



## Welsh Language Policy

The Albert Hall is a constituted charity, composed of volunteers from the local community, and representatives from local groups, and organisations.

### Introduction

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.

We believe that it is good business practise to provide services in the language of choice of our customers. We also believe that it shows respect to our partners to encourage and facilitate the use of their chosen language in community.

We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh, and also where appropriate, sets targets to help us develop our use of Welsh.

The scope of our 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 also limited to activities and services which we are able to control or influence.

Please direct any comments or complaints about this policy to:

The Albert Hall Management Committee - [hello@thealberthall.co.uk](mailto:hello@thealberthall.co.uk)

## Public Image

### Signage

Where possible, our permanent signs are bilingual. We will ensure new permanent signs are bilingual, wherever it is practically possible and financially viable to do so.

### Corporate Brand

Our corporate brand is in English only.

### Website and Digital Services

Where possible, we will provide bilingual Website, and Digital Services.

Most of the event write-ups, on our Digital Services, are provided by partners, and we encourage them to use more Welsh whenever is possible to do so.

We will use more Welsh in our digital services whenever it is possible to do so.

### Advertising and Marketing

Where possible, events organised by The Albert Hall will be advertised, and promoted bilingually. Bookings for events at The Albert Hall will be advertised, and promoted in the language in which the material is supplied by the hirer.

Although, The Albert Hall will endeavour to provide all printed materials bilingually, we will consider environmental impact and may make judgements on whether to provide material in whichever language is appropriate.

## Communication

### Tracking Language Choice

We currently do not record or track the language choice of any of our partners.

### Face to Face Communication

Whilst we will endeavour to provide a Welsh speaker from our volunteers, we cannot guarantee that this will always be possible.

### Telephone Communication

As The Albert Hall tends to communicate primarily through meetings, or over the internet, our communication by telephone is very limited.

### Correspondence (Paper and Electronic)

At the moment, we generally write to people in English. We acknowledge our contacts' freedom to correspond with us in Welsh and we will respond in their preferred language, wherever it is practically possible and financially viable to do so.

### Forms and Account documents

Our forms are online, and we will endeavour to make them bilingual. Our account documents are in English only. We will strive to provide bilingual forms and documents when it is possible to do so.

## Volunteers and the Workplace

### Recording and Developing our Volunteers' Language Skills

We acknowledge that in Wales, the Welsh language should be treated no less favourably than the English language. We will support and facilitate the use of Welsh and English within the committee.

### Internal Communication

We recognise that each member has the freedom to use the Welsh language with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect others to respect the linguistic preferences of their colleagues, and fellow volunteers.

### Internal Publications

Our internal publications are in English only. We will use more Welsh in our internal publications wherever it is reasonable to do so.

## Leadership

We will ensure that this policy is supported at the highest level in our organisation. We will ensure that we implement, champion, and review this policy on a regular basis.

## Awareness

This policy will be conveniently available for the public to read on our website. Every member of the committee will receive a copy of this policy and direction on its requirements.

# Welsh Language Policy

## Review

We will assess and revise this policy at least every three years, or upon request.

## Services delivered on our behalf

We encourage every contractor, or third party that delivers services on our behalf to comply with this policy.

## Disclaimer

The Welsh Language Commissioner's template was used to compile this Welsh Language Policy. However, the Welsh Language Commissioner is not responsible for monitoring the standard of our Welsh medium provision. Any enquiries regarding the implementation of this policy should be directed to us at the address given on the front page.

June 2021