

Welsh Language Statement of Purpose

SNAP Cymru demonstrates respect for the Welsh Language through all of our activities and recognises the need to be appropriately responsive to the linguistic needs of Welsh speakers. We are fully committed to meeting the requirements of the Welsh Language (Wales) Measure 2011.

In the spirit of The Welsh Language (Wales) Measure 2011 (the Measure), to establish rights and freedoms for the users of the Welsh language, SNAP Cymru endeavours to implement the Welsh Language Standards in all our work with the public in Wales, whether legally required to do so or not.

Within SNAP Cymru there is a Chief Executive Officer specifically responsible for Welsh Language, a Welsh Language Strategy Group and a Welsh language Champion on our Board of Trustees.

SNAP Cymru provides services across Wales, often in partnership with the Welsh Government, Local Authorities and other organisations who are legally required to comply with the Welsh language Standards. With this in mind SNAP Cymru has an appropriate Welsh language scheme as advised by the Commissioner's team which is implemented across the organisation and reviewed annually.

We apply a consistent approach to our Welsh language commitment across all our services to ensure an environment that encourages individuals to access services and materials in the language of their choice.

We utilise bilingual signage (both publicity and premises), advertising, website, recruitment and staffing, and support and publicity materials ensuring no language is treated less favourably than the other. We ensure our policies and organisational strategy champion our commitment to the Welsh language .

We also endeavour to:

- Offer language choice from the outset
- That all children, young people and families are made aware that they can access services in both Welsh and English.
- That correspondence with families and professionals can be provided bilingually.
- That the same standard of service is provided in Welsh and English
- That our staff and volunteer team are aware of how to support individuals who want to access services in either language

- That Welsh speaking staff are matched to children and families who are Welsh speaking.
- That we will identify with families in the community and make families aware, of bilingual service;
- That we make every attempt to provide bilingual capacity to ensure proper and timely, delivery of all our services.

If we fail to provide a Welsh language service, or if anyone is unsatisfied with the standard of the Welsh language service we provide, they may make a [complaint to SNAP Cymru](#) and to the [Welsh Language Commissioner](#).

A record of any complaints concerning the Welsh language is held centrally and reviewed by the SLT at each monthly meeting.