



FAN – Friends and Neighbours

## **The FAN Charity - Policies Welsh Language Policy**

### **Introduction**

The FAN Charity regards the Welsh and English languages with equal importance and believes that all who make contact with the organisation have the right to do so in their chosen language, Welsh or English.

A major benefit of attending a FAN group is to provide an opportunity of practising new language skills and it is recognised that in most cases the skills will be in the English language. Materials to enable a Welsh FAN group do exist, and a virtual Welsh FAN group started, in April 2020. Staff and volunteers aim to build on this.

### **Publicity and promotional material**

We strive to ensure that events organised by The FAN Charity will be advertised and promoted bilingually in Welsh and English.

Although The FAN Charity will endeavour to provide all printed materials bilingually, we will consider the environmental impact and may make judgements on whether to provide material in whichever language is appropriate. In this case, people will be asked to specify in which language they would prefer to receive the material. Where appropriate we will also produce publicity material in other languages eg Arabic, Polish.

### **All vacancies will be advertised bilingually**

Where The FAN Charity works in partnership with other organisations it will act in accordance with its own Welsh language policy and will encourage its partners to work bilingually.

### **Press notices, electronic media**

The FAN Charity's 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.

### **Written correspondence**

The FAN Charity welcomes written correspondence in Welsh or English and the response will be made in the language of the original correspondence. Where the correspondence is bilingual the reply will be made in the language choice of the member of staff.

Correspondence with individuals or specific groups may be bilingual or in the language The FAN Charity believes is preferred by the recipient.

We will endeavour to ensure that corresponding through the medium of Welsh will not lead to delay.

### **Verbal communication**

Visitors or callers to the organisation will be greeted in the preferred language of the member of staff but enquiries in Welsh or English will be welcomed. Procedures are in place to ensure that calls received in Welsh are dealt with effectively in Welsh.

Staff will be encouraged to use Welsh and The FAN Charity will encourage and support staff who wish to improve their language skills.

Reviewed by FAN Charity: Working Group: Welsh Language Policy, 5.11.24

Adopted by Trustees: 26.11.24

Signed:



Ian Thomson

Role: Chairman

Dated: 26.11.24