is the impact of the behaviour rather than the intent of the perpetrator that is the determinant as to whether harassment or bullying has occurred.

Any employee who wishes to make a complaint of harassment or bullying is encouraged to first discuss matters informally with their line manager if they feel able to do so. Should the issues not be resolved at this stage, or the employee feels unable to raise the issue informally, then a formal resolution should be initiated.

When a complaint of harassment or bullying is brought to the attention of a manager at any level, whether informally or formally, prompt action must be taken to investigate the matter. Action must be taken where appropriate, and this may require an investigation under the Company's Disciplinary Procedure.

If it is considered that one of the parties concerned in a harassment or bullying case should be moved from their current workplace, then as a matter of principle the Company will normally remove the alleged perpetrator rather than the complainant. However, the final decision on who should be moved should reflect the circumstances of the case and advice from senior management. It should be noted and explained to those concerned that the moving of either party is not an implication of guilt or culpability and no detriment to either party will be construed as a consequence.

All matters relating to the investigation of complaints of harassment or bullying will be treated in strict confidence. Any breach of confidentiality in this regard may render those responsible liable to disciplinary actions. However, it will be necessary that any alleged perpetrator is made aware of the allegations against them and the name(s) of those making the allegations together with the name(s) of any witnesses.

No employee will be victimised or suffer detriment for making a complaint of harassment or bullying and no manager shall threaten either explicitly or implicitly that an employee's complaint will be used as the basis for decisions affecting that employee. Such conduct will be treated as a very serious disciplinary offence. Similarly, managers are required to act on any complaint of harassment or bullying. Failure to do so will be regarded as misconduct which if proven, will result in disciplinary action.



The Extent of the Policy

This policy applies to all employees but does not form part of your contract of employment.
The employer may update it at any time.



FLEXIBLE WORKING

Policy Statement

We recognise that flexible working can provide benefits to both the employer and the employee. As part of continuing to develop a positive working environment, we are committed to supporting employees to achieve an appropriate work life balance. All employees, irrespective of how long they have worked for us, their job role or personal circumstances are covered by this policy.

There are several reasons why managers should consider offering flexible working and shifting away from traditional working patterns.

- Consideration for employee's out of work commitments and responsibilities
- the increasing need to improve efficiency and contain costs.
- the need to provide cover a working day that is outside the traditional "nine to five" in line with the demands of customers or clients.
- the need to attract and retain the highest quality employees by offering an agile approach to work as an employee benefit.
- the need to promote equality of opportunity.

Statutory provisions

All employees have a statutory right to request flexible working from the first day of employment.

Hiring managers will:

- include flexible working options that are available in job adverts
- discuss flexible working with the successful applicant before they start

The needs of the organisation

Whilst we want to provide a range of working patterns, we will need to be pragmatic and understand that not all flexible working options will be appropriate for all roles.



Where a flexible working arrangement is suggested a series of criteria will be considered including (but not limited to) the following:

- the costs associated with the proposed arrangement
- the effect of the proposed arrangement on other staff
- the need for, and effect on, supervision
- the existing structure of the department
- the availability of staff resources
- details of the tasks specific to the role
- the workload of the role
- whether it is a request for a reasonable adjustment related to a disability
- health and safety issues

Whilst we wish to support and encourage such an approach where possible. However, the operational needs of the business will vary over time. We must ensure that any request we introduce is appropriate to the current situation and includes a mechanism for review.

Types of Flexible Working

When discussing the best options to support employee requests to vary their working hours or change the way they carry out their work the following list is a summary of the main types of flexible or alternative working approaches:

- Annualised hours
- Compressed hours
- Flexitime
- Homeworking
- Job-sharing
- Overtime



- Part-time working
- Term-time working
- Seasonal Working (9-10 months out of 12)
- Remote Working
- Hybrid Working

The employer will discuss the most appropriate mutually acceptable working pattern with the employee. Any permanent changes will mean a change to terms and conditions of employment and the employee will be required to sign an updated contract of employment.

Hybrid Working

Hybrid working is a working pattern which allows employees to work both in the workplace and elsewhere. This may or may not be at home. All contractual requirements remain the same for example core working hours. Hybrid working is designed to offer employees the flexibility of working elsewhere whilst also maintaining the benefits associated with on-site working.

Eligibility for Hybrid Working

The organisation can only agree to a hybrid working pattern when the manager of the relevant employee has assessed that the needs of the social business will continue to be met in this new way of working.

Unless the post is advertised as offering a hybrid working arrangement, employees will only be considered for hybrid working arrangements in on successful completion of any contractual probationary period.

Part-time working

Managers should consider the best times of the working week/day to decide when part-time working is required. Managers will decide the number of hours required and over which timeframe including where relevant weekends and evenings. Managers will also need to consider and make clear to the employee the degree of flexibility required around the work pattern.



Any requests from staff to move to part-time hours must be seriously considered and any effects upon operational requirements considered carefully.

Terms and conditions of employment including salaries and wages will be pro rata.

Working from home/remotely

There may be certain roles which could adapt to working from home or remotely elsewhere either on a regular basis or when a particular task need completing (for example, drafting a report), which could be undertaken more easily in a quieter environment.

Practical Considerations

The following list of considerations is intended to assist managers considering requests to work from home/remotely or adopt a hybrid working pattern.

- needs of the company both generally and specifically on days in question.
- nature of work for which employed.
- practicalities of undertaking specific elements of work or tasks at home/remotely (i.e., availability of appropriate workstation, IT, information, etc).
- impact on those remaining in the workplace.
- any local arrangements for requirement of notification for ad-hoc homeworking.
- health and safety implications.
- security and data protection.
- insurance for company equipment.
- control of work.

As well as being safe and secure, homeworking/remote space working should be free of distractions. Homeworking may not be used as an option for care arrangements and dependants should always be looked after by someone other than the employee during working hours.

Health and Safety



A health and safety risk assessment should be undertaken of the employee's new working arrangements. Risk assessments for home working are specific to each employee, considering personal circumstances, homework location and nature of the work.

Parental leave

There is a statutory entitlement of up to 18 weeks' unpaid leave per parent per child for employees with at least one year's continuous service and with children under the age of eighteen. Leave can be taken in blocks of one week up to a maximum of four weeks per parent per child in any year. Such provisions are in addition to maternity/paternity/adoption/shared parental leave.

Carer's leave

Employees are entitled to unpaid leave to give or arrange care for a 'dependant' who has:

- a physical or mental illness or injury that means they're expected to need care for more than 3 months
- a disability (as defined in the Equality Act 2010)
- care needs because of their old age

The dependant does not have to be a family member. It can be anyone who relies on them for care.

Employees are entitled to carer's leave from their first day of work for their employer. Their employment rights (such as holidays and returning to their job) are protected during carer's leave.

How long employees can take

Employees can take up to one week of leave every 12 months. A 'week' means the length of time they usually work over 7 days. For example, if someone usually works 3 days a week, they can take 3 days of carer's leave.

They can either take a whole week off or take individual days or half days throughout the year.

Procedure for making and considering flexible working requests



Employees are entitled to submit two statutory flexible working requests within a 12-month period.

In addition to this statutory entitlement, the organization offers employees the opportunity to submit up to two additional requests within the same 12-month period.

An employee can only have one live request at a time. A request will stay live until any of the following happen:

- the organisation makes a decision
- the employee withdraws the request
- the employee and organisation agree an outcome
- it's been 2 months since the date of the request

All requests must be made via email to the line manager.

Any request must include:

- the date of the request
- the changes that the employee is seeking
- the date the employee would like the proposed change to start
- whether this is a statutory or non-statutory request
- whether the employee has made any previous flexible working requests to the organisation
- the dates of any previous requests

If the request relates to a reasonable adjustment for a disability under the Equality Act 2010, the employee should make this clear in the request.

If a request does not contain all of the required information, the line manager will advise the employee what else they need to provide and ask the employee to resubmit the request.

Responding to a flexible working request



The line manager will consider the proposed flexible working arrangements. They will look at the potential benefits and adverse effects to the employee and to the organisation in implementing the proposed changes.

Each request will be considered on a case-by-case basis, in the order they are received. Agreeing to one request will not set a precedent or create the right for another employee to be granted a similar change to their working pattern.

Where an employee's request needs further discussion, the organisation will invite the employee to a consultation meeting. If a meeting is arranged it will be held within 10 working days of the organisation receiving the request. This time limit may be extended with the agreement of both the employee and the line manager.

Where an employee's request can be approved in full without a consultation meeting, the organisation will confirm this in writing within 10 working days of receiving the request. This will include details of the new arrangements and an invitation to talk about the new arrangements. This time limit may be extended with the agreement of both the employee and the line manager.

The organisation will make a decision on all requests, including any appeal within a maximum of 2 months. This time limit may be extended with the agreement of both the employee and the line manager.

Consultation meetings about flexible working

If the employee is invited to a consultation meeting, the line manager will discuss:

- the request
- how the proposed working arrangements might work
- how it could be of benefit to both the employee and organisation

The employee will be given advance notice of the time, date and place of the meeting. If the initial date is problematic then one further date will be proposed. This meeting will be in person or a video call, or a telephone call if neither of those are possible.

At the meeting the employee may, if they wish, be accompanied by a colleague or a trade union representative.



If the employee fails to attend a meeting and then fails to attend a rearranged meeting without good reason, their request will be deemed to have been withdrawn.

Communicating a decision after consultation

After a consultation meeting, the request may be granted in full, in part or refused.

The organisation may:

- propose an alternative option
- grant the request on a temporary basis
- ask the employee to try the flexible working arrangement for a trial period

If a working arrangement is agreed, the employee will be sent a confirmation letter within 10 working days of the consultation meeting. This will include details of the new arrangements and an invitation to talk about the new arrangements.

If the organisation refuses the request, the employee will be given the decision in writing within 10 working days of the consultation meeting.

Right to appeal a decision

An employee has the right to appeal the decision if their request is refused or is only agreed in part.

The employee may submit an appeal within 5 working days of being notified of a decision on their request. This should be done in writing and clearly state the reasons for their appeal.

The appeal will be heard within 5 working days. The employee will then be informed of the outcome of their appeal within 5 working days of an appeal meeting. These time limits may be extended with the agreement of both the employee and the line manager.

At the appeal meeting the employee may, if they wish, be accompanied by a workplace colleague or a trade union representative.

If the request is approved



If the employer approves the request, this will usually change the terms of the employment contract. The employer should put the approval in writing, including:

- the agreed change
- when the change will start
- how long the change will last, if for a fixed period
- a review date if the change will be looked at to see how it's going

When changes must be in writing by law

If the change affects anything that must legally be in the employment contract, the employer will put it in writing within a month of the change taking effect.

This includes changes to:

- working hours
- pay
- job location
- holiday entitlement

Trialling new working arrangements

Where there is some uncertainty about whether the flexible working arrangement is practicable for an employee and/or the organisation a trial period may be agreed. If a trial period is arranged the organisation will allow sufficient time for an employee and their manager to implement and become used to the new working practices before taking any decisions on the viability of a new arrangement.

The employee will be informed in writing of the start and end dates of the trial period (although the organisation may reduce or extend the trial period where necessary in consultation with the employee). The organisation will reserve the right, at the end of the agreed trial period, to require the employee to revert to their previous working arrangement.

The Extent of the Policy



This policy applies to all employees but does not form part of your contract of employment.
The employer may update it at any time.



Training and Development Policy

Purpose and Scope

Our Social Enterprise wants all employees to have opportunities to learn and be suitably skilled to carry out the role and duties asked of them. We want employees to develop their skills and talents to support the development of our social business and help us meet strategic objectives.

Aims

Main aims of this policy are to:

- ensure that employees can through regular learning meet the changing landscape of our work and help us meet organisation goals through using their skills
- support and facilitate employee learning to complement their current skills and talents and help them to acquire new and contemporary skills relevant to the organisation's work
- offer an environment where through regular learning employees are motivated and their job with us is enhanced. It also will support employee retention.

Equal access to learning

The organisation is committed to ensuring equality of learning opportunity, hence no employee will be excluded from learning on the grounds of their status or protected characteristic. Part time employees and fixed term and temporary employees will have equal access to learning and development opportunities appropriate to their roles. Development opportunities will take account of work life balance and the domestic commitments of learners.

Responsibilities

Employees should take responsibility for identifying and raising any learning needs. We will provide opportunities for this in the regular support meetings as well as during appraisals. We would like all employees to be proactive about their own learning as well as supporting the learning of others e.g., acting as a buddy or mentor if required.

Line Managers

- Line managers will help employees with the identification of training needs and will review these on a regular basis.



- Line managers will also check the relevance and validity of the learning and seek feedback on the quality and cost-effectiveness of the learning.
- Line managers will ensure that employees can put in place the new learning they have received in a timely way.

Routes to Learning and Development Options may include:

- On the job learning including learning from other employees via buddying, shadowing, coaching, colleague skill sharing, employee away days etc.
- Secondments and placements/visits to other organisations
- Setting up development opportunities such as presentations at team meetings
- Attending internal or external training days/ workshops
- Attending conferences, forums
- An external course of study
- Web based e learning and webinars
- Self-directed study – such as books, manuals, online information

We are committed to sharing the learning and lessons gained by employees and volunteers throughout the organisation. This will be accomplished by assigning time in team meetings to share core development points from training. Where the organisation is funding a learning opportunity, this will be on the condition that the attendee presents back the key learning points to the team.

Key Professional and Skills Based Learning

The organisation will prioritise learning that focuses on areas which:

- enable us to fulfil our strategic objectives
- pertain to any organisational statutory/contractual obligations
- are essential in order to generate and maintain income
- enable effective responses and management of legislative changes
- ensure IT skills meet business need
- are essential to ensure the quality of service provision
- enable employees to undertake the continuous professional development required by their relevant professional bodies
- support the development of managers and supervisors



Induction

All new employees will be required to complete an induction process. This is an essential part of learning and development, and on-boarding into the organisation.

ICT (Information and Communication Technologies)

We would like all our employees to feel and be competent in relevant ICT skills. We will ensure learning through formal training or buddy systems to support this learning. Employees are encouraged to become familiar with both hardware and software relevant to their role and to raise learning needs with a manager.

Recording, Monitoring & Evaluating Learning

The senior manager is responsible for co-ordinating learning and may need to devolve this to relevant line managers on occasion. Managers are responsible for ensuring that records are kept of all development and learning activities. They are also responsible for evaluating the relevance and cost of the development to check relevance and value for money. Where possible free or partly funded opportunities will be encouraged.

Safeguarding Training

All staff who, through their role, are in contact with children and /or vulnerable adults will have access to relevant safeguarding training.

The Extent of the Policy

This policy applies to all employees but does not form part of your contract of employment. The employer may update it at any time.



Welsh Language Policy

Our Social Enterprise is not a public body and is not therefore legally obliged to produce Welsh Language procedures. We have however adopted the principle that in the conduct of its business in Wales it will treat the English and Welsh languages on the basis of equality. This policy has been developed to reflect the provisions contained in the Welsh Language (Wales) Measure 2011. We want to encourage those that speak Welsh alongside English to use it in their day-to-day dealings with us and we promote the use of Welsh in our work as a social business wherever we can and where it is appropriate and practical to do so. In offering services which respect an individual's choice of language we feel that we can support their experience. We want to encourage those who connect with us to feel comfortable using their preferred language.

We believe that the Welsh Language is an integral part of the culture and community inheritance and social and business life in Wales. We recognise the profound importance of the Welsh language to the heritage of Wales, and wholly support linguistic equality which makes a positive commitment to the continued maintenance of a bilingual policy. However as a small company careful consideration must be given to resourcing these procedures and careful consideration must be given to best use of funds. Funds and grants will be sought from relevant bodies to support this measure.

This Policy shows our current position in relation to our Welsh language services and will be reviewed as enhancements are made.

Introduction

We expect every employee to take responsibility for ensuring that our Welsh Language Policy is supported. Our Board of Trustees is responsible for this Policy and for ensuring that it is communicated to our manager and employees.

Policies and initiatives

We aim to ensure that our policies, activities, and services will be consistent with this Policy. We will endeavour to support the use of the Welsh language and where we can, encourage our employees, volunteers, clients, and customers to adopt these principles and work bilingually whenever possible.

Stakeholder language choice



The preferred language of any of our stakeholders will be noted and factored in any future communications to them.

We will regularly review our other written communications, letters, emails, and social media to see where it would be possible to produce both Welsh and English versions.

Communication

Face-to-face communication

We welcome and encourage the use of the Welsh language by our employees who are fluent in both languages or are Welsh learners.

Where an individual requests to speak to a Welsh speaker we will help them to do so wherever possible. If no Welsh speaker, who can deal with the enquiry, is immediately available we will offer the option of waiting for a Welsh speaker to phone back as soon as possible, to continue the dialogue in English, or to submit the enquiry in Welsh by letter or email.

Telephone communication

The telephone will always be answered either:

Bore da/ Good Morning, Green Haven Retreat

Or:

Prynhawn da/Good Afternoon, Green Haven Retreat

Correspondence and translation

We always reply in Welsh, or include a Welsh version, when we are replying to letters or emails received in Welsh or when we have received a request to do so.

Should one of our team receive correspondence in Welsh and not be able to speak or write in Welsh, we will arrange for a reply to be issued in Welsh.

Events

Where possible we will offer the opportunity for those attending to contribute in Welsh as well as English. If necessary, we will arrange for simultaneous translation to be available. Any event promotional literature will be available bilingually.



In sending employees to attend public meetings or events, we will endeavour to send bilingual representatives as far as possible.

Signage

Any signage in external and internal areas of our organisation will be in both Welsh and English with equal prominence in terms of quality, size, and layout.

Website

When funds permit, we will offer as far as we can a web service that is available in both languages. In designing new websites or in redeveloping our existing website we will continue to consider our Welsh Language Policy and the Welsh Language Commissioner's guidelines and standards.

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.'

To help employees, work through the medium of Welsh, IT software such as the Cysgliad dictionary and spellchecker will be available on computers

Stationery

All stationery e.g., headed paper, business cards will be bilingual with both languages equal in terms of prominence size, format, and clarity.

Print material – booklets, leaflets, and posters

Items will be considered for Welsh production on an individual basis.

Implementing and monitoring the policy

The Welsh language is naturally used by many employees and clients of this social business as part of their day-to-day life. We commit to develop and promote the use of Welsh in our organisation.

The Policy will be reviewed by our Board of Trustees every year.

Staffing, recruitment, and training



We aim to ensure that we employ Welsh speakers with the appropriate skills so that we can communicate with the public through the medium of Welsh.

We will ensure that in roles where the ability to speak Welsh is essential or desirable, this will be noted in relevant job advertisements and the advert will be made available in Welsh on the website.

We will encourage and support its employees to learn Welsh and the use of it in our daily work.

We are keen to work bilingually and would encourage employees to pursue Welsh language training. Non-Welsh speaking staff will receive training on how to answer the telephone bilingually and how to refer Welsh language enquiries as well as how to pronounce and spell Welsh names. Support and training will be provided to employees in the use of Welsh.

Dictionaries and other Welsh Language reference books will be available in the office.

Advertising and Publicity

Funds will be sought to support bilingual versions of some publicity materials. We will try to make the best use of voluntary support in preparing bilingual publications. At the same time we will ensure that the Welsh text is of a high

In an emergency, it may be necessary to issue press releases in English only, but in all other circumstances translation process will apply.

Monitoring

Our Welsh Language Policy will be regularly monitored by our Board of Trustees. The whole policy will be reviewed regularly at annual intervals.

Among the factors to be monitored closely will be:

- All aspects of service delivery
- Identity, forms, signs, the website etc.
- The application of the procedures to new tasks
- The nature and frequency of complaints
- Whether the public image in publications etc. demonstrate equality
- How well the internal arrangements to implement the scheme work



The Extent of the Policy

This policy applies to all employees but does not form part of your contract of employment. The employer may update it at any time.

Paratowyd y ddogfen hon gyda chymorth prosiect Busnes Cymdeithasol Cymru. Ariennir Busnes Cymdeithasol Cymru gan Lywodraeth Cymru. Fe'i cyflwynir gan gonsortïwm o ddarparwyr sy'n cynnwys Cwmpas, Cymdeithas Ymddiriedolaethau Datblygu Cymru, Cwmnïau Cymdeithasol Cymru, UnLtd a CGGC. Mae'n rhan o wasanaeth Busnes Cymru. This document has been prepared with support from the Social Business Wales project. Social Business Wales is funded by Welsh Government. It is delivered by a consortium of providers that includes Cwmpas, Development Trusts Association Wales, Social Firms Wales, UnLtd and the WCVA. It is part of the Business Wales service.

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