



# CLARENCE HALL WELSH LANGUAGE POLICY

Last updated January 2023

## POLICY STATEMENT

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The Clarence Hall Management Board (Management Board) is the management body for The Clarence Hall, Crickhowell, which is a registered charity (1187701) and a company limited by guarantee (11971202).

The Management Board acknowledges the fact that under the Welsh language (Wales) Measure 2011, the Welsh Language has official status, and should be treated no less favourably than the English language. It recognises that users of the Hall can express their views and needs better in their preferred language. Enabling them to use their language of choice is a matter of good practice rather than a concession and that the denial of that right could place potential users of the Hall at a real disadvantage. As such, the Management Board believes that it is good practice to provide services in the preferred language of those using and attending the Clarence Hall.

## AIMS

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The Management Board aims to show respect to our employees, volunteers, users and hirers by encouraging and facilitating the use of their chosen language when they are contributing to the activities of the Hall. The ultimate aim of the Management Board is to enable people to engage in both English and Welsh, treating both languages equally. Practically, this means that Welsh speakers will be able to access information and services in Welsh, with all key materials produced bilingually. It is committed to achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh and, where appropriate, sets targets to help us develop our use of Welsh to reach this ultimate aim.

To that extent, this policy will be kept under constant review to ensure that we continue to make progress in delivering a policy that takes account of the needs and aspirations of Welsh speakers in our community.

## OUR COMMITMENTS

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- Face to face communication – we will encourage the appointment to the Management Board of at least one member of the Management Board who is able to communicate in Welsh to our volunteers, users and members of the community. Until such time as this is achieved, anyone wishing to speak in Welsh in relation to dealings with the Hall will be referred to a nominated person, whose details are available on our website - <https://www.clarencehallcrickhowell.org.uk>. If the nominated person is unavailable at the time, the conversation can be re-scheduled for a time when the nominated person is

able to respond, or the individual is welcome to continue with the call in English, or send their enquiry in written form in Welsh.

- Correspondence - correspondence received in Welsh will be answered in Welsh should the correspondent so request.
- Permanent safety signs - our permanent safety signs are currently in English only but will be replaced, as part of our refurbishment project, with bilingual signs, with both languages being equal in terms of form, size, quality and prominence.
- Posters – key promotional posters for the Hall are available in both Welsh and English. Independent event organisers who use the Hall are encouraged to produce posters bilingually.
- Publications and policies - our Terms & Conditions and Policies are available in both English and Welsh.
- Website - some Welsh will be introduced to our website by mid 2023 with the translation of key communications, as well as the publications and policies outlined above. Once our core suite of documents has been incorporated into our website, further consideration will be given as to the next steps to be taken towards achieving a bilingual site.
- Leadership – our Communications and Outcomes Trustee is responsible for implementing, championing and monitoring this policy.
- Surveys – our 2020 Community Surveys were produced in both Welsh and English. All future feedback and outcomes surveys will be produced bilingually.
- Welsh Groups - Once our multi-function Reception Room is in place, we hope there will be an expansion of Welsh language activities in the Hall.
- Teaching of Welsh – we will encourage the use of the Hall for the teaching of Welsh, recognising that this activity not only meets a need in the community but also assists in the promotion of the Welsh language.
- Awareness – this policy will be conveniently available for our employees, users, volunteers and hirers and for our community to read.

## **ACCESS TO TRANSLATION SERVICES**

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In order to support the implementation of this Welsh Language Policy, the Management Board has created a group of Welsh speakers who are willing to assist with the translation of the Hall's core materials.

We have also registered with the Welsh Government service, Helo Blod, to ensure our core publicity materials are available in both Welsh and English, eg Lottery Award Press Release, Launch of Fundraising Appeal.

We have access to Telelingua, a firm of translation specialists located in Crickhowell, who are able to assist on a commercial basis with the translation into Welsh of our key communications, publications and policies.

Recognising the financial and time commitment required to create and maintain a bilingual website, the Management Board is currently investigating funding and resourcing options to assist with this.

## **IMPLEMENTATION**

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The successful implementation of this policy depends on the awareness and commitment of all members of the Management Board, employees and key volunteers who manage and support the activities of the Clarence Hall. Accordingly, all new members, employees and volunteers shall be made aware of the existence of the policy when first joining and made aware that they will be expected to conform with its requirements.

Our Communications and Outcomes Trustee is responsible for implementing, championing and monitoring this policy and for providing an annual compliance statement to the Management Board.

Date of last update and approval by Management Board: January 2023

Date of next review: January 2025

Responsible officer: Rebecca Games