

Oxfam Cymru Welsh Language Policy – implementation plan

What are we doing?	What needs to be done?	Deadline and Responsibility
<p>Regularly updating Oxfam Cymru staff and volunteers about the development of the Welsh language Policy for Oxfam.</p>	<p>Organise face to face briefing for all Oxfam Cymru staff and Oxfam Cymru volunteers about the Policy.</p> <p>Also identify any additional training needed.</p> <p>Focus on: social media policy bilingual telephone greetings bilingual correspondence</p>	<p>March/ April 2020.</p> <p>Introduce Policy to Oxfam Cymru Staff</p> <p>Responsible: Oxfam Cymru's Media & Communications Officer.</p>
<p>Planning an internal launch event at Oxfam GB's head office in Oxford on 2nd of March 2020.</p>	<p>Finalise plans, invites and any bilingual resources needed for a stall.</p>	<p>February - March 2020</p> <p>Responsible: Oxfam Cymru's Media and Communications Officer.</p>
<p>Address the need for bilingual telephone greetings with Oxfam Cymru</p>	<p>Update answer phone messages</p> <p>Training to ensure all staff can and will answer all calls with bilingual greetings</p> <p>Create procedure for dealing with Welsh language calls / call back</p> <p>Utilise free 'Welsh in the Workplace' online resources by Canolfan Dysgu Cymraeg to help Oxfam Cymru staff learn how to greet customers bilingually.</p>	<p>Training in March/ April 2020.</p> <p>Responsible: Oxfam Cymru's Media and Communications Officer.</p> <p>Invite a member of staff from Canolfan Cymraeg to Oxfam Cymru Office to introduce free online courses and resources to staff.</p> <p>Responsible: Oxfam Cymru's Media and Communications Officer.</p>

Email Signatures & Out of Office Working with Oxfam GB's Head of Brand to ensure bilingual email signature box	Create template for all staff and volunteers at Oxfam Cymru to produce bilingual email signatures, out of office replies and bilingual graphics if available	March/ April 2020 Responsible: Oxfam Cymru's Media & Communications Officer & Oxfam GB's Head of Brand
Outline procedure for responding to Welsh emails / letters to be shared with staff		
Acknowledge the need for further external translators to help Oxfam Cymru deliver its work under this new Welsh Policy.	Oxfam GB's current list of approved Welsh translators will remain under review by Oxfam Cymru's Office Manager – to ensure we are getting high quality and cost effective services.	September 2020 Responsible: Oxfam Cymru's Office Manager
Acknowledge the need for budget for Welsh and bilingual resources for Oxfam Cymru, to communicate our work to the public.	Confirm what budget is available – for printed / digital resources. Advise Oxfam Cymru staff how the budget can and should be spent and split during each financial year. Creating and commissioning resources.	September 2020 Responsible: Head of Oxfam Cymru. Ongoing Responsible: Oxfam Cymru's Media and Communications Officer with support from Oxfam Cymru's Campaigns and Advocacy Manager
Website / Social Media / Blogs		
Education Identify the need for additional support and resource to deliver workshops in Welsh medium schools	Research for budget/ partners that could offer support to deliver Oxfam's work bilingually within schools in Wales Explore working through different groups, for example, Ox Reps.	September 2020 Responsible: Oxfam Cymru's Global Citizenship Education Advisor
Acknowledge the need for continuous dialogue with Oxfam Cymru staff and volunteers to discuss any further training or assistance needed to deliver the policy.	Include the conversation about the policy as part of Oxfam Cymru's 121 staff meetings to identify any barriers or training needed.	Ongoing from Policy Launch Responsible: Oxfam Cymru line managers

<p>Feedback</p> <p>Identify the importance of dialogue between Oxfam Cymru staff and volunteers on any problems/ issues with implementing the policy</p>	<p>Oxfam Cymru line managers to invite staff and volunteers to email/ discuss these issues in 121 meetings/ put on the agenda for team meetings.</p>	<p>Ongoing from Policy Launch</p> <p>Responsible: Oxfam Cymru line managers</p>
<p>Annual Report on Policy</p> <p>Identify the importance of an annual report to share internally and externally with others including Welsh Language Commissioner's Office about annual progress.</p>	<p>Arrange annual focus group with Oxfam Cymru staff and volunteers to discuss the developments.</p> <p>Create an annual report to be published on the Oxfam Cymru website.</p>	<p>February 2021/2022/2023</p> <p>Responsible: Head of Oxfam Cymru.</p> <p>April 2021/2022/2023</p> <p>Responsible: Head of Oxfam Cymru.</p>

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