



Derwen

Language Guidelines

1. Introducing and providing a service.

- Service will be provided in accordance with BIPBC and Gwynedd Council language policies.
- The service provided will be available through the medium of Welsh or English, as requested by the service user as far as possible and with regard to the circumstances and priorities of the referral.
- The choice of language will be recorded and services will be delivered in the medium of the language choice of the service user as far as is possible.
- Where this is not possible, arrangements will be made to ensure that professional translator or Welsh speaking health / social services professional will be available to facilitate the communication, to meet the needs of the service user.
- When there is no specialist clinical staff available that is able to communicate in Welsh, the care pathway will be used to meet the needs of the service user.
- The care pathway will ensure that each referral is individually assessed and that urgent and general referrals are addressed.
- Positive action plans to be set up when a lack of specialist bilingual clinical staff are available.
- As part of the assessment process it is necessary to ensure that service is offered in agreement with the service users language needs and that there is no clinical risk as a result

2. Providing Information

- All information for service users will be provided bilingually with the Welsh version first on all occasions.
- Information for children and young people will be produced through various visual mediums or specialist provision as necessary.
- Any information will be translated to the first language of the family if they are not comfortable with information through Welsh or

English medium and the WITS (Welsh Interpretation and Translation Services) service will be used for this purpose.

3. Staff Recruitment.

- If we are unable to recruit Welsh speakers to a post there will be a requirement for the successful candidate to learn the language up to a specific level as an employment condition.
- A flow chart will be used to agree the appropriate level for each post after taking into consideration the duties of the post, the area demography, and the ability of the present team to prepare a bilingual service.
- It is the duty of the manager to ensure that the appropriate level is agreed for each post.
- It is the duty of the manager to ensure that this condition is met within the agreed time through reviews at 6 months, 12 months and 18 months.

4. Supporting and encouraging our present staff.

- Flexible training conditions will be offered to the individuals i.e. contact with tutor or e-learning.
- The BIPBC will provide a Level 1 e-learning course and support will be offered through the Welsh Team if needed
- BIPBC will employ tutors who will reserve part of their time for staff within this service.
- Gwynedd Council will encourage staff to develop their language skills, and they will be released, if necessary, to learn or improve their skills. The Council will provide staff training at many levels and provide funding for this.
- In providing staff language training to the appropriate standard, Gwynedd Council will prepare training based upon a detailed assessment of the individual's need following their appointment.

5. Meetings

- In planning / reviewing meetings for individual families the meeting will be arranged through the medium of Welsh or English according to the choice of the family.
- Translation will be provided for other languages as necessary for the benefit of the family.
- Any work related meeting arranged by Derwen will be held through the medium of the Welsh language with simultaneous translation available to ensure that all present can follow the discussion.
- Any public meeting will be held through the medium of Welsh with simultaneous translation service available and any written presentation will be bilingual.

6. Cost of providing bilingual service. .

- The cost of providing simultaneous translation and the equipment will be shared as closely as possible between the Betsi Cadwaladr University Health Board and Cyngor Gwynedd
- The task of translating relevant documents for the service will also be shared between the partners.
- Where no translators are available through the partners translation departments an external translator will be provided with both partners sharing the cost.
- The cost of printing any bilingual information will be shared between the partners.