

Our Welsh Language Scheme illustrates how the Fire & Rescue Service will reflect the bilingual nature of Wales through its day to day activities. We have direct contact with a high percentage of the Welsh speaking population, and this leaflet gives a summary of the Welsh language services we provide.

Mid and West Wales Fire and Rescue Service has implemented the Scheme by adopting the following principles:

- It is recognised that members of the public can express their needs and views better in their preferred language of communication.
- We acknowledge that welcoming the public to use their preferred language is a matter of good practice and customer care.
- It is accepted that in the spirit of equality expressed in the Welsh Language Act, our customers have the right to choose whether they wish to communicate with us in Welsh or English.

Contacting the Service

The public are welcome to deal with the Service in either Welsh or English whether through written correspondence, telephone contact or face-to-face communication.

Letters and emails

- All standard letters issued to the public will be bilingual.
- Letters and e-mails received by the Authority in Welsh will be acknowledged and responded in Welsh, with the same response times as English correspondence.

Telephone Contact

The Service welcomes telephone calls through the medium of Welsh and English. The Service has a single contact number for telephone communication and the telephone operators offer a fully bilingual service.

Face To Face

- Our bilingual service does not end in reception areas or at formal meetings and conferences - it is offered right across our services.
- The Community Fire Safety advice service will be available in Welsh and English.
- Site visits for the purposes of inspection will be available in Welsh and English.

Corporate Image

The Service has a bilingual corporate logo. All stationery (including letterheads, business cards, identification badges, publications and other goods and materials) will use the logo and bilingual standard information of the same size, quality, legibility and prominence.

Things that we will produce bilingually include:

- Marketing, advertising, publicity or promotional material
- Displays and exhibitions
- Pamphlets, booklets, circulars
- All signs on Service property and vehicles
- Notices and advertisements in newspapers, periodicals and journals for statutory and non statutory reasons
- Consultation material

Anything produced by the Service that is aimed at residents, businesses, visitors or for the general public will be deemed to fall under this remit.

Public Meetings

Members of the public who wish to attend public meetings arranged by the Service will be welcome to use Welsh. They should let the organizers know their language preference in advanced to allow appropriate arrangements to be made.

Monitoring and compliance

The Service will monitor the implementation of the Welsh Language Scheme through the following mechanisms:

- Regular reviewing of the Service's Welsh Language Scheme Action Plan (WLAP);
 - Annual improvement planning, including achievement of targets and a summary of achievement of the Welsh Language Scheme;
 - Monitoring by the Welsh Language and Governance Officer;
 - Monitoring complaints and other comments from members of the public;
 - An annual report to the internal Policy Board, Fire Authority and the Welsh Language Board.
- The Chair will positively encourage people to use Welsh at public meetings and will welcome contributions in Welsh or English.
 - We will provide translation facilities for non-Welsh speakers, where necessary.
 - All publicity material will be in Welsh and English.
 - All the written information used at a meeting, such as visual presentation material, printed leaflets or exhibition captions will be in Welsh and English.

Essential and Desirable Posts

The Service recognises the need to employ sufficient Welsh speaking employees, particularly in respect of employees having regular contact with customers.

The Service has a commitment to identify those locations, roles and posts where the ability to speak Welsh is desirable or essential and ensure that appointments are made accordingly.

Delivering the Service

- When we plan and formulate new policies or initiatives, we will assess the linguistic consequences to make sure that they meet the commitments given in our Scheme.
- We aim to provide a high standard of service and customer care in every aspect of our work in accordance with the commitments given in our Scheme.
- The requirements of the scheme will be carried out with sensitivity and positive encouragement.

A Guide to Our Welsh Language Scheme

Mid & West Wales Fire & Rescue Service has adopted the principle that, in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality.

If you would like to see a full copy of the Welsh Language Scheme simply log on to Mid and West Wales Fire and Rescue Service's website www.mawwfire.gov.uk or if you would like a hard copy or have any comments, please write to

Welsh Language Officer

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