



PTI Cymru operates in Wales and acknowledges that under the Welsh Language (Wales) Measure 2011 that the Welsh language has official status and should be no less favourably treated than the English language in Wales.

We believe that customers have the right to their language of choice and we will endeavour to respond to a customer’s request to use the Welsh language.




We already deliver a number of bilingual services, and our public facing Contact Centre is fully bilingual, but we can do much more to encourage the use of the Welsh language. This policy sets out our current approach and action plan of how we intend to implement this policy.




We welcome correspondence in both English and Welsh.

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
<b>1. External Communication</b>				
<b>1.1. Face to face</b> We try to ensure that a Welsh-speaking member of staff is available, but this is not always possible.		We will ensure that a Welsh-speaking member of staff is available to greet visitors in Welsh most of the time.	PTI Cymru	Ongoing

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		Visitors visiting the Contact Centre will always be able to speak to a Welsh-speaking member of staff.	PTI Cymru	Ongoing
<b>1.2. Sending letters and emails</b> We communicate bilingually sometimes e.g. for specific marketing campaigns, or to share information with a target audience.		<p>We have a system in place to respond to requests for Welsh-medium correspondence.</p> <p>All of our newsletters are sent out bilingually.</p> <p>We will identify specific campaigns and projects and ensure that we communicate bilingually.</p>	<p>PTI Cymru</p> <p>PTI Cymru</p> <p>PTI Cymru</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<b>1.3. Responding to letters and email</b> We respond in Welsh to any Welsh correspondence we receive and this does not affect our response time.		We will respond in Welsh to any Welsh correspondence we receive, striving to ensure that this does not cause a delay. In some rare cases, there will be some delay if a professional translator is required.	PTI Cymru	Ongoing



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		<p>We retain Welsh translators who work closely with us so that delays in communicating to customers is minimal.</p> <p>We will note that we accept Welsh and English correspondence.</p>	<p>PTI Cymru</p> <p>PTI Cymru</p>	<p>Ongoing</p> <p>Ongoing</p>
<p><b>1.4. Press releases</b> Our press releases are written in English.</p>	<p>①</p>	<p>The publications we use only print in English.</p> <p>All our press releases will be sent out bilingually if publishing in a bilingual publication.</p> <p>We translate all press releases published on our website so they are bilingual.</p>	<p>PTI Cymru</p> <p>PTI Cymru</p> <p>PTI Cymru</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

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<b>1.5. Over the telephone</b> All officers offer a bilingual greeting. A procedure is in place which ensures that, if the officer cannot speak Welsh, they will transfer telephone calls to a Welsh speaker.		All customer facing staff are fully bilingual, this service will be maintained.	PTI Cymru	Ongoing
<b>2. Corporate image and branding</b>				
<b>2.1. Corporate image and brand</b> Our image is fully bilingual, including any sub-headings, treating both languages equally.		We will ensure that we treat both languages equally.	PTI Cymru	Ongoing
<b>3. Publications and publicity</b>				
<b>3.1. Publications and publicity</b> All external publications and publicity materials are provided bilingually and some internal publications are available bilingually.		We will ensure that we treat both languages equally.	PTI Cymru	Ongoing

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		We will increase the number of internal publications that are prepared bilingually.	PTI Cymru	Ongoing
<b>3.2. Please note whether the following items are available:</b>				
<b>Business cards</b> Bilingually - Welsh and English are equal.		We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>Headed paper</b> Bilingually - Welsh and English are equal.		We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>Pop-ups</b> Bilingually - Welsh and English are equal.		We will ensure that we treat both languages equally.	PTI Cymru	Ongoing




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		We will ensure that any new staff are aware of this requirement.	PTI Cymru	Ongoing
<b>Advertising banners</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>E-mail footers</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.  We will encourage all Welsh-speaking staff to add in their footer that they are happy to communicate bilingually.	PTI Cymru  PTI Cymru  PTI Cymru	Ongoing  Ongoing  Ongoing
<b>Marketing materials</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.	PTI Cymru	Ongoing

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		We will ensure that any new staff are aware of this requirement.	PTI Cymru	Ongoing
<b>Guidance and booklets</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>Signs</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>Staff uniforms</b> Bilingually - Welsh and English are equal.	3	We will ensure that we treat both languages equally.  We will ensure that any new staff are aware of this requirement.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>4. Website and social media</b>				





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<p><b>4.1. Website</b></p> <p>Our website is fully bilingual, with the Welsh and English pages updated regularly. It is possible to change from Welsh to English at any time by using the language choice button.</p>		<p>Our website is fully bilingual, with the Welsh and English pages updated regularly.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>
<p><b>4.2. Social Media</b></p> <p>Most of our messages are bilingual. In some cases where something needs to be issued urgently, we will post in English only.</p>		<p>Most of our messages are bilingual. In some cases where something needs to be issued urgently, we will post in English only.</p> <p>All Welsh tweets or facebook posts from customers are responded to in Welsh.</p> <p>We translate all of our scheduled tweets / facebook posts.</p>	<p>PTI Cymru</p> <p>PTI Cymru</p> <p>PTI Cymru</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
<p><b>5. Public meetings and events</b></p>				



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<b>5.1. When organising an event which is open to the public, which of the following statements best describes your organisation?</b>				
<b>Invitations or marketing materials</b>	<b>3</b>	All marketing material is bilingual.	PTI Cymru	Ongoing
<b>Speeches/ talks</b>	<b>3</b>	We encourage the use of Welsh public speakers.	PTI Cymru	Ongoing
<b>Signs</b>	<b>3</b>	All signs are bilingual.	PTI Cymru	Ongoing
<b>Attendees pack</b>	<b>3</b>	All attendees packs are bilingual.	PTI Cymru	Ongoing
<b>Exhibitions</b> Bilingual - Welsh and English are equal.	<b>3</b>	Bilingual marketing material is provided at all exhibitions.	PTI Cymru	Ongoing
<b>6. New services, initiatives and campaigns</b>				

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<p><b>6.1. New services, campaigns and policies</b></p> <p>When planning new projects, consideration is given to the Welsh language but we do not have a specific procedure for doing this. It can depend on staff experience or knowledge, or the specific requirements of the project.</p>		<p>We will give consideration to the Welsh language in accordance with this action plan when planning any new project, campaign or initiative.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>
<p><b>6.2. Offering services</b></p> <p>We promote the fact that Welsh language services are available.</p>		<p>We will clearly advertise that we offer a Welsh language service to customers and users.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>
<p><b>6.3. Helplines</b></p> <p>Yes</p>				
<p><b>6.4. Which of the following statements describes your provision?</b></p> <p>Our helpline is available in Welsh and English, on the same phone number,</p>		<p>Our helpline is available in Welsh and English, on the same phone number, during the same hours. The automated message is bilingual. We provide training to staff on how to</p>	<p>PTI Cymru</p>	<p>Ongoing</p>

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during the same hours. The automated message is bilingual. We provide training to staff on how to provide a bilingual service. We market the helpline as a bilingual service.		provide a bilingual service. We market the helpline as a bilingual service.		
<b>6.5. Working Welsh</b> Working Welsh posters are displayed prominently and our Welsh-speaking officers have been given Working Welsh badges or lanyards, but are not obliged to wear them.	<span style="font-size: 2em;">①</span>	We will display Working Welsh posters prominently and encourage Welsh-speaking staff to wear badges and lanyards.  We will ensure that Welsh-speaking staff use e-mail footnote which notes that correspondence is welcomed in Welsh and English.	PTI Cymru  PTI Cymru	Ongoing  Ongoing
<b>7. Staff and volunteers</b>				
<b>7.1. Staff recruitment</b> We assess whether the Welsh language is a required skill for every new post.	<span style="font-size: 2em;">①</span>	We will ask for the Welsh language as an 'essential' skill when recruiting new members of staff who will be dealing with the public.	PTI Cymru	Ongoing

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<p><b>7.2. Advertising vacant posts</b></p> <p>We prepare bilingual advertisements if the Welsh language is a desirable or essential skill.</p>		<p>We will advertise posts where the Welsh language is noted as a desired or essential skill bilingually.</p> <p>All posts for the Contact Centre where Welsh language is 'essential' will be advertised in Welsh.</p>	<p>PTI Cymru</p> <p>PTI Cymru</p>	<p>Ongoing</p> <p>Ongoing</p>
<p><b>7.3. Language awareness</b></p> <p>There is no formal process but documentation is available if officers wish to read it.</p>		<p>The information pack provided to staff at the beginning of their employment will refer to Welsh language services.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>
<p><b>7.4. Language skills</b></p> <p>We do not record our officers' language skills.</p>		<p>We will ask staff about their language skills.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>
<p><b>7.5. Learning and using the Welsh language</b></p> <p>We do not keep a record of our officers' Welsh language training.</p>		<p>We will strive to create a workplace environment which encourages officers to use the Welsh language.</p>	<p>PTI Cymru</p>	<p>Ongoing</p>