

The Active Offer factsheet

What is the 'Active Offer'?

The 'Active Offer' simply means providing a service in Welsh without someone having to ask for it.

The Welsh language should be as visible and heard as the English language.

The 'Active Offer' means not making assumptions that all Welsh speakers speak English. It ensures Welsh-speaking 'Service Users' are treated with dignity and respect, by asking them what their preferred language is and acting on it.

It means creating a change in culture that takes the responsibility off the 'Service User' to ask for a service through the medium of Welsh.

The 'Service User' is the most important aspect of the 'Active Offer'. What this means in practice, is providing a tailor-made service that enables the individual to be assured that they are in control and fully understand the services being offered.

A proactive approach ensures language needs are identified as an integral part of safe high-quality service provision.

It's also about creating the right environment where 'Service Users' feel empowered and confident that their needs will be met.

How it links to the inspection framework

As part of the inspection framework (2019) Care Inspectorate Wales will look at and report if a service is providing the Welsh language 'Active offer', alongside the inspection framework guidance: <http://bit.ly/care-inspectorate>

What you need to do as a 'Service Provider'?

- Identify Welsh speaking staff – by wearing a 'Working Welsh' or 'Learning Welsh' pin badge or lanyard
- Assess the current Welsh language skills of your staff by accessing the online diagnostic tool known as the 'Gwiriwr' (available here soon <http://bit.ly/gwiriwr>). This information will become invaluable to your setting, and will allow you to effectively plan for a bilingual workforce
- A specific 'Learn Welsh scheme for the Early Years Education and Childcare Workforce' will be available for NDNA Cymru members, for further information about this scheme and the online diagnostic tool please contact our Welsh Language Coordinator Deborah.davison@ndna.org.uk, further information is also available here: <http://bit.ly/campau-cymru>

- Make sure that all display signs and information that is public facing are in Welsh and English i.e. Welcome and information boards should be bilingual
- Make sure that all staff understand the importance of having bilingual menus to ensure Welsh speaking 'Service Users' are able to make an informed meal choice
- Ensure you answer the phone bilingually e.g. **Bore Da NDNA Cymru** / Good Morning NDNA Cymru, don't worry about not being able to continue the conversation in Welsh, any use of the Welsh language is appreciated by Welsh speakers
- Top Tip what to say: “**dwi yn dysgu**” – “I am learning”
- Incidental Welsh; put into practice Welsh words for commands and key phrases used in the daily routine, the more children hear the more they absorb

For help with translation and accuracy from English to Welsh visit <http://termau.cymru/> and The Welsh Academy English-Welsh Dictionary Online: www.geiriaduracademi.org

Examples

With thanks to our members for these examples - **ardderchog** / brilliant!



Redbrook Day Nursery, Wrexham



With thanks to Caego, Wrexham

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National Day Nurseries Association Cymru

Office 3, Crown House, 11 Well Street, Ruthin, Denbighshire, LL15 1AE

tel: 01484 407070 fax: 01484 407060 email: wales@ndna.org.uk web: www.ndna.org.uk/cymru

Published: July 2019