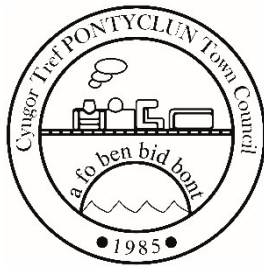


Cyngor Tref Pontyclun Town Council

Welsh language policy
last review May 2024



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Aims and Objectives of the Policy

The 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 policy sets out how the Council will implement that principle in the provision of services to the public in our area.

We aim to

1. progress purposefully and within available human and financial resources to a situation which will allow access to the services and democratic processes of the Council in the medium of the Welsh language.
2. 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.
3. encourage the use of the Welsh language in the community

The Council will monitor the Policy to ensure that these aims, and objectives are achieved, and standards maintained. All administrative aspects of the implementation of this policy will also be monitored.

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 choice could place members of the public at a real disadvantage. The Council will therefore draw attention to the ways in which the public may use the Welsh language when dealing with the Council.

Service Planning and Delivery

When the Council plans and formulates new policies or initiatives, it will assess the linguistic consequences to ensure that they meet the commitments given in this Policy.

In addition, new policies and initiatives will facilitate the use of the Welsh Language wherever possible and reasonably practicable within the meaning of the Act.

Should model policies be adopted which are provided to us bilingually or in English and Welsh, the Council will publish the bilingual/Welsh Version.

Delivery of Services

- Council meetings

These are, in general, open to the public as observers and contributors during a designated section of the meeting.

The council will consider simultaneous translation facilities should a request be made 14 days prior to the meeting date

When the Council has members who are Welsh speaking and present they will be able to translate for residents who wish to participate through the medium of Welsh.

- **Public and Other Meetings**

When the Council has members who are Welsh speaking and present they will be able to translate for residents who wish to participate through the medium of Welsh.

Whenever practical materials used by the presenters on screen or as handouts will be provided bilingually.

- **Dealing with the Public**

Written Communications

The public are welcome to deal with the Council in writing in either Welsh or English. Correspondence through the medium of Welsh will not lead to any undue delay.

The Council's headed paper and e-mails will include a statement in Welsh that correspondence is welcome in both languages.

Every letter received in Welsh will receive a signed reply in Welsh whenever a reply is required.

Telephone Communications

Unfortunately, there is currently no Welsh speaking officer employed by the Council who would be able to deal with telephone enquiries in the medium of the Welsh language.

For the present, therefore, callers will be invited to

- Give their contact details so a Welsh language speaking Councillor can call them back to discuss in their issue in Welsh
- write to the Council using their chosen language.
- Or alternatively, the caller will be invited to continue in English.

- **Cafe50**

Notices & information for Cafe50 will be treated in the same way as any other material provided by the Council.

Groups using Cafe50 may provide bi-lingual materials if they wish and the Council will signpost relevant groups to the local menter iaith for practical assistance and grant advice.

The Council's Public Image

The Council's name and address and other standard information used on its letter headings will be bilingual and the Welsh language will be treated no less favourably than the English language.

Publishing and Printing Materials for the Public

Any publications which the Council might consider in the future, such as newsletters, information sheets or explanatory material, will wherever practical be bilingual in content or provided equally in English and Welsh with both versions having equal prominence and accessibility. When published as separate documents, they will include a statement that it is available in the other language.

Any new signage will be provided bilingually, and existing signage will be replaced at the end of its useful life in a bilingual format. The size quality, legibility and prominence of text will be equal in Welsh and English.

Advertising and Publicity

Statutory notices will be published in both languages in accordance with the Act.

Council Website & Social Media

Where materials are available in Welsh or bilingually, they will be published on the website/social media. Any queries posted by the public on any Council Social Media sites will be treated as written materials above.

Standards of Service in Welsh

The Council aims to apply the same high quality to all aspects of the administration and execution of the services that it delivers. Any reference to these standards in publications, posters, press statements or any other publicity material which might be used from time to time will adopt the same standards with respect to the use of the English and Welsh languages.

The Council will monitor these standards and their administration.

Implementing and Monitoring the Policy

Staffing

At present the Council has no Welsh speaking staff.

The Council encourages staff to learn Welsh and will give due regard to the need to speak Welsh when recruiting in the future.

Where staff request training in the Welsh language, the Council will consider time off for and to paying some of the costs incurred.

Monitoring

The Council will review this policy periodically and receive an update on the range and quality of services provided in English and Welsh as part of its quest for good services generally.