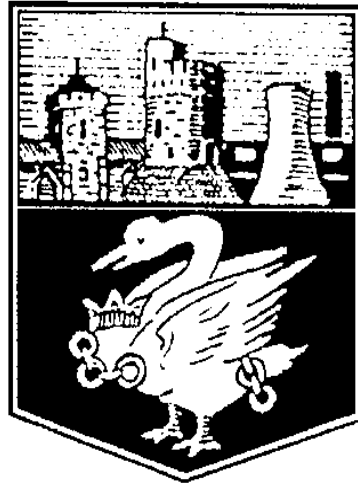


Caldicot Town Council
Cyngor y Dref Cil-y-Coed

Welsh Language Scheme



1. Opening Statement

The Council has adopted the principle that in the conduct of public business 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.

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 encourage the use of the Welsh language in the community
- to encourage others to use the Welsh language in the community.

2. Service Planning and Delivery

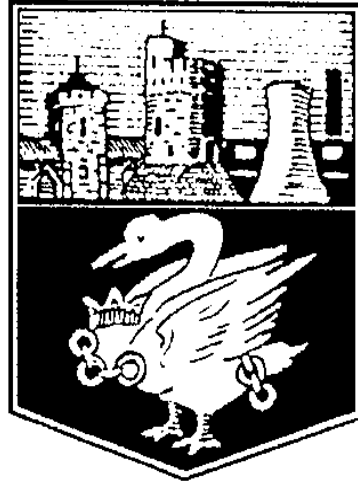
2.1 New Policies and Initiatives

In devising new policies and initiatives the Council have regard to the requirements of the Welsh Language Measure (Wales) 2011 and will:

- promote and facilitate the use of Welsh wherever possible and will move closer to implementing the principle of equality fully at every opportunity.
- consult with the Welsh Language Board in advance regarding proposals that will affect the scheme
- 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.

3. Standards of Quality

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



4. Dealing with Welsh Speaking Public

4.1 Written Communication

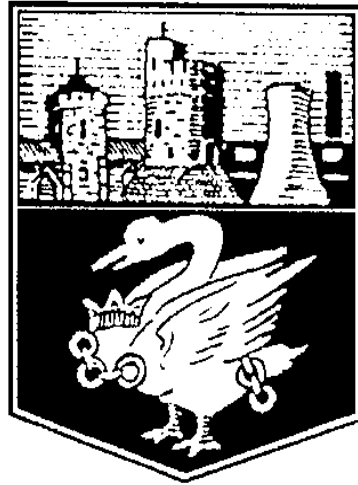
- 4.1.1. The Council will welcome correspondence in Welsh or English.
- 4.1.2. Correspondence through the medium of Welsh will not lead to any delay
- 4.1.3. Every correspondence received in Welsh will be answered in Welsh.
- 4.1.4. All correspondence following a telephone or face-to-face conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person, will be in Welsh.
- 4.1.5 All correspondence with a member of the public will be initiated in his/her preferred language if known.
- 4.1.6 The Council will make arrangements to translate correspondence as needed in order to respond promptly in the original language.
- 4.1.7 The Clerk of the Council will be responsible for translating correspondence.

4.2 Telephone Calls

- 4.2.1 The Council will welcome telephone calls in Welsh or English.
- 4.2.2 If the Clerk is not bilingual, he/she will offer to arrange for a Welsh speaking person to return the call when a member of the public wishes to speak Welsh, or explain the situation and offer the individual the opportunity to continue with the call in English or send their enquiry in written form in Welsh.

4.3 Public Meetings organised by or on behalf of the Council

- 4.3.1. Any public meeting that is held to discuss the Welsh language, Welsh medium education, Council Tax or any information regarding local elections/by-elections will be bilingual.
- 4.3.2 All publicity for public meetings will be bilingual, and will invite those attending to notify the Town Clerk of their language choice in advance so that appropriate translation arrangements can be made.
- 4.3.3 The Council will provide translation facilities, according to need, for public meetings arranged by or on behalf of the Council.



4.3.4 When the Council is aware that a member of the public wishes to speak Welsh in a public meeting that would otherwise be conducted in English, this should be respected by providing appropriate translation arrangements.

4.3.5 Any written materials such as leaflets or acetates that are used in public meetings about the Welsh language, Welsh medium education, Council Tax or information about local elections/by-elections will be bilingual.

4.4 Council Meetings

4.4.1 The Council's meetings are conducted in English.

4.4.2 The notice and agenda for the Council's meetings will be available bilingually on request.

4.4.3 A bilingual version of the minutes will be available to the public on request.

4.4.4 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.

4.4.5 Any member of the public wishing to ask a question in Welsh at a Council meeting is requested to give at least 3 working days' notice in order that appropriate arrangements can be made.

4.5 Face-to-Face Meetings with the Public

4.5.1 If the current Town Clerk and Members do not speak Welsh, the Clerk will offer to make arrangements which enable any member of the public who wishes to discuss matters in Welsh to do so with a bilingual person. When a member of the public contacts the Council wishing to speak Welsh, the Town Clerk will politely explain the situation and offer the individual the opportunity to discuss the matter in English or send their enquiry in written form in Welsh.

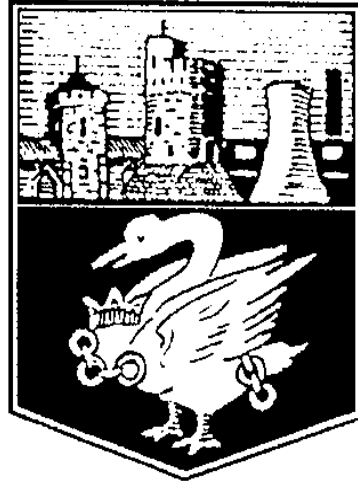
4.6 Other Dealings with the Public

4.6.1 When the Council contacts the public via information technology, namely computers, website, e-mail or touch screens, this information will be available in Welsh and English for the public.

5. The Council's Public Face

5.1 Corporate Identity

5.1.1 The Council's name is Cyngor y Dref Cil-y-Coed/Caldicot.



- 5.1.2 The name and address of the Council will appear bilingually on official headed paper, fax papers and compliment slips, and any other promotional material.

5.2 Signage

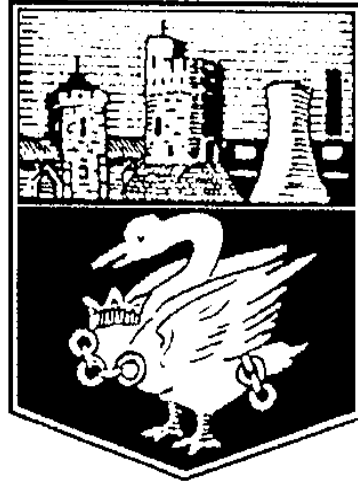
- 5.2.1 All new information signs or those replacing previous signs on Council property will be bilingual, as will any other public information signs for which the Council is responsible. The two languages will appear side by side, with the Welsh version appearing to the left. Where this is not practical,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

5.3 Publishing and Printing Material

- 5.3.1 All publications aimed at the public, such as documents and explanatory material dealing with the Welsh language, Welsh medium education, Council Tax, information about local elections/by-elections and grant forms will be bilingual with both language versions forming one document. The versions will be printed side-by-side where possible to facilitate easy cross-reference, distribution and offer language choice.
- 5.3.2. If Welsh and English versions are published separately they will appear simultaneously, be distributed together and be equally accessible.
- 5.3.3. Press releases dealing with the Welsh language, Welsh medium education, Council Tax, information and local elections/by-elections will be bilingual.
- 5.3.4. All Advertising and publicity activities dealing with the Welsh Language, Welsh medium education, Council tax, information about local elections/by-elections will be bilingual.
- 5.3.5. Council advertisements and notices dealing with the Welsh language, Welsh medium education, Council Tax, information about local elections/by-elections to be placed in the press, on notice boards or any other medium will be bilingual.
- 5.3.6 Job advertisements will appear in the English language in English publications, apart from when bilingual skills are desirable then the advert will be bilingual.

5.4 Statutory and promotional functions

- 5.4.1 In the information that is sent to those intending to apply for financial assistance towards local activities, the Council will make it clear that there is need for applicants to describe how they intend to reflect the linguistic nature of the community and their audience in the activities for which they require financial support. When considering applications, the Council will ensure that applicants have appropriately reflected the linguistic nature of the community and their audience in



their application. In submitting proposals the bilingual element will be a matter for the applicant to consider and not for the Council to require as a condition of grant.

- 5.4.2 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. The Council will ask the opinion of the Welsh Place Names Standardisation Panel in any cases of uncertainty.

5.5 Services by Other parties

- 5.5.1 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. The Council will outline which relevant measures in the Scheme the third party will have to adhere to within the tendering or contract specifications.
- 5.5.2 The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by letter.

6. IMPLEMENTING AND MONITORING THE SCHEME

6.1 Staffing

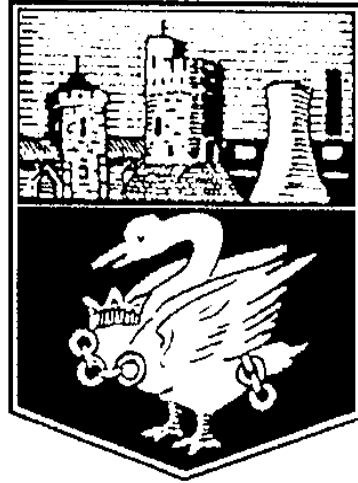
- 6.1.1 When posts become vacant the advert for some posts will note that having bilingual skills will be desirable but not essential. Currently, none of the staff that interface with the public are bilingual.

6.2 Administrative Arrangements

- 6.2.1 This scheme has the full support of the Council.
- 6.2.2 The Town Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council.

6.3 The Translation Service

- 6.3.1 The Town Clerk will be responsible for arranging the written translation needs of the Council, and will also be responsible for the standard of all Welsh text produced as far as that is possible.
- 6.3.2 If there are no Welsh speaking members of staff, the Council will employ an external translator.
- 6.3.3 The Town Clerk will be responsible for arranging simultaneous translation facilities for the Council's needs as and when required, with at least 3 working days' notice.



6.3.4 When needed, this facility will be available for all public meetings arranged by or on behalf of the Council, and in any other Council meeting if that is the decision of the Council.

6.4 Monitoring

6.4.1 Responsibility for monitoring the Scheme will rest with the Town Clerk.

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

6.5 Publicity

6.5.1. The Council will publicise the Scheme regularly through its website.

6.6 Contacting the Council

6.6.1 Any comments, complaints or suggestions regarding the Scheme should be addressed to the Town Clerk.