



Maindee

Maindee Unlimited - UK Charity No: 1160272

Our Welsh Language Policy

1. Policy Statement

Maindee Unlimited is working to transform Maindee into a sustainable community with a strong local identity, strong local economy and a reputation as an attractive, safe, culturally vibrant and cohesive place to live, relax in and work.

The Welsh Language:

Maindee Unlimited recognises that the Welsh language has a legal status in Wales and residents and stakeholders have a statutory right to conduct their public life through the medium of Welsh.

Our commitment to the Welsh language reflects the importance we place on equality of opportunity in our community.

Through this Welsh Language Policy, Maindee Unlimited makes clear to the public and stakeholders what services they can expect to receive through the medium of Welsh. Opening up our services to ensure these are fully available to individuals in their own language (in this case, Welsh), will help us reach out to more members of our community. With this aim as our focus, we also recognise that Maindee is a vibrant mix of nationalities and ethnicities and we seek to communicate effectively with all and also to facilitate the learning of core language skills.

The latest census information shows that Victoria ward has 8.2% of Welsh speakers aged 3 and above.

2. Implementation

Maindee Unlimited supports the principle that in the conduct of its business, it will treat Welsh and English on an equal basis where this is appropriate and practical. We recognise that enabling individuals to access our services in their preferred language is a matter of both good practice and equity.

As an incorporated charity, reliant on grant funding, volunteer time and the conditions of grant funders, it must be recognised that our ability to deliver on our intention depends on our success in attracting partners, both to finance some of our proposals and to help with the practicalities of pursuing them.

We will incorporate Welsh language provision in funding bids and sponsorship proposals.

Where funding has been secured, **we will** promote any project activity bilingually and be ready to provide bilingual versions of all publicity materials. This will include publications and websites paid for by respective grants. Where appropriate, **we will** supply tilt and turn bilingual publications/promotional material.

We will advertise all posts paid for by external funding in both English and Welsh in the press other channels. We will also consider whether the post needs to be filled by a Welsh speaker.

We will consider the linguistic make-up of Maindee throughout the life of any funding.

3. Our Planned Actions/Targets

Contracts:

When we issue contracts, successful contractors will be asked to ensure that services provided through any agreement are compliant with this Welsh Language Policy.

Communicating:

When we communicate with services users, we will encourage all members of staff to answer the phone bilingually. We will introduce a standard bilingual greeting 'Bore da' ('good morning') or 'prynhawn da' ('good afternoon')

We will monitor the number of telephone calls received in Welsh and utilise the data to update our policy and procedure

All telephone answering services will include a Welsh language version of any message.

Currently, our board does not include any Welsh speakers, but the Welsh language will be a consideration when recruiting to the board.

We welcome correspondence and emails in English and Welsh and a response will be made in the same language as far as finances allow. Where there are no staff or volunteers available who can understand Welsh-language correspondence a professional translator service will be used (if the correspondence relates to a funded project, and where funding for translation has been earmarked).

Email signatures: - all our staff/volunteers have bilingual email accounts which include bilingual email signatures

A customer or service user is able to receive a Welsh language service if requested. Please see caveat pertaining to written correspondence above.

All staff/volunteers will be made aware of the requirements of this Welsh Language Plan.

Corporate Image and Marketing materials: we adopt a bilingual corporate image. Current provision includes bilingual format – logos, email signatures, and other corporate material including NEW publicity banners/pop-ups.

Publications: we produce publications on both a planned and an ad hoc basis, depending on the project or its funding/sponsorship. This can include leaflets, posters and guides. —Publications for use by members of the public are produced bilingually where possible and funding for translation and printing and design is incorporated into the funding bids. We will always aim to produce bilingual publications on a tilt and turn basis where funding allows and when specifically requested.

Press Releases: —we will issue bilingual press releases to the media in Wales where funding and time allows for translation.

Website and social media :—our pages are not currently bilingual.

Recruitment & Staffing:

We recognise that the ability to speak Welsh is a valuable skill when recruiting. Our Board of Trustees will assess whether Welsh-language skills are designated as essential or desirable when any new position is advertised. In accordance with our funders' requirements, we will advertise any roles to be filled, bilingually.

We currently have fewer than 5 Welsh speaking volunteers/members of staff. We will identify and review training needs for each member of staff/volunteers at individual performance and appraisal reviews.

Staff are able to submit training requests via our staff performance processes.

Approved by Trustees August 2023



Chairman

Police Review August 2026