



The Glamorgan-Gwent Archaeological Trust Ltd
Historic Environment Record
Welsh Language Statement

Description: This document details current arrangements for providing HER services through the medium of Welsh with priorities for future service provision.

Source: The document *GGAT HER Welsh Language Statement* has been compiled by The Glamorgan Gwent Archaeological Trust Ltd for the GGAT HER Charitable Trust. This document is based upon and contains information from *GGAT SMR Welsh Statement* (2004), *CPAT Current Arrangements for Providing Services in Welsh* (2009) and *RCAHMMW Welsh Language Scheme* (2007).

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1. Introduction

The Glamorgan Gwent Archaeological Trust is committed to bilingualism. Where practicable the GGAT Historic Environment Record will offer services in both the Welsh and English languages. The services currently provided by GGAT HER are detailed below along with arrangements for Welsh service provision and future measures to improve these services.

Currently the content of the HER is only available in English, due to the vast quantity of text-based material, translation, should it be carried out, will require a staged approach. Before any potential translation programme is taken forward, an audit should be undertaken against a scoring system, in line with guidance from the Welsh Language Board. Where staff have identified the desire/need to study the Welsh language in their Professional Development Plans, the Trust supports staff in the learning of Welsh.

2. Enquiries

This section describes how enquiries received in the Welsh language in a variety of formats will be answered. Currently the GGAT HER Enquiry and Copyright Declaration forms are only available in English. The GGAT HER must make it a priority to have these forms translated into Welsh as part of its commitment to bilingualism. All responses should follow the standard HER enquiry procedures, with all necessary forms and databases completed. Non-HER staff dealing with enquiries should be made aware of the standard procedures.

2.1. Telephone enquiries

All telephone enquiries to the HER received in Welsh should be directed to the nominated Welsh speaker. Whilst every endeavor will be made to conduct the whole conversation in the Welsh language, it should be noted that should the conversation turn to technical issues then it may be necessary to revert to English for effective communication.

Should the nominated person not be available at the time of the call, the enquirer should be given the option of being called back when the nominated person is available, continuing their enquiry in English or to send their enquiry in writing.

2.2. Email

All email enquiries to the HER received in Welsh should be directed to the nominated advanced level Welsh speaker. It should be noted that should the response be very technical in nature then it may be necessary to revert to English for effective communication. Where practicable/available any attachments sent with emails in the Welsh language will also be in Welsh or bilingual. All correspondence sent by email in either Welsh or English will have a bilingual signature.

2.3. Enquiries by letter

All letter enquiries to the HER received in Welsh should be directed to the nominated advanced level Welsh speaker. It should be noted that should the response be very technical in nature then it may be necessary to revert to English for effective communication. Where practicable/available any enclosures sent with letter in the Welsh language will also be in Welsh or bilingual.

2.4. Visitors to the HER

We do not currently have Welsh speaking staff available to enable visitors to the HER to conduct their visit solely through use of the Welsh language. All visitors should be informed that a full Welsh language service is not available on booking their visit to the Trust.

3. Website

The primary content of GGAT's main website and *Archwilio* website, with the exception of policy documents and technical reports is mirrored in a Welsh language version. Pages relating to the HER are all in Welsh, however, enquiry related forms have not yet been translated. We will endeavour to ensure that Welsh language versions are available for other web content such as news items, project specific web pages, web blogs, podcasts etc; however, this will largely depend on project timings and funding availability.

As the content of the HER is currently only available in English all search terms entered in *Archwilio* will have to be entered in English in order to facilitate retrieval of records.

4. Promotional material

Any future HER promotional material produced should be in bilingual format. This includes leaflets, business cards, identity badges, compliment slips, advertisements and posters. Currently business cards and posters are in bilingual format. Welsh and English will be treated on an equal basis in terms of size, format, quality, legibility and prominence.

5. Future actions to improve bilingual service

- Continue to support training in the Welsh language for Trust staff.
- Review arrangements with nominated Welsh speaking staff to ensure they are comfortable with their role and support their needs.
- The Trust as a whole is working towards producing a Welsh Language Scheme to facilitate bilingualism in all aspects of it's business.
- Work towards producing a Welsh language version of a) all HER promotional material and b) all forms/standard text related to processing HER enquiries.
- Investigate feasibility/suitability of translating HER primary material into Welsh.