

Draft V1

**Cynllun Iaith Gymraeg  
Welsh Language Scheme**

**Knighton and District Community Centre**

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Registered Charity – Charity Number 1092603

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# 1 Introduction

**Knighton and District Community Centre (herein referred to as the Centre) is a registered Charity with Company Ltd by Guarantee.**

**The Centre is the biggest Community Centre in Powys and is working towards becoming a thriving Community Hub.**

**The Centre Management Committee currently have 4 clear outcomes:-**

- **Outcome 1**  
*To create an environmentally friendly facility both internally and externally that is aesthetically pleasing, substantially reduces its impact on the environment, and has a sustainable long term future*
- **Outcome 2**  
*To reduce the impacts of poverty and support people to improve their quality of life, feel less isolated and more able to meet their own health, social and economic needs.*
- **Outcome 3**  
*To provide and enhance an asset to generate revenue and facilitate improved economic opportunities to both develop and sustain the Centre and the wider community.*
- **Outcome 4**  
*To provide opportunities for people to gain new skills and confidence through volunteering, training, advice and guidance.*

**The Values of the Organisation are:-**

- **Leading by example** - We lead by example and are role models for excellence.
- **Results driven** - We go that extra mile to achieve results.
- **Community focused** - Our community are the reason for our existence and we therefore always seek to meet their needs.
- **Care and respect for others** - We foster diversity, value people and their contributions, and treat them equitably, fairly and with dignity, care and respect.
- **Excellence** - We strive for excellence in all we do.

- **Teamwork** - We take joint responsibility through teamwork.
- **Integrity** - We adhere to the highest standards of conduct and moral behaviour, and maintain the highest level of ethics in all our actions.

### **The Constitutional Objects of the Charity are:**

- a) To further benefit the residents of Knighton in the County of Powys and surrounding districts (hereinafter called the 'area of benefit'), without distinction of sex, sexual orientation, race or of political, religious or other opinions by associating together the said residents and the local authorities, voluntary and other organisations in common effect to advance education and to provide facilities in the interests of health and social welfare, for recreation and leisure time occupation with the objective of improving the conditions of life for residents.
- b) To manage Knighton Community Centre (hereinafter called 'the Centre') and to maintain and manage the same in co-operation with any other person or body, in furtherance of these objects.

The Management Committee shall be non-party in politics and non-sectarian in religion.

### **Legal Duty**

Knighton and District Community is not a public body as defined by the Welsh Language Board Act 1993. There is no legal requirement for us to have a Welsh Language Scheme however we as an organisation are committed to working to ensure language choice.

We have followed the basic structure template of the Welsh Language Commissioners template and this document should be seen alongside the Equal Opportunities Policy.

As a small scale voluntary organisation with limited resources the scheme will be dependent on what we are able to afford.

### **Welsh Language in Knighton**

According to the 2011 Census 498 (17%) members of the population speak Welsh in the Knighton area compared with 24% in 2001.

## 2 Statement

**We wish to treat the English and Welsh languages on the basis of equality.**

Knighton and District Community Centre has adopted the principle that in the conduct of its business in Wales it will treat the English and Welsh languages on the basis of equality. We believe that offering services which respect an individual's choice of language can make a significant difference to the experience of the individual. We wish to encourage people who have dealings with Knighton and District Community Centre to feel comfortable using their preferred language. We will provide our services bilingually wherever it is practical and appropriate.

A Welsh language service will be considered an essential part of Knighton and District Community Centre's activities. Our procedures for identifying spending and resources will reflect this. We will aim to ensure that spending and using resources on a Welsh language service is normal practice so that it becomes natural to offer a service in Wales's two official languages wherever that is suitable, reasonable and practical.

This Scheme sets out how Knighton and District Community Centre will put into effect this principle when providing services to the public. The enclosed implementation plan will explain how and by what date the organisation hopes to achieve its objectives.

Learning from experience will be a feature of this Scheme, and we will endeavour to ensure continuous and regular progress to offer the best possible service to our users

## 3 Planning and Delivering Services

**We will consider Welsh at all times in planning services across the organisation.**

### 3.1 New policies and initiatives

Any new or revised initiatives and policies which are adopted will promote and facilitate the use of Welsh wherever possible and take the organisation closer to putting into effect the principle of equality at all times. We will ensure that all staff and volunteers are aware of the requirements of this Welsh Language Scheme and any responsibilities placed on the organisation by contractors or grant providers.

When Knighton and District Community Centre plans and formalises policies or initiatives, we will assess the language outcomes, ensuring that they fulfil the commitments of this Scheme. A check list will be available to staff and volunteers which will include matters to be considered when developing new policies and initiatives. The head of the organisation will be responsible for ensuring that any developments respect the commitments made in this Scheme.

This Welsh Language Scheme will not be altered without the agreement of the Welsh Language Commissioner.

### **3.2 Delivery of services**

The aim is to provide a high standard of service in accordance with our commitment in this Scheme. The standard of this bilingual service will be regularly reviewed, with the aim of continuously improving the standard.

As set out in the timescales, Knighton and District Community Centre will work towards the provision of a comprehensive service of the same high standard in English and Welsh by:

- ensuring that all staff/volunteers are aware of the implications of this Welsh Language Scheme
- providing training and guidance for staff/volunteers to facilitate the implementation of the Scheme. Free training packs and language awareness DVDs are available from the Welsh Government.
- encouraging service users to feel comfortable using Welsh by making use of the available resources, for example, Working Welsh badges and posters
- finding reliable translation services of a high standard to ensure that all relevant material is translated quickly and reliably. The Commissioner recommends using professional translators.

## **4 Communicating with the Welsh- speaking public**

**Where practicably possible we will organise our services in order to communicate with the Welsh-speaking public in their**

preferred language.

## 4.1 Written communication

Written correspondence - including e- mail:

- Knighton and District Community Centre welcomes written correspondence in English and Welsh.
- All letters received in Welsh will be answered in Welsh.
- We will endeavour to ensure that all correspondence in Welsh receives attention within the same timescale as correspondence in English.
- We will work towards ensuring all standard letters will be bilingual.
- Knighton and District Community Centre's headed paper and e-mails will contain a standard bilingual statement indicating that correspondence in English and Welsh is welcome.

## 4.2 Telephone Communications

All external calls will be answered with a standard bilingual greeting:

*'Bore da Knighton and District Community Centre'*  
or *'Prynhawn da Knighton and District Community Centre'*

If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another volunteer/member of staff. If no Welsh speakers are available the caller may choose to have a Welsh speaker phone them back; submit the request in writing (hard copy/e-mail); or continue the conversation in English.

Knighton and District Community Centre will provide an internal directory of Welsh speakers in the organisation to whom calls may be transferred.

Following a telephone conversation in Welsh, all subsequent communications, whether written or verbal, will be in Welsh or bilingually at the request of the caller.

The answer phone message will be bilingual.

### **4.3 Face-to-face**

Knighton and District Community Centre has undertaken consultation to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff/volunteer will be able to do so. This may not be possible at all times, but we will encourage Welsh-speaking staff/volunteers to make the most of their skills in order to offer as full a service as possible.

### **4.4 Public meetings and events**

We will work towards ensuring that notices of all public meetings and conferences will be bilingual. Exhibitions and presentations will be bilingual and Knighton and District Community Centre will encourage everyone to uphold the principle of equality.

We will measure the need for simultaneous translation facilities by requesting delegates to indicate their preferred language on the registration form. If at least 30% of delegates indicate they wish to communicate in Welsh then we will arrange simultaneous translation. If there are no available resources to arrange a translator, Welsh-speaking staff members/volunteers will translate questions.

## **5 Corporate Image**

**The organisation will ensure that its corporate identity respects bilingualism.**

### **5.1 Corporate identity**

The corporate identity of Knighton and District Community Centre will be completely bilingual including the name of the organisation, its address and logo and it will be visible on headed paper, fax paper, business cards, publications, premises etc.

Both languages will be equal in terms of size, format, quality, clarity and prominence.



## 5.2 Signage

In replacing signage, Knighton and District Community Centre is committed to the provision of completely bilingual signage and both languages will be equal in terms of form, size, quality and prominence. This will include internal and external signage at offices/centres. The signage will uphold the principle of equality, with the Welsh appearing above or in front of the English.

# 6 Publications

**We will work towards developing our provision of bilingual publications.**

## 6.1 Documents

We will work towards ensuring that all printed public material such as posters, forms, handbooks, annual reports and statements, will be bilingual by March 31<sup>st</sup> 2018 i.e. with both languages in the same document, and in a suitable style for the document e.g. side-by-side for posters and back-to-back for larger documents.

If it is not possible to publish documents in a bilingual format, Knighton and District Community Centre will ensure that the English and Welsh versions appear at the same time.

Current public material will be produced bilingually when revised or reprinted. When a charge is made for a document in a bilingual format, the price will not be higher than the single language version of that document and the price of the Welsh version will not be higher than the price of an English version.

Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

We will consider how to make the best use of voluntary assistance in preparing bilingual publications. At the same time we will ensure that the Welsh text is of a high standard and in the correct register and is mindful of the target audience.

## 7 Press Releases

We will work towards ensuring that all press releases will be issued bilingually.

## 8 Websites and Information Technology

**The organisation will use Information Technology developments to offer more bilingual services.**

Members of the public will be able to access some information via Knighton and District Community Centre's website in English and Welsh. The website will indicate language choice clearly. Knighton and District Community Centre recognises that the best way to steer language is to include language choice on each page where a corresponding version is available. Where resources will allow we will develop the website's bilingual content over time and prioritise the most popular and static pages in the first instance. English and Welsh pages on the website will be revised and updated at the same time.

Over time we will work to ensure that all new web-based reports, documents and forms will be available bilingually and all versions will be available for easy download. All material and provision in English and Welsh will be consistent, i.e. it will be up-to-date, accurate, and will enjoy the same prominence and be of the same quality. All staff, consultants, designers and printers will be given written guidelines on how to deal with the design of bilingual material.

When planning or redeveloping websites or any other Information Technology service, we will consider the Welsh Language Commissioner's guidelines: 'technology, websites and software: Welsh language considerations'.

In order to help staff and volunteers work through the medium of Welsh, IT software such as the Cysgliad dictionary and spellchecker will be available on computers. Welsh-language versions of Microsoft Windows and Office will also be available to staff and volunteers who wish to use them.

## 9 Implementing the Scheme

**Describe how the organisation will ensure that the Scheme's objectives are promoted by the internal administration of the organisation.**

## **9.1 Staffing**

Knighton and District Community Centre will assess what language skills are necessary in each workplace and for each core activity in order to implement this Scheme. Job descriptions will include a clause noting that the ability to communicate in Welsh is essential, desirable or not required for the post in question.

Knighton and District Community Centre will conduct a review of the language skills of its staff and will include this information in an internal contacts list in order to (a) make full use of their language skills and (b) recognise any skills shortage within the team. Any language skills shortages will be dealt with by training current staff or recruiting new staff as appropriate. Language awareness training will be offered to all staff and volunteers.

Non-Welsh speaking staff will receive training on how to answer the telephone bilingually and how to refer Welsh language enquiries as well as how to pronounce and spell Welsh names.

When recruiting new staff, directors and volunteers Knighton and District Community Centre will take into consideration the linguistic requirement of the post and the whole team in order to allow the implementation of this Scheme. Knighton and District Community Centre will support staff who wish to improve their language skills as part of their continuing professional development

## **9.2 Learning Welsh**

Knighton and District Community Centre will endeavour to encourage and support staff who wish to learn Welsh and support Welsh-speaking staff who wish to improve their language skills. Welsh-speaking staff and volunteers will encourage other staff who are learning Welsh to speak Welsh in the workplace. Knighton and District Community Centre will seek funding to train staff and volunteers in Welsh and where practicably possible allow staff to attend courses during working hours.

Copies of Welsh dictionaries will be available in our offices/centres. Knighton and District Community Centre will also encourage non-Welsh speaking members to use Welsh during events and will provide useful sentences for them to practise.

# 10 Implementation and Monitoring

**The organisation will monitor the implementation of the Scheme.**

## 10.1 Monitoring

The Chair of the Management Committee will be responsible for overseeing the monitoring and implementation of the Scheme in accordance with the enclosed timescales and report to the Management Committee.

Knighton and District Community Centre will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

## 10.2 Complaints and feedback

A question on the Welsh Language Scheme will be included in questionnaires to clients. Official complaints and suggestions should be sent to: [knightoncomm@gmail.com](mailto:knightoncomm@gmail.com)

Any complaints received by Knighton and District Community Centre will be dealt with in accordance with the current complaints procedures and policies.

# 11 Advertising the Scheme and Raising Public Awareness

The Scheme will be published on Knighton and District Community Centre's website.

A section on implementation against the Welsh Language Scheme will be included in our annual report.

# Appendix 1

## Timescales and Implementation Plan

AREA OF ACTIVITY	IMPLEMENTATION	BY WHOM	TIMESCALES	Progress
<b>3. Planning and Delivering Services</b>				
<b>3.1 New policies and initiatives</b>	In line with the BIG REN Project and on the appointment of new staff	Committee Member – Dominique Jones Staff Member – project Manager (when appointed)	March 31 <sup>st</sup> 2017	
<b>3.2 Delivery of services</b>	In line with the BIG REN Project and on the appointment of new staff	Committee Member – Dominique Jones Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>4. Communicating with the Welsh-speaking public</b>				
<b>4.1 Written communication</b>	Knighton and District Community Centre welcomes written correspondence in English and Welsh.	Committee secretary	September 2015	
	All letters received in Welsh will be answered in Welsh.	Committee secretary	September 2015	
	We will endeavour to ensure that all correspondence in Welsh receives attention within the same timescale as	Committee secretary	September 2015	
	We will work towards ensuring all standard letters will be bilingual.	Project Administrator (end of BIG REN project)	March 31 <sup>st</sup> 2018	

	Knighton and District Community Centre's headed paper and e-mails will contain a standard bilingual statement indicating that correspondence in English and Welsh is welcome.	Committee Member – Dominique Jones	March 31 <sup>st</sup> 2016	
<b>4.2 Telephone communications</b>	All external calls will be answered with a standard bilingual greeting	Committee Member – Dominique Jones Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2017	
	Providing a bilingual service and bilingual directory	Committee Member – Dominique Jones Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2017	
	Telephone answer machine bilingual message	Committee Member – Dominique Jones	September 2016	
<b>4.3 Face-to-face communications</b>	In line with the BIG REN Project and on the appointment of new staff	Project Administrator (end of BIG REN project)	March 31 <sup>st</sup> 2018	
<b>4.4 Public meetings and events</b>	In line with the BIG REN Project and on the appointment of new staff	Project Manager	March 31 <sup>st</sup> 2018	
<b>5. Corporate image</b>				
<b>5.1 Corporate identity</b>		Committee Member – Dominique Jones	March 2016	
<b>5.2 Signage</b>	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	

<b>6. Publications</b>				
	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>7. Websites and Information Technology</b>				
	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>8. Implementation of the Scheme</b>				
<b>8.1 Staffing</b>	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>8.2 Learning Welsh</b>	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>8.3 Services by contractors on behalf of the organization</b>	In line with the BIG REN Project and on the appointment of new staff	Staff Member – Project Manager (when appointed)	March 31 <sup>st</sup> 2018	
<b>9. Implementation and Monitoring</b>				
<b>9.1 Monitoring and review</b>		Committee Member – Dominique Jones	Annually AGM	
<b>9.2 Complaints and Feedback</b>		Committee Member – Dominique Jones	March 2016	
<b>10. Advertising the Scheme</b>				
	The Scheme will be published on Knighton and District Community Centre's website	Volunteer (Chris Plant)	September 2015	

	A section on implementation against the Welsh Language Scheme will be included in our annual report.	Committee Member – Dominique Jones	Annually AGM	
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