



Penparcau Community Forum Ltd

WELSH LANGUAGE POLICY

The purpose of this policy is to help Staff and volunteers to enjoy the positive experience of volunteering.

This policy will be reviewed on an ongoing basis, at least once a year. PCF will amend this policy, following consultation, where appropriate.

Date Reviewed	Reviewed By	Position
02.02.2021	KAREN ROBERTS	PCF Manager
02.02.2021	KELVIN JONES	Trustee

Next Review	01.02.2022
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funded
through



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*Penparcau Community Forum Limited is a company registered in England & Wales
(Reg. Number 9210780, Registered Office Address: As above)*

Introduction

Basic Principles

Penparcau Community Forum Ltd (the Forum) recognises the significance of the Welsh language as regards:

- the bilingual and multilingual nature of Wales as a country, with its rich and diverse network of language communities;
- offering equal opportunities for Welsh speakers to participate in projects and activities in the language of their choice;
- engaging with individuals and communities in order to raise confidence, build capacity and increase participation; and
- realising the value of bilingualism as a social and economic asset.

Bilingual, bilingually or bilingualism from here on refer to the use of the Welsh and English languages.

Statement of intent

Giving due consideration to the legal status of Welsh following the enactment of the Welsh Language Act 1992, and attending to the increased level of expectation among Welsh speakers with regard to the use of Welsh in public life, the Forum will work towards adopting bilingualism as normal practice and towards implementing appropriate measures to ensure that its services are available to the general public bilingually as far as is practicable with current staff and the Directors' language skills.

Principle of implementation

The Forum will work towards offering their services to the public in Welsh and English, maintaining the same standards in both languages. Services provided to individuals will be according to the individual's language of choice, where possible, and every opportunity will be taken to actively offer language choice rather than respond to requests only.

New policies and initiatives

Proper consideration will be given to the Welsh language when planning and implementing any new policy or initiative.

Correspondence

The Forum will work towards ensuring that general correspondence initiated by it will be bilingual.

We will work towards ensuring that correspondence with individuals will be according to the individual's language of choice.

The Forum will respond to correspondence received in the language of the received correspondence.

Telephone

In order to facilitate language choice, the Forum will work towards having their telephone greetings bilingually as far as possible. Welsh-speaking staff will be made available to deal with initial enquiries from Welsh-speakers where possible.

Where possible, answer machine messages will be bilingual.

Meetings

The Forum will work towards providing bilingual notices, agendas and papers for public meetings it organises.

Consideration will be given in planning public meetings as how best to facilitate contributions bilingually at those meetings.

Meetings with individuals will be conducted in the individual's language of choice where possible, subject to the availability of Welsh-speaking staff.

Information technology

Due consideration will be given to bilingualism when communicating with the Welsh-speaking public by other means, including information technology.

The Forum will work towards operating a bilingual website. General communications by e-mail will also be bilingual as far as possible, particularly where individuals request this.

Penparcau Community Forum's Public Face

The Forum will work toward having a fully bilingual corporate identity that will be reflected in its name, logo and all corporate material and stationery.

All permanent and temporary signage within the Forum's offices and sites or those displayed by the Forum at events will be bilingual.

The Forum will work towards having its printed material produced bilingually. Printed material includes information leaflets and documents, annual reports, posters, forms and explanatory material.

Resources

In order to facilitate this policy, the Forum will work towards being able to employ, or engage with other agencies, to ensure sufficient and appropriate Welsh language skills to implement the policy effectively.

Any potential costs involved in implementing this policy will be considered during the planning of new policies and initiatives and incorporated into project budgets.

Staff guidelines

Practical guidelines will be prepared for staff to assist them in implementing this policy.

Monitoring and evaluating

The Forum will monitor and evaluate the implementation of this policy and any related guidelines issued to staff in accordance with the its usual monitoring and evaluating procedures.

This policy will be reviewed annually by individuals identified by the Board of Directors. Once reviewed, it will be signed as such by the Chair.

Complaints

Any complaint regarding the implementation of this policy should be directed to the Board of Directors of the Forum.