

**CONSUMER COUNCIL FOR**



**CYNGOR DEFNYDDWYR**



**Consumer Council for Water - Cyngor Defnyddwyr Dŵr  
Welsh Language Scheme - Cynllun Iaith Gymraeg**

**Prepared under the Welsh Language Act 1993**

This scheme was approved by the Welsh Language Board under Section 14 of the Act. It came in to effect on 01/07/2009 and replaces our previous scheme, dated 16/10/2006.



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## 1. INTRODUCTION

### 1.1 Introduction

Under the Welsh Language Act 1993 every public body providing services to the public in Wales has to prepare a scheme setting out how it will provide those services in Welsh.

This is our scheme.

It describes how we will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act that, in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality.

The scheme covers the services that we provide to the public in Wales.

Further information about the scope and purpose of Welsh language schemes can be found in the Welsh Language Board's guidelines ([www.byig-wlb.org.uk](http://www.byig-wlb.org.uk)).

### 1.2 Consumer Council for Water

The Consumer Council for Water (CCWater) or Cyngor Defnyddwyr Dwr was set up on 1 October 2005 under the Water Act 2003 to represent and champion the interests of water and sewerage customers in England and Wales.

The main functions of Consumer Council for Water are to:-

- i) keep itself informed of consumer matters and the views of consumers throughout England and Wales;
- ii) make proposals, provide advice and information and represent the views of consumers to Government, Regulators, public authorities, water companies and anyone else whose activities may affect the interests of consumers;
- iii) seek to resolve specific complaints from consumers;
- iv) provide them with information, and
- v) publish information.

Consumer Council for Water comprises a Council for England and Wales supported by four regional committees and a committee for Wales. Each of the 22 water companies is allocated to a Committee. Two committees Consumer Council for Water Wales and Consumer Council for Water Central and Eastern have water companies that they provide services to consumers in Wales allocated to them. Consumer Council for Water Wales has the additional responsibility for liaison with the Welsh Assembly Government.

Consumer Council for Water has adopted the principle that, in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality.

## **SERVICE PLANNING AND DELIVERY**

### **1.3 Policies and Initiatives**

In formulating policies and initiatives, Consumer Council for Water will:

- Assess the linguistic consequences of policies and initiatives.
- Ensure that any policies and initiatives are consistent with the Scheme and do not undermine it.
- Ensure all staff involved in formulating policies and initiatives are aware of the requirements of the Scheme.
- Promote and facilitate the use of the Welsh language.
- Continue to implement the principle of equality at every opportunity.

### **1.4 Delivery of Service**

Our normal practice will be to ensure that our services are available to the public in Welsh and English.

We will let the public know when services are available in Welsh and English.

Consumer Council for Water will hold briefing sessions for our staff to increase awareness of this Scheme - and to explain how it will affect their day to day work, as and where needed

### **1.5 Standards of Service**

Services provided in Welsh and English will be of equal quality and will be provided within the same timescale.

## **2 DEALING WITH WELSH SPEAKERS**

### **2.1 Written Correspondence**

Consumer Council for Water welcomes correspondence in Welsh and English. Correspondence received in Welsh will receive a signed reply in Welsh. Correspondence initiated by Consumer Council for Water following face-to-face meetings or telephone conversations in Welsh will be in Welsh unless otherwise requested. Consumer Council for Water Wales will keep a register of those customers, groups and organisations who wish to correspond in Welsh.

When we initiate correspondence with an individual, group or organisation on this register, in Wales we will do so bilingually unless we know that they would prefer to correspond in Welsh or English only.

When we send standard or circular correspondence to several recipients in Wales, it will be bilingual when we know that recipients would prefer to correspond in Welsh. .

All email communications received in Welsh will be answered in Welsh. The same policies will be applied to email communications as apply to other written correspondence.

## **2.2 Telephone Communication**

Our normal practice is to ensure that the public can speak in Welsh or English when dealing with us by telephone.

Staff at Consumer Council for Water Wales will answer with a bilingual greeting. If the caller wishes to speak Welsh, but the person taking the call cannot do so, they will try to transfer the call to a Welsh speaking colleague qualified to deal with the enquiry.

If no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or email.

A bilingual message will be provided on Consumer Council for Water Wales office answer phone.

Consumer Council for Water Wales will work with the Consumer Council for Water Central and Eastern to ensure that the same level of service and understanding of the Welsh Language Scheme will enable all consumers in Wales to use the language of their choice.

## **2.3 Public Meetings**

Invitations and advertisements for public meetings held in Wales will be bilingual and will invite the public to let us know in advance in which language they wish to speak. If we have established prior to the event that attendees wish to participate in Welsh, we will provide simultaneous translation from Welsh into English. Where no request for simultaneous translation has been made Welsh speaking Committee members or members of staff will be in attendance.

## **2.4 Face to Face Meetings**

Any person or organisation visiting or wishing to hold a meeting with Consumer Council for Water Wales/Central and Eastern is welcome to do so in Welsh or English. A language choice will be offered when arranging meetings. If no suitably qualified Welsh speaker is available,

we will offer the choice of continuing the meeting in English, or dealing with the subject by corresponding in Welsh.

### **3 PUBLIC IMAGE**

#### **3.1 Corporate Identity**

Consumer Council for Water will adopt a bilingual corporate identity in Wales, treating the two languages on the basis of equality. The name, address and other standard information on letterheads, publications, signs, business cards and identification badges will be bi-lingual.

#### **3.2 Signage**

All signs in Consumer Council for Water Wales' office, whether permanent or temporary, will be bilingual, with equal prominence given to English and Welsh in terms of format, size, quality, legibility and prominence of text.

#### **3.3 Publications**

Publications that are of particular interest to customers in Wales will be produced in Welsh and English. If Welsh and English versions are produced separately, our normal practice will be to ensure that both versions are available at the same time and are equally accessible.

We will use a scoring system, as agreed with the Welsh Language Board, to identify objectively when material should be published in Welsh and English versions.

#### **3.4 Internet Communications**

Consumer Council for Water's website will contain copies of any leaflets or information notes that are produced in Welsh. These include copies of Consumer Council for Water's:

- How we can help if you have a complaint (leaflet).
- Complaints Internal Procedure (document).
- Are you being served? (leaflet).
- A Consumer Council for Water role for you (leaflet).
- Consumer Council for Water Wales section of the Consumer Council for Water Annual Review (document).

We will prepare a programme, to be agreed with the Welsh Language Board, setting out how we could increase the Welsh language content of our website, over time.

#### **3.5 Press Notices and Other Publicity Material**

Press releases to the press and broadcasting media in Wales will be issued in Welsh and English where deadlines permit - or according to the language preference of the recipient media organisation or publication.

Where possible, we will ensure that Welsh speakers are available to undertake interviews with the Welsh Language press and broadcasting media.

The Consumer Council for Water Wales will issue the Annual Report Press Notices in both English and Welsh.

Display boards used at exhibitions and promotion events in Wales will be bilingual, with equal prominence given to Welsh and English.

### **3.6 Official notices, public notices and staff recruitment notices**

Official notices, public notices and staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications.

The Welsh and English versions will be equal in terms of format, size, quality and prominence - whether produced as a single bilingual version, or as separate Welsh and English notices.

In the English language media, posts where the ability to speak Welsh is essential may be advertised in Welsh, with a brief description in English.

Any official notices, public notices or staff recruitment notices placed elsewhere in Wales will be bilingual.

## **4. ADMINISTRATION OF THE SCHEME**

### **4.1 Staffing**

We will identify those workplaces and jobs where the ability to speak Welsh is desirable or essential. This requirement may be defined as a component of a workplace or team, or it may be attached to a particular job.

From time to time, we will undertake audits to establish the number, ability level and location of staff that can speak, read and write Welsh (including staff learning Welsh). We will also identify staff who wish to learn Welsh.

The results of these two exercises will be compared to identify workplaces where there is a shortage of Welsh speaking staff.

We will respond to any shortages through our recruitment and training activities.

## 4.2 Recruitment

When recruiting staff we will be guided by the information gathered by following the procedures described under *Staffing* above.

When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements.

Where no suitable Welsh speaking candidates can be found for a post where Welsh is desirable, the person appointed will be encouraged to learn Welsh.

A candidate unable to speak Welsh may be appointed to a post for which Welsh is considered *essential*, but where time can be allowed to learn the language. In these cases, learning the language to the required level of competence, within a reasonable agreed period, will be a condition of employment.

When no suitable Welsh speaking candidates can be found for a post where Welsh is *essential* (or whilst a candidate unable to speak Welsh has been appointed and is learning the language) we will make temporary arrangements under which the Welsh language service can be provided.

Information packs and application forms will be provided in Welsh and English for all of our jobs based in Wales.

## 4.3 Promoting the Scheme

The Scheme is important to Consumer Council for Water and as part of its induction programme to all new staff and appropriate committee members will make them aware of the responsibilities and contents of the Scheme for those wishing to access services in the language of their choice.

We will prepare, and continuously update, a detailed action plan setting out how we will ensure that we will operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect.

## 4.4 Learning Welsh

The ability to communicate in Welsh is an essential part of Consumer Council for Water's service to customers in Wales. Consumer Council for Water recognises that the ability to understand and use the Welsh Language in the workplace is a valuable skill.



Consumer Council for Water will encourage and support staff in Consumer Council for Water Wales and Central and Eastern who wish to learn or improve their Welsh.

#### **4.5 Translation Services**

Consumer Council for Water Wales will keep a list of qualified translators and interpreters whose services are available to staff for communicating with customers and preparing published material.

In their day to day work, CCWater Staff likely to require Welsh language translation facilities shall have access to that list as well as to appropriate electronic translating tools.

#### **4.6 Partnership working**

When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects comply with this scheme

When we join a partnership which another organisation is leading, our input to the partnership will comply with this scheme and we will encourage the other partners to comply.

When we are a partner in a consortium, we will encourage the consortium to comply with this scheme. When acting in the name of the consortium, we will operate in accordance with this scheme.

#### **4.7 Monitoring the Scheme**

The Policy Manager for Consumer Council for Water Wales Committee is jointly responsible with the Head of Corporate Services for monitoring and reviewing the Scheme.

Consumer Council for Water's Board will receive an annual compliance report that will detail our progress in delivering this scheme against the targets set out in our implementation plan.

We will send monitoring reports to the Welsh Language Board at the end of June of each year. The structure of the monitoring report as prescribed by the Welsh Language Board in June 2010 is annexed (annex 3).

These reports, along with a copy of the Scheme, will be available on the Consumer Council for Water's web site.

#### **4.8 Reviewing and Amending the Scheme**

We will review this scheme within four years of its coming into effect or within four years from the date that any amendments were agreed to the Scheme by the Welsh Language Board

From time to time, we may need to review this scheme, or propose amendments to this scheme, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

No changes will be made to this scheme without the Welsh Language Board's approval.

#### 4.9 Enquiries/Suggestions and Contact Point

Any enquiries about this scheme should be addressed to:  
Lia Moutselou, Policy Manager, Consumer Council for Water Wales  
Committee, Room 140, Caradog House, 1 - 6 St Andrews Place, Cardiff,  
CF10 3BE.

Telephone: 029 2023 9852

Mobile: 07785766043

e-mail: [wales@CCWater.org.uk](mailto:wales@CCWater.org.uk) and  
[lia.moutselou@CCWater.org.uk](mailto:lia.moutselou@CCWater.org.uk)

AND

Jane Morris , Head of Corporate Services, Consumer Council for Water  
Wales, Victoria Square House, Birmingham, B2 4AJ

Telephone: 01213451050

Email: [jane.morris@ccwater.org.uk](mailto:jane.morris@ccwater.org.uk)

## Annex 1- Where to contact us

### CCWATER OFFICE CONTACT DETAILS

<p><b>CCWATER WALES</b></p> <p>Caradog House 1-6 St Andrews Place Cardiff CF10 3BE Telephone: 0292 023 9852 Fax:0121 345 1010 Email: <a href="mailto:wales@ccwater.org.uk">wales@ccwater.org.uk</a></p>	<p><b>CCWATER WESTERN</b> CCWater South West</p> <p>8th Floor, Renslade House, Bonhay Road Exeter EX4 3AW Telephone:01392 428028 Fax: 0121 345 1010 Email: <a href="mailto:southwest@ccwater.org.uk">southwest@ccwater.org.uk</a></p>		
<p><b>CCWATER BIRMINGHAM</b></p> <p>Consumer Council for Water, Victoria Square House, Victoria Square, Birmingham B2 4AJ Telephone: 0121 345 1000 Fax: 0121 345 1001 Email: <a href="mailto:enquiries@ccwater.org.uk">enquiries@ccwater.org.uk</a></p>	<p><b>CCWater Wessex</b></p> <p>First Floor Temple Quay House 2 The Square Bristol BS1 6PN Telephone: 0117 955 7001 Fax: 0121 345 1010 Email: <a href="mailto:wessex@ccwater.org.uk">wessex@ccwater.org.uk</a></p>		
<p><b>CCWATER NORTHERN</b></p> <p><b>Northumbria &amp; Yorkshire</b> Second Floor Bondgate House 90 Bondgate Darlington DL3 7JY Telephone: 01325 464222 Local rate: 08457 089367 Fax: 01325 369269 Email: <a href="mailto:northumbria@ccwater.org.uk">northumbria@ccwater.org.uk</a></p> <p><b>Manchester</b> Second Floor 3 Picadilly Place Mancheter M1 3BN Telephone: 01325 469777 Fax: 01325 369269 Email: <a href="mailto:yorkshire@ccwater.org.uk">yorkshire@ccwater.org.uk</a></p>	<p><b>CCWATER LONDON AND SOUTH EAST</b></p> <p>First Floor (East Wing) Fleetbank House 2 - 6 Salisbury Square London EC4Y 8JX Telephone: 020 7931 8502 Fax: 020 7233 8873 Email: <a href="mailto:londonandsoutheast@ccwater.org.uk">londonandsoutheast@ccwater.org.uk</a></p>		
<p><b>CCWATER CENTRAL &amp; EASTERN</b></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>CCWater Birmingham</b> Victoria Square House Victoria Square Birmingham B2 4AJ Telephone: 0121 345 1017 Fax: 0121 345 1010 Email: <a href="mailto:midlands@ccwater.org.uk">midlands@ccwater.org.uk</a></p> </td> <td style="width: 50%; vertical-align: top;"> <p><b>CCWater Cambridge</b> 73 Chesterton Road Cambridge CB4 3BQ Telephone:01223 323889 Fax:0121 345 1010 Email: <a href="mailto:eastern@ccwater.org.uk">eastern@ccwater.org.uk</a></p> </td> </tr> </table>		<p><b>CCWater Birmingham</b> Victoria Square House Victoria Square Birmingham B2 4AJ Telephone: 0121 345 1017 Fax: 0121 345 1010 Email: <a href="mailto:midlands@ccwater.org.uk">midlands@ccwater.org.uk</a></p>	<p><b>CCWater Cambridge</b> 73 Chesterton Road Cambridge CB4 3BQ Telephone:01223 323889 Fax:0121 345 1010 Email: <a href="mailto:eastern@ccwater.org.uk">eastern@ccwater.org.uk</a></p>
<p><b>CCWater Birmingham</b> Victoria Square House Victoria Square Birmingham B2 4AJ Telephone: 0121 345 1017 Fax: 0121 345 1010 Email: <a href="mailto:midlands@ccwater.org.uk">midlands@ccwater.org.uk</a></p>	<p><b>CCWater Cambridge</b> 73 Chesterton Road Cambridge CB4 3BQ Telephone:01223 323889 Fax:0121 345 1010 Email: <a href="mailto:eastern@ccwater.org.uk">eastern@ccwater.org.uk</a></p>		

Addresses updated January 2014

## Annex 2- Main targets for scheme delivery

Target	Date of completion
<b>Policies and initiatives</b>	
Ensure staff and others engaged in framing and implementing new plans/ initiatives or policies are aware of commitments under our Welsh Language Scheme.	November 2010 May 2011
<b>Email and Written Correspondence</b>	
Update and report on the record of individuals and organisations that prefer to correspond in Welsh.	November 2010 May 2011
<b>Public &amp; Face to face meetings</b>	
Ensure staff that arrange and attend public meetings in Wales are aware of commitments under our Welsh Language Scheme.	November 2010 May 2011
<b>Internet Communication</b>	
Agree a programme with the Welsh Language Board to increase the Welsh language content on our website.	December 2010
<b>Publications and Publicity Material</b>	
Review the scoring system that identifies when material should be published in Welsh and English Versions with the Welsh Language Board, to.	May 2011
<b>Staffing</b>	
Identify jobs where the ability to speak Welsh is essential or desirable and formulate job descriptions accordingly. Monitor and list the number of Welsh speakers/ learners to establish and monitor its linguistic resources.	December 2010 June 2011
<b>Promoting the scheme</b>	
Ensure all new staff and appropriate members are aware of the responsibilities and content of the scheme as part of the induction programme and as and when necessary.	December 2010 June 2011
<b>Learning Welsh</b>	
Encourage and support members of staff who wish to learn or improve their spoken/ written Welsh.	Ongoing Report June 2011
<b>Translation Services</b>	
Ensure CCWater Staff likely to require Welsh language translation facilities shall have access to that list as well as to appropriate electronic translating tools.	Ongoing Report June 2011
<b>Monitoring the Scheme</b>	
Review progress on implementation Plan	June 2011
Submit monitoring report to Welsh Language	June 2011

Board	
<b>Reviewing and amending the scheme</b>	
Review the Welsh Language Scheme	<b>2014</b>

## Annex 3- Structure of CCWater Annual Monitoring Report

### 1. Compliance with the Scheme

To report by submitting a scheme implementation update (in table format).

### 2. Mainstreaming of Welsh Language

To provide the Welsh Language Board with a:

- A copy of our guidance and scoring system for translating publications in Welsh (once produced and when amended).
- A copy of our programme to monitor and increase the content of Welsh on our WebPages (once produced and when amended).
- A copy of our register of individuals, groups and organisations who wish to communicate with us in Welsh (on an annual basis).
- A copy of any other tools or procedures for assessing the impact of our work on the Welsh language.
- Examples of publications in Welsh for each reporting year.

### 3. Performance indicators

To provide annual data showing the capacity of CCWater to provide services in accordance with its Welsh language Scheme.

The following indicators must be used:

- Frontline services:  
% and number of bilingual staff who are working for CCWater (face to face and online services).
- Language training and awareness:  
Number and % of staff who have received Welsh language training to a certified level of qualification (certified level of qualification means any recognised or educational accreditation)  
Number and % of staff who have received Welsh language awareness training.
- Administering the Scheme  
The number of individuals, groups and organisations who have requested to communicate in Welsh and how we have accommodated that.  
The number of complaints received about lack of Welsh language service provision and steps taken to resolve the complaint.