



NEW SINFONIA CIO
CHARITY NUMBER: 1192503

NEW Sinfonia
14 Applewood Close
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Wrexham
LL13 7GU

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WELSH LANGUAGE POLICY

Table of Contents

1. Introduction	2
2. Aim	2
3. Verbal Communication	2
4. Written Correspondence	2
5. Signature Blocks	2
6. Publicity and Promotional Material	3
7. Press Notices and Electronic Media	3
8. Personnel Recruitment	3
9. Partners	3
10. Review	3

1. Introduction

NEW Sinfonia is a Charitable Incorporated Organisation (CIO) based in Wrexham. NEW Sinfonia is proud to operate across North Wales and is committed to promoting, using and including the Welsh language wherever possible. All communication with NEW Sinfonia staff is welcomed in English or Welsh.

For the purposes of this policy:

- a. 'Bilingually' references English and Welsh.
- b. We define all NEW Sinfonia trustees, advisors, volunteers and employees as 'personnel'.

2. Aim

Our aim, whenever possible, is to communicate effectively with our visitors and users in their preferred language of either English or Welsh; and we will display all permanent information and signage bilingually.

3. Verbal Communication

Our personnel will use their preferred language when greeting and helping users, visitors and tourists. We will, however, encourage our personnel to use Welsh whenever appropriate, and we will support those who wish to improve their Welsh language skills to do so. Should Welsh speaking personnel not be available, we will ensure that enquiries and calls in Welsh are dealt with effectively in Welsh as soon as is practicably possible.

4. Written Correspondence

We welcome written correspondence in both English and Welsh, and our response will be made in the originator's chosen language. Our personnel will reply in the language of their choice whenever we respond to bilingual correspondence. Whenever we originate correspondence we will use our experience to decide whether it should be written in English, Welsh or bilingually. Furthermore, we will endeavour to avoid any significant delays when corresponding through the medium of Welsh.

5. Signature Blocks

Our personnel will state their role within the Organisation bilingually within their signature block whenever corresponding by email or written communication.

6. Publicity and Promotional Material

Our aim is for all our events to be advertised and promoted bilingually in electronic format.

7. Press Notices and Electronic Media

Our press notices and media releases will be issued in accordance with the language of publication. We will endeavour to use Welsh and English where possible in our social media offerings.

8. Personnel Recruitment

Adverts for personnel recruitment will be published bilingually. We will ensure a fluent Welsh-speaker is present at the interview whenever a candidate indicates they would prefer to communicate in Welsh.

9. Partners

When working in partnership with other organisations, we will advise them of our Welsh Language Policy, and will encourage them to work bilingually. However, we will not mandate they follow our policy.

10. Review

This policy will be reviewed at least biennially.