

Cyngor Cymuned Creunant

Crynant Community Council

Clerk to the Council

C/o Crynant Community Centre, Woodland Road, Crynant, SA10 8RF

Tel : (01639) 750356

Email : crynantcc.clerk@gmail.com



WELSH LANGUAGE SCHEME POLICY

1. OPENING STATEMENT

Crynant Community Council has adopted the principle that in the conduct of public business in Wales, it will treat Welsh and English on a basis of equality. This scheme sets out how the Council will implement that principle in the provision of services to the public in the Crynant area. The Council recognises that members of the public can express their views and needs better in their preferred language, that enabling them to use their preferred language is a matter of good practice rather than a concession, and that the denial of that right could place members of the public at a real disadvantage. The Council will therefore offer the public the right to choose which language to use in dealings with the Council.

The Council aims:

- To enable everyone who receives or uses the Council's services or contributes to the democratic process to do so, through the medium of Welsh or English, according to personal choice.
- To help promote the use of the Welsh Language in the wider community.

2. SERVICE PLANNING AND DELIVERY

2.1. New Policies and Initiatives

2.1.1. In devising new policies and initiatives, the Council will:

- assess the linguistic effect of any new policies and initiatives and ensure that they are consistent with the Welsh Language Scheme.
- promote and facilitate the use of Welsh wherever possible and will move closer to implementing the principle of equality fully at every opportunity.
- ensure that those involved in formulating policy will be aware of the Scheme, and of the Council's responsibilities under the Welsh Language Act 1993.
- ensure that the measures contained in the Scheme are applied to new policies and initiatives when they are implemented.

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2.2. Standards of Quality

2.2.1. Services provided in English or Welsh will be of an equally high standard and equally prompt.

3. DEALING WITH WELSH SPEAKING PUBLIC

3.1. Written Communication

3.1.1. The Council will welcome correspondence in either English or Welsh.

3.1.2. Correspondence through the medium of Welsh will not in itself, lead to any unreasonable delay

3.1.3. All correspondence received in Welsh will be answered in Welsh.

3.1.4. All correspondence following a telephone or face-to-face conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person, although the discussion may not have been held through the medium of Welsh, will be in Welsh.

3.1.5. All correspondence with a member of the public will be initiated in his/her preferred language if known.

3.1.6. The Council will make arrangements to translate correspondence as needed in order to respond to correspondence promptly and in the original language.

3.2. Telephone Calls

3.2.1. As the Clerk is not bilingual, the Council cannot offer a bilingual greeting, nor deal with calls in Welsh from the outset. However, when a member of the public wishes to speak Welsh, the Clerk will offer to arrange for a Welsh-speaking Council member to return the call as soon as a bilingual member can be contacted or explain that the individual is welcome to continue with the call in English or send in their enquiry in written form in Welsh.

3.3. Council Meetings [namely the Council's regular meetings, which are open to the public, but where the public are not part of the meeting.]

3.3.1. The Council's meetings will be in English with review possible.

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3.3.2. The notice and agenda for the Council's meetings will be bilingual - on request.

3.3.3. The minutes will normally be in English.

3.3.4. The Council will respond to requests for information in relation to the minutes, or sections of the minutes in the preferred language of the individual.

3.4. Face-to-Face Meetings with the Public

3.4.1. Although the Clerk is not bilingual, the Council welcomes meetings with the public in either Welsh or English, and the Clerk will ensure that appropriate arrangements are taken to enable any member of the public who wishes to discuss matters in Welsh, to do so with a bilingual Member of the Council.

3.5. Other Dealings with the Public

3.5.1. When the Council contacts the public via modern technology, namely computers, e-mail, Facebook and web site, this information will be available in Welsh for the public on request.

4. THE COUNCIL'S PUBLIC FACE

4.1. Corporate Identity

4.1.1. The name of the Council will appear bilingually on official headed paper, fax papers and compliment slips, [web site – if relevant], and any other promotional material.

4.2. Signage

4.2.1. All new information signs or those replacing previous signs on Council property will be bilingual, as will any other public information signs for which the Council is responsible. The two languages will appear side by side, with the Welsh version appearing to the left. Where it is not practical, the Welsh version will appear first. The size, quality, legibility, and prominence of text will be equal in Welsh and English.

4.3. Publishing and Printing Material

4.3.1. If Welsh and English versions are published separately, they will appear simultaneously, be distributed together and be equally accessible.

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4.3.2. All press releases will normally be in English and will include a contact name for Welsh language interviews if needed.

4.3.3. Advertising and publicity activities dealing with the Welsh Language, Welsh medium education, and information about local elections/by-elections will be bilingual.

4.3.4. Council advertisements and notices dealing with the Welsh Language, Welsh medium education, and information about local elections/by-elections to be placed in the press, on notice boards or any other medium will be bilingual.

4.4. Statutory and promotional functions

4.4.1 The Council will encourage bilingual statutory and promotional functions at every opportunity.

4.4.2. When the Council is consulted on the naming of streets, developments and new estates, the Council will support the use of standard or indigenous names when appropriate. Where only minor differences exist between the Welsh and English spelling of place, street, ward, or community names, the Council will support the adoption of the Welsh version. The Council will ask the opinion of the Welsh Place Names Standardisation Panel in cases of uncertainty.

4.5. Services by Other parties

4.5.1. Any arrangements made by the Council to use a third party to deliver services to the public on its behalf will comply with the specific requirements in the Scheme as outlined by the Council.

4.5.2. The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by, letter if applicable.

5. IMPLEMENTING AND MONITORING THE SCHEME

5.1. Staffing

5.1.1. The Clerk of the Council is not bilingual. When that post becomes vacant it will be noted in the advert that bilingual skills would be advantageous for the post to ensure that the Council can implement the clauses contained in this Scheme.

5.2. Administrative Arrangements

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5.2.1. The Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council. According to need, the Clerk will ensure that guidelines and instructions will be available to all who are involved in the implementation of the scheme.

5.3. The Translation Service

5.3.1. The Clerk will be responsible for the written translation needs of the Council and will also be responsible for the standard of all Welsh text produced by an external translator.

5.3.2. If it is the decision of Council that simultaneous translation services are needed, the Clerk will be responsible for arranging the necessary facilities.

5.4. Monitoring

5.4.1. Responsibility for monitoring the Scheme will rest with the Clerk of the Council.

5.4.2. The Council will welcome suggestions from the public regarding improvements to any aspect of the Scheme (via letter or telephone communication).

5.5. Publicity

5.5.1. The Council will publicise the Scheme.

Adopted by Council: