

Urban Circle Newport Welsh Language (Cymraeg) policy

1. Purpose and aim of the policy statement.

This is an Urban Circle policy. Urban Circle are a youth development charity who use creative platforms and youth and community work to enable young people and to build, promote and sustain constructive community relationships. We provide creative opportunities for young people to pursue their interests, improve their wellbeing and realise their potential across the creative arts, education, youth work and community development fields.

Urban Circle is a proudly Welsh organisation with global roots. The cultural diversity identified and celebrated across our organisation complements the celebration of our shared Welsh heritage. Within such a multicultural context the recognition of our national Welsh identity is essential, and a growing organisational priority. Our Young Welsh Leaders and Welsh language Consultant works alongside Urdd Gobaith Cymru to support the embedding of Cymraeg in Urban Circle events, activities and communications to varying degrees. This policy is integral to further embedding Cymraeg across Urban Circle.

2. Scope of the policy statement

2.1 The scope of our Welsh language commitments in this policy should be interpreted reasonably. They are limited to activities and services in Wales, or which are delivered to people living in Wales, and limited to activities and services which we are able to control or influence. They do not include those activities or provision delivered or provided by partner organisations, whose work is beyond the remit of this policy and outside the control of Urban Circle. However, we will encourage every contractor or third party who delivers services on our behalf to comply with this policy.

2.2 The following legislation and guidance underpin all Urban Circle procedures and practice:

- Welsh Language (Wales) Measure 2011 [The Welsh Language Measure \(welshlanguagecommissioner.wales\)](https://www.welshlanguagecommissioner.wales)
- Cynnig Cymraeg quality mark [Cynnig Cymraeg \(welshlanguagecommissioner.wales\)](https://www.welshlanguagecommissioner.wales)
- Cymraeg 2050 [Cymraeg 2050: A million Welsh speakers \(gov.wales\)](https://www.gov.wales)

2.3 The following principles underpin all Urban Circle procedures and practice:

Active Participation: Youth work is underpinned by key values (Youth Work in Wales Review Group, 2022). These include being youth-led, and the active participation of young people in shaping experiences and decisions about their own lives. Through the support of trusted adults, the Young Welsh Leaders and the Welsh

language consultant will continue to develop Cymraeg across the organisation at a pace led by them.

Empowerment and young people's voices: Encouraging young people's voices means amplifying the views and experiences of young people within Urban Circle's Cymraeg culture. When we encourage the voices of young people, we make a commitment to listen and act upon their thoughts, feelings and experiences. This can be achieved by embedding youth participation principles and ethics into our work.

Relationships: Youth work is a relational practice. At Urban Circle skilled, trained, trusted adults build relationships with children, young people and adults that facilitate their personal, social and educational development. Youth work should create opportunities for young people to explore and learn about things that they choose. It will be made clear to all participants that if Cymraeg is their preferred language then Urban Circle can and will facilitate this.

3. Context

3.1 We acknowledge 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.

3.2 We believe that it is good practice to provide services in the language of choice of our participants. We also believe that it shows respect to our staff and participants to encourage and facilitate the use of their chosen language in the workplace.

3.3 We acknowledge our starting point and that as a diverse multilingual organisation Cymraeg is only one of *many* languages our staff speak, and most staff are new to Welsh. Through this policy we set out our commitment to embedding Cymraeg across Urban Circle, acknowledging that this is an incremental process. This Welsh Language Policy sets out our current commitments in relation to using Welsh. Organisational targets to help us develop our use of Welsh are reflected in the Urban Circle Cymraeg action plan (2024-2027).

4. Policy Statement

4.1 Activity: We will continue to facilitate creative workshops in Welsh in conjunction with our partners, Menter Iaith Casnewydd and Urdd Gobaith Cymru. We will continue to incorporate Welsh language and vocabulary into workshops, i.e. *dawnsio, dde a chwith*. We will continue our practice of producing a fully bilingual programme for our theatre productions, as seen in Urban School of Arts (2023). Education materials for Humanitree and Wales Untold are bilingual and will be given equitable promotion across English and Welsh language partners.

4.2 Advertising and Marketing: Generally, our advertising is bilingual. This includes promotional materials for Humanitree and Wales Untold. We will ensure that we produce a Welsh version of every new printed publication, and we will ensure that we always distribute and offer publications in both languages.

4.3 Awareness: This policy will be available on our website for the public to read. All staff will receive a copy of this policy and be trained on how to implement it.

4.4 Corporate Brand: Our corporate brand is currently in English only. We will consider meaningful ways through which this might incorporate Welsh. Stationery and branding are bilingual in Welsh/English.

4.5 Correspondence (Paper and Electronic) We generally write to people in English. We acknowledge our customers' freedom to correspond with us in Welsh and we will respond in their preferred language wherever it is practically possible. We will give positive consideration to bilingualism when sending and receiving correspondence, based on the nature and purpose of the correspondence. Staff use bilingual email greetings and signatures.

4.6 Digital communication: We will continue to record and track the language choice of our business contacts when developing or updating our customer relationship management systems. All promotional material for HumaniTree and Wales Untold are bilingual.

4.7 Face-to-Face Communication: To ensure that our participants can communicate with our staff in Welsh as often as possible, we will ensure that we have at least one member of staff (Young Welsh Leaders) able to speak some Welsh in events where there is contact with the public. We encourage Welsh-speaking staff to wear a *Working Welsh* badge when they are at work.

4.8 Forms and Accounts: Our forms and account documents are in English only.

4.9 Internal Communications: We recognise that each member of staff and service user has the freedom to use Welsh with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect all staff to respect the linguistic preferences of their colleagues and participants. We will support and facilitate the use of Welsh and English in the workplace by creating opportunities for staff to use Welsh regularly. Currently, our internal publications are in English only. We will use more Welsh in our internal publications wherever it is reasonable to do so.

4.10 Leadership: This policy is supported at the highest level in our organisation. We have appointed one senior colleague to be responsible for implementing, championing, and reviewing this policy. This will be our Welsh Consultant.

4.11 Partnership: We will continue to develop partnerships with Cyngor Dinas Casnewydd, Menter Iaith Casnewydd, Urdd Gobaith Cymru, Literature Wales, Diversity and Anti-Racist Professional Learning (DARPL) and Eisteddfod.

4.12 Recruitment: We consider the level of Welsh language skills required to perform all new roles in our organisation. This is reflected in job advertisements, descriptions and person specifications. We include *Welsh language skills* as desirable and *Commitment to learning Welsh* as essential in all job advertisements.

4.13 Recording and Developing our Staff's Language Skills: We keep a record of the Welsh language skills of every employee. We share information about each employee's Welsh language skills within the workplace, so that we can direct

Welsh language enquiries to the appropriate person. We will assess and record the Welsh language skills of every new employee as they join our organisation.

4.14 Signage: All our permanent signage is bilingual Welsh/English.

4.15 Telephone Communication: All staff answer the telephone with a simple Welsh greeting. We will develop our bilingual telephone services to ensure that all staff are able to handle, or refer, Welsh medium calls in a professional, appropriate and courteous manner.

4.16 Website and Digital: Our website is fully Welsh/English. We are working towards fully functioning Welsh language social media pages and an increased % of bilingual social media posts.

4.17 Welsh language software: We encourage our staff to install a Welsh language interface for any software needs if this is their preference.

4.18 Training: Staff are expected to participate in Welsh language workshops led by the Young Welsh Leaders. We acknowledge that in Wales, the Welsh language should be treated no less favourably than the English language. We include Welsh language skills in our staff management and training processes, and we arrange and/or provide relevant training for staff who want to improve their Welsh language skills.

5. Supporting documents

5.1 This policy complements others. Having interconnected policies improves organisational practice and leads to a more robust approach. This policy should therefore be read and adhered to in conjunction with other policies and documents, such as:

- Education Workforce Council code of conduct (2023)
- YMCA/ETS Code of Ethics (2012)

6. Roles and responsibilities

6.1 All Urban Circle staff will:

- Adhere to this policy.
- Ask for advice in any circumstances when they feel uncertain.
- Participate in an annual organisational self-assessment, Cymraeg review and baseline audit of staff language skills (against the census 2021 categories: understand spoken Welsh, speak Welsh, read Welsh, write Welsh).
- Engage with a service-wide Cymraeg language training plan.
- Use bilingual greetings by phone and email, as a minimum.

6.2 The Young Welsh Leaders, Welsh language consultant and named senior colleague will:

- Ensure that all staff understand the Urban Circle's commitment to the Welsh language and how this will be put into practice across the organisation
- Co-produce, maintain and review the Urban Circle Cymraeg action plan (2024-2027) meeting the requirements of the Welsh Language Development Plan (Cynnig Cymraeg).
- Annually review this policy and other linked policies.

Dates: We are committed to reviewing our policy and good practice annually. This policy statement comes into force on 1st April 2024 replacing:

Name of policy	Organisation	Date
Welsh Language Policy	UC	March 2023

This policy will be reviewed before 1st April 2025.

Signed: Loren Henry



Date: 01 April 2024