



WELSH LANGUAGE SCHEME
Prepared under the Welsh Language Act 1993

REVISED SCHEME
JANUARY 2006

CYNLLUN IAITH CYFRWNG CYMRAEG
A baratowyd dan Ddeddf Yr Iaith Gymraeg 1993

CYNLLUN DIWYGIEDIG
IONAWR 2006



FOREWORD

Blaenau Gwent County Borough Council's first Welsh Language Scheme was agreed by the Welsh Language Board on the 23rd January 1998. Its aim was to provide a Welsh Language Service that met the needs of Welsh speaking people of Blaenau Gwent, whether fluent, or one of the many hundreds of adults and young people learning the Welsh Language in our Community Education Centres and Schools. It has represented a major change in the Council's working practices to ensure that the Welsh Language is mainstreamed within every aspect of Service provision. This has been a significant challenge to Members and Officers and their continued commitment and professionalism will be a vital factor in the implementation of the Welsh Language Scheme in the years to come.

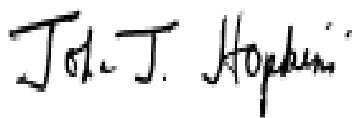
The census of 2001 has given us an indication of the remarkable growth of the language in this area in the last 10 years. In **1991** there were only **1,696 or 2.4%** of the population aged 3 years and over who spoke Welsh. In **2001** that had risen to **6,421 or 9.5%**.

We would like to think that through our Education and Lifelong Learning service, Community Education Centres and "In-house" staff provision that we as a Council have in some measure helped towards this significant increase in Welsh Language speakers in Blaenau Gwent in the last ten years. We intend that the attached scheme builds on the work started in 1998 to embed the Welsh Language more firmly in the Council's core values and improve service delivery via the Welsh Language over the next 3 years.

We believe that the public, staff and Members will find this document, Working in conjunction with the Assembly Government's Generic Equality Standard, Iaith Pawb and the Equality section of the Local Government Act, to be a clear statement as to our ongoing commitment to providing a quality Welsh Language Service to the people of Blaenau Gwent.



R. MORRISON
CHIEF EXECUTIVE



COUNCILLOR J.J. HOPKINS, DIP.ED., DIP.SC., O.ST.J.,
LEADER OF THE COUNCIL.



BLAENAU GWENT COUNTY BOROUGH COUNCIL

WELSH LANGUAGE SCHEME – Prepared under the Welsh Language Act 1993

This revised scheme received the approval of the Welsh Language Board under Section 14(1) of the Welsh Language Act on the 13th of January 2006.

Statement

'Blaenau Gwent County Borough Council has adopted the principle that in the conduct of Public Business, it will treat the Welsh and English Languages on the basis of equality.

- ❖ It will offer the public the right to choose which language to use in their dealings with the Council.
- ❖ It recognises that Members of the public can express their views and needs better in their preferred language.
- ❖ It recognises that enabling the public to use their preferred language is a matter of good practice, not a concession.
- ❖ This scheme sets out how the Council will implement that principle in the provision of bilingual services to the public in Wales.
- ❖ This scheme refers specifically to the Welsh Language, any other languages will be covered by the Council's Race Equality Scheme.

Free copies of this Scheme may be obtained by contacting the following people:-

MR JOHN PEARCE
Director of Corporate Governance
Civic Centre
Ebbw Vale
NP23 6XB
Tel: 01495 356087

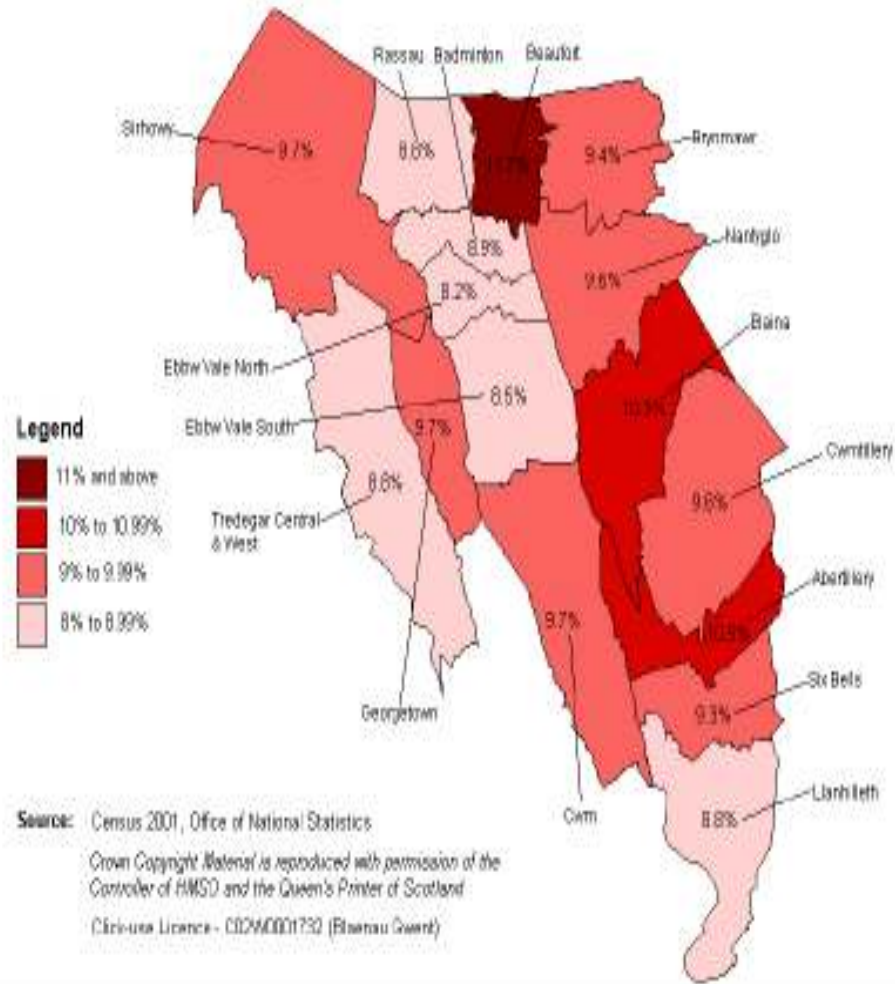
MR. ALAN BURKITT
Equalities Officer
Human Resources Division
Civic Centre
Ebbw Vale
NP23 6XB
Tel: 01495 355108

E-mail: john.pearce@blaenau-gwent.gov.uk E-mail: alan.Burkitt@blaenau-gwent.gov.uk

The Scheme is also available to download from the councils website:-

www.blaenau-gwent.gov.uk/

Percentage of Blaenau Gwent Population (aged 3 and over) able to speak Welsh by Electoral Ward



1. CONTENTS OF THE SCHEME

- Foreword
- Statement
- Thematic Map of Blaenau Gwent Welsh speakers

1.1 Introduction

1.1.7 Welsh Language statistics for Blaenau Gwent and Wales

2. SERVICE PLANNING AND DELIVERY

2.1 New Policies and Initiatives

2.2 Service Delivery

2.3 The Standard of Service in Welsh

2.4 Services Delivered on behalf of the Council by other Parties

2.5 Administering Regulatory Functions

3. DEALING WITH THE PUBLIC THROUGH THE MEDIUM OF WELSH

3.1 Correspondence

3.2 Telephone

3.3 Public Meetings

3.4 Other Meetings

3.5 Other dealings with the Public

4. THE COUNCILS PUBLIC IMAGE

4.1 Corporate Identity

4.2 Signs

4.3 Publishing and Printing Public Materials

4.4 Forms and Explanatory Material

- 4.5 Press Releases
- 4.6 Advertising and Publicity
- 4.7 Official Public Notices
- 4.8 Staff Recruitment Advertising

5. IMPLEMENTING AND MONITORING THE SCHEME

- 5.1 Staffing
- 5.2 Learning Welsh
- 5.3 Recruitment
- 5.4 Vocational Training
- 5.5 Administrative Arrangements
- 5.6 Monitoring
- 5.7 Targets
- 5.8 Publishing Information

6. PUBLICITY

7 ACTION PLANS

8 TRANSLATION POLICY

1.1 INTRODUCTION

1.1.1 Blaenau Gwent County Borough Council has been a Unitary Authority since 1st April 1996 and is located in the valleys of South Wales and covers around 10,900 hectares, stretching over 109 square kilometres between Tredegar and Brynmawr in the North to below Abertillery in the South. A small part of the County Borough is in the Brecon Beacons National Park.

1.1.2 Blaenau Gwent has five distinctive communities:-

Abertillery, Brynmawr, Ebbw Vale, Nantyglo & Blaina, Tredegar

1.1.3 The Census of 2001 has revealed that Blaenau Gwent County Borough Council serves an overall population of 70,064. There are 67,795 people aged 3 years and over, of which 6,421 or 9.5% can speak Welsh (This is an increase of over 300% from the Census of 1991)

- Ysgol Gymraeg Brynmawr currently have 305 pupils attending (including the Nursery).
- 237 Senior School pupils from Blaenau Gwent attend Ysgol Gyfun Gwynllyw (which is in the County Borough of Torfaen.)
- 12 senior school pupils from Blaenau Gwent attend Ysgol Gymraeg Cwm Rhymni (which is in the County Borough of Caerphilly)

The above figures are remarkable when compared to the 1991 Census figures:-

2.3% or 1,696 of the population aged 3 and over spoke Welsh and the number of Senior School pupils attending Ysgol Gyfun Gwynllyw, Pontypool was 16.

1.1.4 The Council employs approximately 3,900 staff and has 42 elected Members.

1.1.5 The authority has adopted the Welsh Assembly Government's Generic Equality Standard which will mainstream and benchmark the Council's approach to Welsh Language Equality alongside Race, Gender, Disability, Religion, Sexual Orientation and Age (coming into force in 2006) Equality practices in service delivery and employment.

1.1.6 The Council's many and varied services are provided by the following departments

Corporate Governance
Department

- Registration of Births, Deaths and Marriages
- Election Services
- Land Charges
- Legal Services
- Estates

Human Resources

Resources

- Council Tax & Rates
- Housing and Council Tax Benefits

Environmental
Directorate

Housing Services Division

- Council Housing
- Estates Management
- Homelessness

Technical Services Division

- Property Maintenance
- Architectural Services
- Engineering services
- Transportation
- Passenger transport

Public Protection Division

- Environmental Health
- Trading Standards
- Planning
- Building Control
- Private Sector Housing

Regeneration Division

- Economic Policy Training
- Regeneration
- Job Match
- Community First
- Business Services

Leisure Division

- Arts
- Libraries
- Heritage
- Tourism
- Grounds Maintenance
- Sports & Recreation

Environmental Management and Highways Services Division

- Highways Maintenance (including Winter Maintenance)
- Cemeteries
- Public Conveniences
- Waste Management (including Re-cycling)
- Street Lighting
- Animal Impounding
- Fleet Management
- Street Cleaning

Department of Education and Lifelong Learning

- Education
- School Catering
- School Transport
- Children and Young People

Social Services Department

- Adult Services (including Learning Disabilities, Mental Health Care, Occupational Therapy, Visual & Hearing Impaired)
- Home Care Services
- Residential Services
- Children's Services (including Home Finding, Community Support, Children with Disabilities, Youth Offending, Children Looked After)
- Day Services

1.1.7 WELSH LANGUAGE STATISTICS FROM THE CENSUS OF 2001

The table below shows the number and percentage of the population aged 3 and over that are able to speak Welsh by electoral ward.

Official Name of the Electoral Division	Age Group	NUMBER			%
		All People	Able to Speak Welsh	Not Able to Speak Welsh	Able to Speak Welsh
Abertillery	3 and over	4358	456	3902	10.5
Badminton	3 and over	3095	276	2819	8.9
Beaufort	3 and over	3751	440	3311	11.7
Blaina	3 and over	4679	483	4196	10.3
Brynmawr	3 and over	5420	511	4909	9.4
Cwm	3 and over	4188	407	3781	9.7
Cwmtillery	3 and over	4595	442	4153	9.6
Ebbw Vale North	3 and over	4588	376	4212	8.2
Ebbw Vale South	3 and over	4065	346	3719	8.5
Georgetown	3 and over	3377	329	3048	9.7
Llanhilleth	3 and over	4602	407	4195	8.8
Nantyglo	3 and over	4127	396	3731	9.6
Rassau	3 and over	3190	281	2909	8.8
Sirhowy	3 and over	5348	518	4830	9.7
Six Bells	3 and over	2562	239	2323	9.3
Tredegar Central and West	3 and over	5854	514	5340	8.8
Blaenau Gwent	3 and over	67799	6421	61378	9.49

Source;- Office of National Statistics- Census 2001

This table shows a significant increase in the numbers of Welsh speakers since the last census figures were published in 1991 when the percentage for those aged 3 and over speaking Welsh was only 2.4%. Also of significance is that Blaenau Gwent has the lowest inward and outward migration figures of any of the other 21 local authorities in Wales.

2. SERVICE PLANNING DELIVERY

2.1 NEW POLICIES AND INITIATIVES

2.1.1 The Council is involved in planning and formulating new policies on an ongoing basis. In doing so, the Council will assess the linguistic consequences of these policies and ensure that they meet the commitments given in this scheme. Wherever possible, the Council will use new policies and initiatives to facilitate the use of the Welsh Language and move the organisation closer to implementing the principle of Equality at every opportunity.

2.1.2 The measures contained in this scheme will be applied to new or updated policies and initiatives during their implementation or development. If any policies or initiatives are proposed which would, if implemented, affect the Council's Welsh Language Scheme or the Scheme of another organisation, the Welsh Language Board will be consulted.

The Council's Welsh Language Scheme will not be altered without the prior agreement of the Welsh Language Board.

2.1.3 Officers involved in the formulation and implementation of new and updated policies will be made aware of the requirements of the Welsh Language Act, and the commitments made by the Council in its Welsh Language Scheme. Guidance will be issued to staff on how to assess the likely impacts of new proposals on the Scheme and the steps required to ensure that these measures are complied with.

2.2 SERVICE DELIVERY

2.2.1 The Council's Services are under the management of the Chief Executive and 5 Corporate Directors who together, make up the Council's Management Team. Each Corporate Director is responsible for a range of direct services to the public as outlined in 1.1.6.

2.2.2 As a local Education Authority the Council has responsibility for providing Schools, ensuring sufficient school places, regulation of the curriculum and the character of Schools and for the strategic direction of Welsh Language and Welsh Medium Education. The Education and Lifelong Learning Department has a Welsh Language Education Scheme, which was approved by the Welsh Language Board. The delivery of education is otherwise substantially through Governing Bodies of Schools, who decide their arrangements and the application of resources in staffing, supplies and administration.

2.2.3 The Council is committed to building a consistent and well-organised Welsh Language service for the Welsh Speaking public who will be made aware of the availability of this service in the following ways:-

Bilingual Phone Greetings

Stationery

Public Notices

Signs – Internal and External (Buildings), Road and Street Name Signs

Adverts – Recruitment and Service Provision

Pamphlets

Booklets etc.

Council Website

Community Newspaper

2.2.4 It is the Council's intention that all Departments will aim to provide a service for Welsh Speakers. Where this is not always possible, the Authority will be able to access a Welsh speaker from staff who are willing to act as facilitators through the medium of Welsh. A list of these Welsh-speaking officers can be found in the Council's Intranet Phone Directory.

2.2.5 All Officers will be made aware of the Council's Welsh Language Scheme and the systems, procedures and services in place to meet the commitments stated in the Scheme.

2.2.6 The Council recognises the importance of offering Language choice in the provision of its services and will endeavour to implement the following approach:-

- Offering the public in Wales the right to choose which Language to use in their dealings with the Council;
- Recognising that Members of the public can better express their views and needs in their chosen Language;
- Recognising that enabling the public to use their Language is a matter of good practice, not a concession;

2.3 THE STANDARD OF SERVICE IN WELSH

2.3.1 The Council's firm intention is to deliver its services to the highest standard in both the English and Welsh Language. Publicity will be given to this commitment in advertisements, stationery, and consultation documents on an ongoing basis.

2.3.2 The aim is to provide this high standard of service in all of our dealings with the Public both through the medium of Welsh and English in accordance with the commitments of this Scheme.

2.3.3 The standard and implementation of this service will be reviewed as stated in paragraph 5.6, with the aim of improving and ensuring the consistency of the standard of services in Welsh provided in the Council's many establishments.

2.4 SERVICES ON BEHALF OF THE COUNCIL BY OTHER PARTIES

The Council works in partnership with Public Bodies, Organisations from the Voluntary Sector and other Agencies. The Council works on many levels when working with others;

2.4.1 When the Council is the Strategic and Financial leader within a partnership it will ensure that the public service provision is compliant with its Welsh Language Scheme.

2.4.2 When the Council joins a partnership in which another body is leading, the Council's input to the Partnership will comply with its Welsh Language Scheme and the Council will encourage other partners to also comply.

2.4.3 When the Council is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium the Council will act in accordance with its Welsh Language Scheme.

2.4.4 When the Council joins or forms a Partnership, it will ask prospective partners about their Welsh Language Schemes, Language Policies or the means by which they will operate bilingually. Within any partnership the Council will offer advice and support to the other partner organisations.

2.4.5 The Council's Procurement strategy has a specific unit that deals with equalities and procurement, of which the Welsh Language is featured as one of the key strands. The authority's tender documentation also deals in detail with the Equalities agenda, the Welsh Language once again being one of the key equality elements. The document asks for evidence from the applicant as to the existence of an Equalities Policy and to staff being made aware of the Equalities Agenda through training or documentation issued.

2.5 ADMINISTERING REGULATORY FUNCTIONS

2.5.1 The Council when exercising a regulatory function, such as the granting of licences and permissions will encourage any organisation, body or individual to follow a bilingual practice and use the Welsh Language in their activities. It will do so by issuing a leaflet and stating this view in any relevant application documents issued for the use of the public and indicating that the Council has adopted a Welsh Language Scheme. All documentation in relation to regulatory functions will be bilingual.

2.5.2 Guidance on the implementation of this measure has been prepared for officers administering regulatory functions

3. DEALING WITH THE PUBLIC THROUGH THE MEDIUM OF WELSH

The Council is committed to providing a service of the highest possible standard in both Welsh and English in its dealings with members of the public.

3.1 CORRESPONDENCE

- 3.1.1 The Council welcomes correspondence in Welsh (including by E mail and fax).
- 3.1.2 Any correspondence in Welsh requiring a response will be replied to in Welsh along with any Welsh, bilingual forms or leaflets that are requested.
- 3.1.3 If a meeting, interview or telephone conversation has taken place in Welsh, any follow-up correspondence or information that is required will be sent in Welsh or bilingually.
- 3.1.4 When it is known that an Individual, Organisation, Group or Society normally operates through the medium of Welsh, then letters and associated forms or leaflets from the Council will be sent in Welsh or bilingually.
- 3.1.5 Circulars, standard letters and correspondence will be bilingual and be distributed to the public in Wales in accordance with the Authority's **Translation Policy** (a copy is at the rear of this document).
- 3.1.6 The Council's Directors will be responsible for ensuring that staff are aware of the commitments and details contained in this Scheme. Guidance has been issued regarding the Scheme's commitments on correspondence and this booklet will be revised and sent out once more to all members of staff.
- 3.1.7 The target date for responding to Welsh letters is the same as for replying to English letters. Officers when dealing with Welsh Language correspondence must forward information immediately to the Equalities Officer to instigate the translation process and to enable the meeting of reply deadlines.

3.2 TELEPHONE

3.2.1 Telephone calls in Welsh and English are welcome.

3.2.2 The initial switchboard greeting will be bilingual, (**Bore Da - Good Morning/ Prynawn Da - Good Afternoon/ Noswaith dda – Good evening**) and the person dealing with the call will direct a Welsh speaking caller to a Welsh Speaking Officer in the relevant Department or to a Welsh Speaking Officer who can liaise with the correct Department in order to deal with the person's query/problem in Welsh.

All members of staff will be encouraged to answer calls bilingually as a matter of good practice.

3.2.3 If a Welsh Speaking Officer is not available, arrangements will be made for a Welsh Speaker to return the call as soon as possible.

3.2.4 Staff have been provided with guidance on handling telephone calls from Welsh Speakers, including details of the officers willing and able to deal with calls in Welsh. A list of Welsh speakers is available within the Council's internal telephone directory and on its Intranet site and in the unlikely event of none being available, details will be taken and phone calls will be returned as soon as possible.

3.2.5 All answer-phone greeting will be bilingual.

3.3 PUBLIC MEETINGS

3.3.1 People attending public meetings (including Hearings, Inquiries and other legal Proceedings) arranged by the Council are welcome to use the Language of their choice. This will be indicated on notices regarding attendance at meetings. (please see the language statement in 3.3.3)

3.3.2 Officers organising public meetings will provide translation facilities if the linguistic preference of attendees is known in advance to be Welsh.

3.3.3 Notices for public meetings will be bilingual and will include the following Language statement : -
"If you wish to speak Welsh at this particular meeting, the Council fully recognises this right, and asks that you inform us of this as soon as is practicable.

3.3.4 If a meeting is to be conducted through the medium of Welsh, then the organiser will provide bilingual staff to greet and direct these members of the public and to deal with any queries or problems that may arise.

(The Council has installed a translation system in its Council Chamber that allows for simultaneous translation to be carried out.)

3.4 OTHER MEETINGS

3.4.1 The Council arranges a wide range of meetings in addition to those open to the general public – visits to workplaces, professional visits by staff, private interviews, site or working group meetings, conferences and other face-to-face meetings. People who wish to use the Welsh Language at such meetings will be welcome to use the language of their choice, although prior notice would be required in order to provide a translation service or a Welsh Speaking Officer. This will be indicated on Notices regarding attendance at meetings. (see language statement in 3.3.3)

3.4.2 If a meeting is arranged with an Individual or Organisation that prefers to work through the medium of Welsh, arrangements will be made to provide a translation service or other suitable facilities.

3.4.3 Arrangements will be made to ensure that Welsh Speaking staff are available in workplaces where members of the public wish to discuss matters with the Council in Welsh (by prior arrangement.)

3.5 OTHER DEALINGS WITH THE PUBLIC

3.5.1 When the Council communicates with the public via such systems as electronic computer communications, the Internet, audio/visual Links and Public Address Systems it will make arrangements for the public to use Welsh as well as English.

3.5.2 The Council's Corporate Website- www.blaenau-gwent.gov.uk will be bilingual. This will be carried out incrementally and will commence by the creation of a language choice page, and having all departmental home pages available on separate English and Welsh sites

4. THE COUNCIL'S PUBLIC IMAGE

4.1 CORPORATE IDENTITY

The Authority has adopted a formal Corporate Identity Policy that has incorporated the following points from this Welsh Language Scheme:-

4.1.1 The Council's Public Image and Corporate Identity including its name and various addresses will be bilingual and will respect the principle of equality of both Languages.

4.1.2 The Council has adopted this Corporate Bilingual Policy on all Letterheads, Fax Transmission Sheets, Compliment Slips, Memoranda and Business Cards.

4.1.3 The following are not included in the Council's Corporate Identity Policy, but are required to follow the principle of bilingualism :-

- Bilingual Identity Badges
- Displays, Publications
- Signs
- Vehicles and Buildings

4.1.4 Letterheads and Recruitment Advertising will include the following Statement informing of our bilingual policy;-

"The Authority is committed to Equality of Opportunity, operates a Job Share Policy and welcomes correspondence/ applications in the medium of English and Welsh from all sections of the Community."

4.1.5 Staff who design or organise the production of any of the above will be given the Council's Corporate Identity Guideline Handbook, a copy of which is on the Council's Intranet site.

4.2 SIGNS

- 4.2.1 All external and internal signs which give information to the public on Council owned property will be bilingual when new or on a replacement/renewal basis.
- 4.2.2 Other Council signs, for example, highways (Road signs, Street name plates and road markings) and public information signs will be bilingual when new or become bilingual if damaged or if they are replaced as part of a maintenance or improvement strategy.
- 4.2.3 The Council has a statutory duty to maintain accurate and updated lists of the names of towns, villages, communities and wards as well as new developments. In each case the council will ensure that its lists are of a high standard and will, in collaboration with the Welsh Language Board, conduct an audit of the lists that it maintains and will standardize them where necessary.
- 4.2.4 Since the Council has the right to decide on the names of new streets and housing developments, it recognises the importance of giving appropriate consideration to local opinion. When naming the above the council will consult with ward members and local school children where appropriate, and adopt a Welsh only or bilingual name that is consistent with the heritage and history of the area. (Contractors will be advised of this policy).
- 4.2.5 The Council will approach the Welsh Language Board's place name consultation service for advice on the standardization forms of place names.
- 4.2.6 Bilingual street and place name signs will be provided where currently an English name only is used, on the same basis as 4.2.2.
- 4.2.7 New or replacement signs on the Council's vehicles will be bilingual.
- 4.2.8 Any new or replacement signs for which the Council is responsible will be bilingual.
- 4.2.9 When bilingual or individual Welsh and English signs are provided, the quality, size, legibility and prominence of text will be the same in both languages.
- 4.2.10 A Staff booklet has been issued which gives those involved in the design and production of signs the above guidelines to follow.

4.3 PUBLISHING AND PRINTING PUBLIC MATERIALS

4.3.1 The Council has written a **Translation Policy** (a copy is at the rear of this document) that will give strict guidelines as to what the Council will have translated into Welsh.

4.3.2 The Council when producing bilingual material for the public in accordance with the Translation Policy will normally do so with the English and Welsh versions included in one document.

It may be necessary at times to issue separate English and Welsh versions, they will be produced simultaneously, distributed together and be equally accessible.

4.3.3 If the Council is producing a document for which a charge will be levied, a bilingual document will attract the same charge as a single language document.

If separate English and Welsh documents are produced, they will also attract the same charge.

4.3.4 In determining which documents will be produced bilingually, the Council's Translation Policy will give clear instructions, and will consider such matters as the size and nature of the Target Audience, the size and nature of the document and how widely it will be distributed, timing and likely demand.

4.3.5 Priority will be given to publishing bilingually those documents which are issued or made available to the public generally and which:-

- provide information on the Council's services;
- explain and give guidance on the Council's policies, initiatives, development and new services;
- seek the views of the public through a consultation exercise;
- issue specific information on aspects of services provided for the public.

The following documents and items of stationery will also be produced bilingually as per above specification.

- Licences
- Invoices
- Brochures
- Rent Cards
- Posters
- Maps
- Timetables
- School Menus
- Vouchers
- Invitations
- Receipts
- Newspaper Advertisements

4.3.6 The Translation Policy will give guidance to staff and publishers on policy and procedures for publication, including the style and format for bilingual publication.

4.4 FORMS AND EXPLANATORY MATERIAL

4.4.1 Forms issued by Council Departments and accompanied by their explanations or instructions, will be produced bilingually and where possible on the same sheet or document.

4.4.2 If it is decided that a separate English and Welsh version are to be provided, then they will both be produced simultaneously, be equally accessible, be distributed together and will include the message that the form is also available in the other language. If the Language preference of the recipient is known, then the English or Welsh version or both may be issued as appropriate.

4.4.3 Written guidance has been issued to staff and others involved in designing and producing forms.

4.5 PRESS RELEASES

Press releases are one of the principal ways in which the Council regularly disseminates information and news to the public. When deciding the language of the press releases the following policy will be adhered to:-

4.5.1 Press releases to English Language publications will be in English only.

4.5.2 Press releases to bilingual publications will be bilingual.

4.5.3 Press releases to Welsh Language publications will be in Welsh only.

4.5.4 On all Press Releases, there will be a bilingual statement to say that members of the public are welcome to contact the Council to discuss a press release in Welsh with a designated Welsh Speaking member of staff.

4.5.5 A Welsh speaking member of staff will be made available to deal with the media in Welsh when required

4.6 ADVERTISING AND PUBLICITY.

4.6.1 Where the Council publicises its activities and services within Wales through Exhibitions, Displays and Presentations, it will do so in a way, which treats the two languages on a basis of equality.

When these activities are held by the Council, or in its name, the display material and any supporting material, such as dvd's, videos, advertisements and posters will be bilingual. Displays may, however, include items of literature from other organisations that are not available in Welsh or not yet produced bilingually or in Welsh.

4.6.2 Local exhibitions, public information stands and displays may occasionally be arranged through the Council's services or Agents, and, therefore, the presentations will be bilingual. However, as in 4.6.1 above, the extent of the bilingualism may vary according to the availability of bilingual or Welsh materials.

4.6.3 Literature such as Brochures, Booklets Leaflets, Posters and Newspaper Advertisements designed to promote, publicise or explain Council schemes, policies, procedures, legislation or services will be produced bilingually or in separate English and Welsh versions.

4.6.4 If the Council conducts an advertising, promotional, or marketing campaign within Wales through the medium of Press, Television, Radio, Cinema, Posters, Hoardings, Electronic Messages or Public Address Systems, it will use both Languages and make the arrangements according to the subject, the material, the means to be used and the target audience.

4.6.5 The Council, when conducting surveys or market research will ensure that this is done bilingually, subject to the following:-

- Size and nature of the target audience.
- The area covered.
- The subject matter.

4.6.6 Staff and others involved in planning, designing and conducting advertising, publicity or Market Research Campaigns will be made aware of the requirements of the Scheme and issued with guidance on its implementation.

4.7 OFFICIAL PUBLIC NOTICES

4.7.1 All Official and Public Notices which appear in Wales will either be in a bilingual format or with Welsh and English versions shown together and equal in terms of format, size, quality, legibility and prominence, be that in the press, on notice boards, site notices or otherwise.

4.7.2 Where a notice includes extensive technical detail, separate Welsh and English versions may be published in Welsh and English Language, Newspapers and journals respectively.

4.7.3 Notices and advertisements in Welsh Language newspapers and journals will be in Welsh only.

4.7.4 Those published in the local press (e.g- Western Mail, South Wales Argus, Abergavenny Chronicle, Free Press and Gwent Gazette etc will be bilingual.

4.7.5 When published in major United Kingdom Newspapers and journals they will be in English only, but with a standard bilingual element e.g. Corporate Bilingual Layout, Dates, Contact Address, headings and a statement that we operate a bilingual Policy.

4.8 STAFF RECRUITMENT ADVERTISING

When preparing and publishing advertisements for staff recruitment in Wales, the Council will adhere to the following arrangements.

4.8.1 Advertisements for posts which fluency in Welsh is an essential qualification will appear in;

- Welsh only in Welsh Language press
- Welsh only in English publications circulating in Wales supplemented with a short explanatory note in English

4.8.2 Advertisements for posts in which fluency in Welsh is a desirable qualification shall be published:

- Welsh only in Welsh Language publications
- Bilingually in English language publications circulating within Wales

4.8.3 Advertisements for posts where no linguistic requirement has been identified as part of the Councils Linguistic Skills Strategy shall be published:

- In English only in English publications circulating within Wales
- In Welsh only in Welsh language publications

Where the advert is designated to be in English only, the Council's corporate bilingual layout will be applied:-

The departmental name, job title and grade will be bilingual, and there will be a bilingual statement that we welcome applications in both Welsh and English
(as in 4.1.4).

4.8.4 Guidance on the implementation of these measures has been issued to staff involved in the design and production of official public notices and recruitment advertisements.

5. IMPLEMENTING AND MONITORING THE SCHEME

5.1 STAFFING

5.1.1 In order to provide services of good quality and efficiency for the Welsh speaking public, the Council needs to have an adequate/sufficient complement of Welsh speaking staff. The Council will take the following measures:-

5.1.2 In order to ensure over a period of time that the Council is able to deliver its services in Welsh effectively and efficiently to a high standard, it will adopt a Linguistic Skills Strategy as part of its human resource planning. This Strategy will enable the Council to monitor and maintain an overview of its linguistic skill needs and resources, and co-ordinate training and recruitment activities to facilitate the Scheme's objectives.

5.1.3 Each Department will carry out a Linguistic Skills Audit of their workforce by location every three years.

The questions will identify the following:-

- Who speaks Welsh – and the level of their ability
- Who reads Welsh – and the level of their ability
- Who writes Welsh – and the level of their ability
- Who could work on a daily basis in the medium of Welsh
- Who is currently undertaking training
- Who is interested in undertaking Welsh Language training
- Who has in the past undergone Welsh Language training

5.1.4 Each Department will identify in what areas, or locations they feel that they will require Welsh Speakers to be present and these posts will be classified as Welsh desirable or Welsh essential.

5.1.5 The results of these two exercises will be compared to identify workplaces where there is a shortfall of Welsh Language skills in order to facilitate the development of a Linguistic Skills Strategy.

5.1.6 The Council will undertake the following measures to meet the commitments of the scheme:

- Re-arrangement of duties and responsibilities of staff where staff are agreeable.
- Recruitment of Welsh Speakers to specific posts where it is deemed Welsh Language skills are essential or desirable on the occurrence of a vacancy or establishment of a new post;
- Encouraging Welsh Speakers to apply for jobs by including with a job advert, a statement that the Council operates a bilingual policy and welcomes applications in either language.
- Welsh Language training for staff.
- Re-arrangement of duties and responsibilities of staff where staff are agreeable although Staff will not be pressurised to move post or engage in training against their will as a result of their linguistic ability. All appointments will be made on merit and in accordance with Equal Opportunity Policies and employment legislation.

5.17 The Council operates a Welsh Language Network to deal with its Welsh Language Scheme. It is comprised of senior representatives of the Authority's Departments. The Working Party is dedicated to the implementation of the Welsh language Act 1993, and identifies priorities in implementing the Welsh Language Scheme.

Corporate Directors will be responsible for the implementation and monitoring of the Scheme within their Departments, on an ongoing basis including staff recruitment and training.

5.18 The Council is responsible for a wide range of services, many of which require specialised professional and technical skills for their operation. It may not be possible to cover all of those areas with Welsh Speakers, but a system of liaison between listed Welsh Speakers and technical people will endeavour to provide the best possible quality of service to the Welsh Speaking public.

The aim will be to increase the complement of officers who can help the Welsh Speaking public within an integrated service. Progress in achieving this aim will be monitored by the Head of Human Resources in consultation with the Equalities Officer, Corporate Training Manager and the Officers of the Welsh Language and Race Network.

5.2 LEARNING WELSH

5.2.1 The Council will encourage and support Members and staff who wish to learn, improve or maintain their Welsh Language skills.

5.2.2 A Welsh Language Training Programme which assists the Council in implementing the Welsh Language Scheme has been developed by the Equalities Officer in consultation with the Council's Training Manager.

5.2.3 Training is organised around the needs of individual Departments and where they feel that Welsh Speakers will be needed. Corporate Directors will make reference to the Linguistic Skills Audit to assess how Welsh Language skills are best developed and utilised.

The Equalities Officer in consultation with the Council's Training Manager will ensure that suitable training will be offered and arranged according to the requirements of the service and that dictionaries and other reference material are provided to aid their studies.

5.3 RECRUITMENT

5.3.1 The Council's Corporate Directors will examine service needs and decide the areas of priority for recruiting Welsh Speakers in order to meet the requirements of the Scheme. They will also consider the situations where the recruitment of Welsh Speaking Officers is essential or desirable in order to provide as full a service as possible.

Where linguistic ability is desirable or essential, this will be highlighted in the job advertisement.

5.3.2 If it proves difficult to appoint a suitable Welsh Speaking Officer to a post that is considered as requiring Welsh, the following steps will be taken;-

- to appoint with the condition that the successful candidate will, with the support of the Council, learn Welsh to a specified standard within a specified time scale; or
- to re-arrange the service or identify alternative arrangements to provide the skill in the workplace by using the linguistic skills of existing staff in other service areas.

5.4 VOCATIONAL TRAINING

5.4.1 Corporate Directors in consultation with the Equalities Officer and Council's Training Manager will assess the need for specific Vocational training through the medium of Welsh for identified Welsh Speaking staff in their Department.

5.4.2 Where a need for Vocational training to facilitate implementation of the Scheme is identified, and suitable training can be made available, it will be provided or supported according to the requirements of the service.

5.4.3 Training provision will include courses in particular skills, induction courses in certain specialism, and providing resource materials and distance-learning materials where appropriate.

5.5 ADMINISTRATIVE ARRANGEMENTS

5.5.1 The Welsh Language Scheme has been approved and carries the full authority of the County Borough Council in its implementation.

5.5.2 A Director nominated by the Chief Executive will be responsible for ensuring that this Scheme is implemented throughout the Council's Services, and will liaise and advise Directors and Chief officers on the steps required to implement the Scheme.

The nominated Director is the Director of Corporate Governance.

5.5.3 Within the Council's Executive Structure, one Executive Member has responsibility for the Welsh Language as part of their portfolio.

5.5.4 Corporate Directors will have responsibility for implementing this Scheme within their individual Departments, and will designate a Senior Officer with managerial responsibility within the Department for that purpose.

5.5.5 All members of staff will be made aware of the requirements of the Welsh Language Scheme and issued with appropriate and relevant guidance and instructions.

5.5.6 A Welsh Language Network at which every Department is represented, meets quarterly to ensure that the Scheme is properly co-ordinated, with consistency of practice, and kept under review. The minutes are circulated to all members of the Working Party, the Director of Corporate Governance, and the Chair of the Overarching Equalities Group.

5.5.7 The need to produce bilingual material will be considered when planning and purchasing computer software. Where existing computer systems cannot be adapted to meet the requirements of the Scheme, the need will be met on renewal and replacement as soon as possible.

5.5.8 The Council will ensure that any translators employed are suitably qualified and able to provide a high quality service. Translations should be E-mailed or mailed to the Equalities Officer who will facilitate the whole translation process and E-mail the completed piece of work back to the originator. If the translated work requires re-typing for any reason, it is absolutely vital to have the work properly proof read in order to minimise the risk of any inaccuracies.

5.5.9 **Complaints** The Council will monitor the incidence and nature of complaints relating to the Council's Welsh Language service. Each Director will be responsible for dealing with complaints from the public as they relate to his/her directorate's services in accordance with the Council's complaints procedure.

5.6 MONITORING

5.6.1 The Council will adopt the following reporting structure: -

Internal progress reports will be prepared and submitted to the Corporate Management Team on a six monthly basis

5.6.2 The Council will prepare an Annual Monitoring Report which will enable the organisation to achieve the following objectives:

- Measure if the Council is complying with the Scheme;
- Measure the quality of the Welsh medium service;
- Measure the effectiveness of its scheme management procedures;
- Measure the sufficiency of the Council's linguistic skills capacity by comparing current resources and need;
- Analyse performance on a departmental, corporate and thematic basis to ensure consistency;
- Identify any key weaknesses with an action plan and timetable to remedy the situation.
- Following the Council's approval a copy of the Report will be sent to the Welsh Language Board.

The Council will conduct periodic opinion surveys to consult Welsh Speakers regarding the standard of service that they are receiving in Welsh.

5.6.3 The Director of Corporate Governance will have responsibility for monitoring the services provided under this Scheme and will make provision to include it within the arrangements for monitoring services generally.

The Director of Corporate Governance's identity will be made known to other staff, to Partners, Contractors and Agents employed by the Council and to the public.

5.6.4 Monitoring of the Scheme will be a structured and continuing activity and will extend to those who provide or administer services on behalf of the Council.

5.6.5 Once approved the Report will be made available for inspection by members of the public at all Council Offices, Libraries and Leisure Centres and on the Council's Internet site and a copy will be sent to the Welsh Language Board.

5.6.6 The Council welcomes and will record suggestions on improvement on the service. Correspondence should be in writing and addressed to either the Director of Corporate Governance or the Equalities Officer or through the Council's website – www.blaenau-gwent.gov.uk

5.6.7 In the third year of this scheme's implementation the Council will once more review and revise its Welsh Language Scheme and produce a revised document. The Council will also prepare an evaluation report that will analyse the performance in implementing the scheme over the last three years. The report will include

- An overview and thematic analysis of performance and compliance with the Scheme over the three years, both in terms of the quality of its welsh medium service and scheme management.
- An outline of the Council's further aims, objectives and targets for the following three years with a revised implementation timetable. In addition the report will outline any amendments or additions that the Council feel should be included in the revised scheme.

5.7 TARGETS

5.7.1 The Council will monitor the implementation of the Scheme against targets. The Scheme action plans – paragraph 7.4 establishes targets for implementation. The Council will review these targets annually in the light of changing financial and statutory circumstances.

5.7.2 In response to a request from the Council's external auditors, the following performance indicators are monitored on a quarterly basis by each department:-

- Confirmation that every new sign is bilingual or Welsh and English.
- Are forms, pamphlets, leaflets, booklets, posters, newspaper advertisements and reports bilingual or in separate Welsh and English versions?
- Are exhibitions, displays and presentations bilingual
- The number of public notices that are published bilingually.
- The percentage of switch board calls that are answered with a bilingual greeting

5.8 PUBLISHING INFORMATION

5.8.1 In the monitoring report which will be available for public inspection, the Council will publish information in the Local press comparing performance with standards and targets set out in this Scheme.

The information will include:-

- The percentage of responses to Welsh correspondence achieved within stated deadlines;
- The percentage of appropriate publications produced bilingually;
- Performance in meeting deadlines for processing claims and applications made in Welsh
- Response times for arranging meetings in Welsh
- The percentage of Welsh speakers in posts where the ability to speak Welsh is specified.

5.8.2 If standards are not being met, the report will give the reasons why and the steps the Council is taking to address the issue.

6. PUBLICITY

6.1.1 The Council will publicise its Welsh Language services to the public and its employees and agents on an initial and continuing basis. It will ensure that people who deal with the Council are aware of the Scheme and that they can deal with the Council according to language choice. It will inform them what services are available and when and where they will be or are already available.

6.1.2 The following methods of publicity will be used:-

- Welsh Language Board Certificates, Bilingual Posters, Documents, Pamphlets, Advertisements and Signs etc., will be displayed in public offices and reception areas.
- Bilingual telephone greetings.
- Bilingual Council Website
- Bilingual stationery (memo's, compliment slips, fax transmission sheets, letterheads, business cards etc.).
- A statement regarding the Council's Bilingual policy on its recruitment advertising.
- Welsh Language issues in the Council's bilingual Newspaper – Valleys Voice.
- Circulating information and guidance to employees.
- Distributing copies of the Scheme to the Council's Agents/Contractors and other interested bodies.

6.1.3 Advice on publicising the Scheme and the Council's Welsh Language services will be issued to staff involved in publicity, communications and liaison with Contractors, Agents and other Organisations that the Council deals with.

7. ACTION PLANS

7.1 The implementation of this Scheme will be measured against specific target dates. An action plan has been set for the continuation of this scheme covering the financial years 2004/2007 which will allow the Council to consider the financial implications of any measures that require additional funding for their implementation.

If there are any proposed changes to the timetable, the Welsh Language Board will be consulted prior to seeking their approval.

7.2 Since this Scheme was first approved by the Welsh Language Board on the 23rd of January 1998, a good many of the original measures within it are now being carried out by employees as a matter of custom and practice e.g.:-

- Bilingual telephone greetings.
- Bilingual answer—phone greetings
- Bilingual stationery (memo's, compliment slips, fax transmission sheets, letterheads business cards, etc.)
- Statement regarding bilingual policy on recruitment advertising.
- Bilingual recruitment documentation.
- Bilingual public notices.
- Bilingual Council newsletter.
- Distributing relevant summary of Welsh Language Scheme to third party contractors.
- Bilingual internal/external/road/highway/vehicles signs on a new or replacement/renewal basis.
- Welsh Language correspondence received responded to in Welsh.
- Provision of simultaneous translator and Welsh Language greeters for meetings on request or due to the subject matter of the meeting.
- A pool of Welsh Speakers are available to deal with the Welsh Speaking public and Press, and in the event of departmental representatives being unavailable are willing to act as third parties for other departments.
- Welsh Language training for staff and Members.
- All documentation in relation to Electoral Registration and Taxi Licensing is now bilingual

- 7.3 The Action Plans below set out the Council's implementation of this Scheme and are the areas that have either not yet been dealt with adequately or have not reached full compliance.

The target dates indicated have been chosen carefully with priority being given to those areas in which the Council believes will have the greatest impact and benefit to the Welsh Speaking Public.

- 7.4 The nominated Director will be responsible for monitoring annually the implementation of the Scheme according to the Action Plan and target dates. Where targets are not met, an explanation of the reasons why, and an amended target date will be submitted to the Council and the Welsh Language Board.

DAB/CD/SE
January2006
AD041124

7 ACTION PLANS WELSH LANGUAGE

Activity	Intended Outcome	Key Milestones	Resources	Timescales	Monitoring Body & Regularity	Evaluation	Lead Officer	Critical Success Factors
REVISE STAFF WELSH LANGUAGE GUIDANCE BOOKLET	1. RAISE AWARENESS OF STAFF AND MEMBERS 2. RAISE LEVELS OF COMPLIANCE	1. CREATION OF BOOKLET 2. DISTRIBUTION OF BOOKLET	1. STAFF TIME 2. PRINTING COSTS	SEPT 2006	WELSH LANGUAGE WORKING PARTY QUARTERLY	PI'S TO BE ESTABLISHED TO MONITOR COMPLIANCE BY STAFF AND DEPARTMENTS	EQUALITY OFFICER	1. GOOD DISSEMINATION OF BOOKLET 2. ENDORSEMENT BY SENIOR OFFICERS
MONITOR COMPLIANCE WITH WELSH LANGUAGE SCHEME	TO EVALUATE COMPLIANCE WITH COUNCILS WELSH LANGUAGE SCHEME	1. INFORMATION ON IMPLICATIONS OF WELSH LANGUAGE ACT 2. CREATION OF MONITORING PROCESS	STAFF TIME	BEGINNING June 2006 AND ANNUALLY THEREAFTER	DEPARTMENTAL WORKING PARTY MEMBERS	ANNUAL MONITORING REPORT	WELSH LANGUAGE WORKING PARTY MEMBERS	EVIDENCE OF COMPLIANCE WITH WELSH LANGUAGE SCHEME.
DEPARTMENTAL ACTION PLANS	TO ENCOURAGE DEPTS TO MAKE THE WELSH LANGUAGE AN INTEGRAL PART OF THE COUNCIL'S DAY TO DAY OPERATING	DEVELOPMENT OF INDIVIDUAL DEPARTMENTAL ACTION PLANS	STAFF TIME	OCT 2006	WELSH LANGUAGE WORKING PARTY	ANNUAL REPORTS	WELSH LANGUAGE WORKING PARTY MEMBERS	PRODUCTION OF ACTION PLAN

ACTION PLAN WELSH LANGUAGE

Activity	Intended Outcome	Key Milestones	Resources	Timescales	Monitoring Body & Regularity	Evaluation	Lead Officer	Critical Success Factors
ALL STAFF ENCOURAGED TO ANSWER THE PHONE BILINGUALLY	OFFER A BETTER LANGUAGE CHOICE TO THE PUBLIC	NOTE TO ALL STAFF	1 STAFF TIME 2 PRINTING COSTS	ONGOING FROM JUL 2006	EQUALITIES OFFICER AND WORKING PARTY MEMBERS	MONITORING BY EQUALITIES OFFICER AND WORKING PARTY MEMBERS SEEKING COMPLIANCE	EQUALITIES OFFICER/ WORKING PARTY MEMBERS/ SENIOR OFFICER	- GUIDANCE ACCEPTED - INCREASED NUMBERS OF BILINGUAL GREETINGS
A BILINGUAL COUNCIL WEBSITE	OFFERING LANGUAGE CHOICE IN DISSEMINATION OF COUNCIL INFORMATION	1 CREATION OF A BILINGUAL FORMAT 2 TRANSLATION OF THE TEXT	1 STAFF TIME 2 TRANSLATION COSTS	STARTING INCREMENTAL PROCESS JANUARY 2006 BILINGUAL BY JAN 2009	WEBSITE WORKING PARTY WELSH LANGUAGE WORKING PARTY QUARTERLY	WELSH LANGUAGE WORKING PARTY	IT DEPT EQUALITIES OFFICER	1 CREATION OF APPROPRIATE FORMAT 2 WEBSITE BILINGUAL

ACTION PLAN WELSH LANGUAGE

Activity	Intended Outcome	Key Milestones	Resources	Timescales	Monitoring Body & Regularity	Evaluation	Lead Officer	Critical Success Factors
COMPILATION OF A TRANSLATION POLICY	CONSISTENCY OF APPROACH TO BILINGUAL PRODUCTION OF MATERIAL	1.COMPILATION OF POLICY 2. IMPLEMENTATION OF POLICY	STAFF TIME	1. NOV 2005 3. JUNE 2006	WELSH LANGUAGE WORKING PARTY ONGOING	MONITORING OF POLICY PI'S DEVELOPED FOR EVALUATION.	EQUALITIES OFFICER	COMPILATION OF POLICY EFFECTIVE USE OF POLICY
COMPILATION OF A LINGUISTIC SKILLS STRATEGY	WELSH SPEAKERS ALLOCATED TO POSTS WHERE LIKELY TO REQUIRE WELSH LANGUAGE SKILLS	1 COMPILATION OF POLICY 2.IMPLEMENTATION OF POLICY	1 STAFF TIME 2 RESOURCES FOR WELSH LANGUAGE TRAINING 3 RESOURCES FOR STAFF RECRUITMENT	MAY 2006 SEPT 2006	1 WELSH LANGUAGE WORKING PARTY AND OVERARCHING GROUP QUARTERLY	1 WELSH LANGUAGE WORKING PARTY AND OVERARCHING GROUP QUARTERLY	1 EQUALITIES OFFICER 2 CHAIR OF OVERARCHING GROUP 3 HEAD OF HUMAN RESOURCES	1COMPILATION OF STRATEGY 2 COMMITMENT OF COUNCIL 3 SUCESSFUL IMPLEMENTATION

8 BLAENAU GWENT WELSH LANGUAGE TRANSLATION POLICY

Category A

Fully Bilingual – information that is to be sent to or seen by the Public regarding services etc that the Council provides.

Items

Additional Notes

<u>Items</u>	<u>Additional Notes</u>
<i>Advertisements</i>	Bilingual
Acknowledgement Cards	Bilingual
Audio Visual Links, Electronic Messages, Screens etc	Bilingual
Booklets	Bilingual
Brand Names	Bilingual or Welsh Only
Brochures	Bilingual
Business Cards	Bilingual Back to Back
Calling Cards	Bilingual
CD's	For Promotional Purposes, including the CD cover.
Compliment Slips	Bilingual
Council's Corporate Identity	This includes its name, address, logo, motto, visual identity (e.g. signage, branding), standard departmental information. Both languages must be equal in size and prominence.
Displays and Exhibitions	Displays may include items of literature that is not the responsibility of the Council and which may not be available in Welsh, or not yet produced bilingually, or in Welsh only.
Election Stationery	Bilingual
Executive Summaries	If due to excessive size or complexity of the subject matter it is decided to do an Executive Summary e.g. Community Plan – then the Executive summary will be fully bilingual. (Please contact the Equalities Officer to discuss on 355108).
Fax Transmission Sheets	Bilingual
Flyers	Bilingual
Forms for the Public	Bilingual unless due to their complexity separate versions would be more practical.
Identity Badges	Bilingual
Internal council information, surveys and questionnaires	If such information is being sent out as a leaflet that will be in existence for some time. Or is a short survey, these will be bilingual. Contact the Equalities Officer for further advice on this matter.
Invitations	Bilingual
Invoices	Bilingual
Job Advertisements – Council Microsite	Welsh only where post designated Welsh essential (with short English description), bilingual where Welsh desirable. English only where no language specified, but 'top and tail' in Welsh.
Sign Post Adverts in Papers	'Top and tail in Welsh' – Name of Post, Location, Grade and Statement at the bottom that the Council welcomes applications in both Welsh and English.

Category A Cont'd

Fully Bilingual

<u>Items</u>	<u>Additional Notes</u>
Job Application Forms	Bilingual
Job Application Packages	Bilingual
Leaflets	Bilingual
Letterheads	Bilingual
Licensing e.g. Taxis, Entertainment	Bilingual
Maps	Bilingual
Menus	Bilingual
Newsletters/Newspapers inc. Housing News, Valleys Voice and Communities First	Bilingual
Notices for Public Meetings	Bilingual
Passes	Bilingual
Permits	Bilingual
Posters (Internal and External)	Fully bilingual with both languages on the same side.
Press Notices inc. Traffic Orders etc.	Bilingual
Press Releases	In Welsh where Welsh is the subject matter – publish in the Welsh language press Golwg, Y Byd, Y Cymro etc.
Publicity Material	Bilingual
Receipts	Bilingual
Rent Cards	Bilingual
Questionnaires and Surveys	Single language versions are only allowed if the questionnaire is aimed at individuals or groups whose language choice is known.
Questionnaires and Surveys Feedback	Bilingual
Signs	Internal and External signs on Council owned buildings, Road Signs, Street Name Plates and road markings, New Housing Developments, Named Welsh only or bilingually.
Standard Letters and Circulars to the Public	Bilingual where the language choice of the recipient is not known.
Stickers	Bilingual
Strategies/Policies/Plans	Bilingual
Tickets	Bilingual
Time Sheets	Bilingual
Vehicle markings and Signage on Buildings	Standard practice is English on one side of the vehicle, Welsh on the other but this can be changed, depending on the design.
Warning Notices	Bilingual
Websites and Web Pages	Each English page must have a Welsh equivalent, with a language navigation button. (Due to the proposed design of a new website, we are currently in the process of agreeing an incremental approach to its development. when agreed, the details will be distributed).

It is recommended that brochures, pamphlets, reports etc that are assessed as requiring translation are printed with English and Welsh side by side and not in 'tilt and turn' or 'back to back' format. Please contact the Equalities Officer for more details on 355108.

Category B

Separate English and Welsh Versions

<u>Item</u>	<u>Additional Notes</u>
Committee Papers and related Annexes	These will be translated only where there is a specific reference to Welsh Language Issues, Welsh Medium Education or where a request for a translation has been made.
Forms for the Public	Separate versions will be produced where due to their complexity this would be more practical.
General correspondence with individuals or groups listed on a database.	Separate versions will be produced <i>only</i> where the language choice of those on the database has been noted, otherwise the correspondence will be Bilingual.
Internal council information, surveys and questionnaires	Separate Welsh and English versions are only acceptable where a bilingual document would not be feasible due to excessive size. Where this occurs, the separate versions would be distributed together. (Please contact the Equalities Officer to discuss on 355108.
Letters to Schools	Where individual letters are sent out, the language medium of the school is known therefore the letter can be written in the appropriate language.
Literature to Schools	This covers general printed information aimed at schools, enough copies will be made in Welsh for the needs of the Welsh schools.

Category C

English Only

Items

Additional Notes

Accounts	i.e. internal financial records, not public notices etc.
Conference handouts supplied by other bodies or individuals	English only
Consultation documents and working drafts	Consultation documents and working drafts are not usually translated as the final version will be bilingual and the text could change a great deal following comments received. Given that an increasing number of consultations would have to include Welsh speakers as part of the exercise however, it must wither be noted on the draft that the final version will be bilingual OR a decision is made for the consultation to be done bilingually. Contact the Equalities Officer for further advice on this matter.
Contract documentation	English only
Historical/archive information	English only
Internal circulars	English only
Internal guidance documents	English only
Internal reports	English only
Research papers	English only