

Canolfan Gymunedol Cathays - Polisi Iaith Gymraeg

Cathays and Central Youth and Community Project (CCYCP) - Welsh Language Policy

Purpose

This policy outlines the Community Centre's responsibilities in relation to its Welsh language service provision in line with the requirements of the Welsh Language Standards (2017) and Welsh Language Measure (2011). The purpose of this policy is to provide guidance on services that must be provided in both Welsh and English, and to commit to ensuring that the Welsh language is treated no less favourably than the English language in our services.

Aspirations

The Welsh language standards for the CCYCP have been drafted with the aim of:

- Improving the services Welsh-speakers can expect to receive from organisations in Welsh;
- Increasing the use people make of Welsh-language services as available at the Centre;
- Making it clear to CCYCP employees what they need to do or expect in terms of the Welsh language;
- Ensuring that there is an appropriate degree of consistency in terms of the duties placed on youth centres and organisations in the same sectors.

In aspiring to provide a bilingual service for our community members our organisation:

- Recognises the bilingual nature of Wales and the importance in Wales' identity as a bilingual nation;
- Aims to provide equality of opportunity to all young people so that they can participate and express themselves in their preferred language;
- And an informal social environment where young people can use and improve their knowledge of Welsh and gain increased confidence to use their Welsh language skills in a range of settings.

Legal Requirement

At present CCYCP has a legal duty to promote the Welsh language **to the best of our abilities** for all services in order to comply with the Welsh Language Standards, this includes but is not limited to:

1. Correspondence (email, telephone), publications (website, signs and notices), and advertising
2. Meetings, Events and Activities

CCYCP suggests all staff involved in a related service read [The City of Cardiff Council Welsh Language Standards: Guide to Third Parties](#) to get a summary of the standards that they need to meet, as well as to familiarise themselves with the legislative standards as outlined by the Welsh Language Standards (2017) and Welsh Language Measure (2011). However if staff are unsure of whether something complies with the legal requirements they are expected to either read the [full compliance notice issues to Cardiff Council by the Welsh Language Commission](#) or to seek advice directly from the [Welsh Language Commission](#) or to contact Cardiff Councils Bilingual Team on 02920872527 or Bilingualcardiff@cardiff.gov.uk.

Above all, if a service user actively records their language preference as Welsh and requests to be served in the Welsh language, the CCYCP will, to the best of our abilities, serve the individual in the Welsh language or make reasonable efforts to find a Welsh speaker who can provide services in Welsh.

General Commitments to the Welsh Language

CCYCP recognises the importance and value of the Welsh language and the need to promote its use, in order to do so the Centre commits to ensuring that:

1. The Welsh and English languages will be treated on a basis of equality in all of CCYCP's activities.
2. Print and correspondence in Welsh and English will be of the same size, will be equally legible, and will have equal prominence in all materials procured by the CCYCP. Materials will be bilingual when reasonable and appropriate; the centre will strive to produce as much correspondence bilingually as possible.
3. This policy will be supported through training for all staff, and awareness raising for partner organisations.
4. This policy will continue to be updated in line with the evolution of Welsh language legislation.

Correspondence and Publications

1. The CCYCP welcomes correspondence in Welsh and in English. Each piece of correspondence will be answered in the language in which it is received to the best of

the centre's abilities. If staff is unable to respond in the requested language, reasonable efforts will be made to accommodate for the requested language.

2. Every staff member whose duties include answering the phone will be trained to enable them to answer the phone bilingually and deal appropriately with calls in either language. Where no Welsh speaking member of staff is available, callers calling in Welsh will be offered the option of continuing in English or receiving a returned call when a Welsh speaking staff member is available.
3. Where possible, the CCYCP will ensure that emails sent to large groups are bilingual, and the CCYCP will reply to emails in Welsh in Welsh. The Centre will work towards ensuring that all external correspondence will operate bilingually.
4. The CCYCP's web presence (<https://cathays.org.uk>) will strive to be bilingual where possible. Above all, the 'contact us' page will be available in both languages to ensure bilingual understanding of where to go to continue correspondence in both languages.

Meetings, Events, and Activities

1. Contributions in Welsh and English will be welcome at public events, internal and external meetings, and community activities.
2. When a member of the public, staff, or volunteer gives enough notice of their wish to use Welsh at a meeting, event, or activity, that would otherwise be conducted in English, the CCYCP will do everything possible to respect that wish and will make appropriate and reasonable arrangements to provide a translator. Notification of the need for a translator must be made at least two weeks (14 days) prior to the date required.
3. The CCYCP will attempt at all reasonable times to have a member of staff or volunteer present at public events who can answer questions in Welsh.

Staff Recruitment and Training

1. Each new staff member will receive training about the Welsh Language Policy and its implications for their work as part of their induction
2. The needs of current staff to be trained to use Welsh in their work will be assessed through the usual appraisal process and training will be provided where a need is identified.

Operation, Monitoring, Review, and Complaints

1. The requirements of the Welsh Language Policy will be a key consideration in the operations of all youth and community projects and activities. The Centre Manager will ensure that all members of staff understand the requirements of the policy and its impact on each piece of correspondence, material, or activity.
2. The Centre Manager will report annually to the Board of Trustees on the operation of the Welsh Language Policy, and will review and update the policy as needed.

3. The CCYCP positively welcomes suggestions from staff, partners, and service users about how the Welsh Language Policy might be improved.
4. Any complaints about the operation of the Policy will be dealt with through the normal complaints procedure.

Helpful Resources:

Relevant National Legislation:

[Welsh Language Standards](#) (2017)

[Welsh Language Measure](#) (2011)

[Welsh Language Act](#) (1993)

Local (Cardiff) Standards:

[The City of Cardiff Council Welsh Language Standards: Guide to Third Parties](#)

[Welsh Language Standards Implementation Guide](#)

Other Helpful Resources:

[Welsh Language Scheme](#) (Youth Justice Board)

[Opening Both Doors: An Introduction to Bilingual Youth Work](#)

[Cymraeg 2050](#) (A Million Welsh Speakers Strategy)

[Current Welsh Language Data](#) (As of Sept. 2023)