

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	12 February 2025
<b>Subject:</b>	Welsh language policy review
<b>Purpose of report:</b>	To submit a revised draft of the Welsh language policy for the committee's consideration, comments, and approval to put before the Executive and the full Council.
<b>Scrutiny chair:</b>	Councillor Dylan Rees
<b>Portfolio holder(s):</b>	Councillor Dafydd Roberts
<b>Head of service:</b>	Lynn Ball, Director of Function (Council Business)
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<b>Local members:</b>	Relevant to all elected members

### 1 – Recommendation(s)

The Committee is asked to:

**R1** Consider the draft Welsh language policy and recommend its submission to the Executive and full Council for their approval.

### 2 – Link to Council Plan / Other Corporate Priorities

- Council Plan 2023-28: Welsh Language Strategic Objective
- Welsh Language Promotion Strategy 2021-26

### 3 – Guiding Principles for Scrutiny Members

**To assist Members when scrutinising the topic:**

**3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]

**3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

**3.3** A look at any risks [**focus on risk**]

**3.4** Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

**3.6** The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

**[focus on equality and the Welsh language]****4 - Key Scrutiny Questions**

- How have the Council's practices in relation to the Welsh language changed since Welsh language standards came into force in 2016?
- What are the main differences between this draft and the current Welsh language policy?
- Why does the Council need a Welsh language policy and what are the main challenges of implementing it?

**5 – Background / Context**

The Council's current Welsh language policy was adopted in 2016 when statutory Welsh language standards came into force. Since then, our understanding of the standards has matured, and our practices in relation to the language have developed significantly. It is therefore apposite that we revise our Welsh language policy to reflect these changes.

The main revisions to the policy include:

- Summarising the requirements of the standards following a period of implementation.
- Adding general principles to accompany policy headings for clarity.
- Creating a clear separation between the Council's public services and our internal use of Welsh.
- Updates to clauses relating to digital services.
- Commitments to use our influence to promote the use of Welsh placenames.
- Updates to clauses relating to recruitment and appointment practices.
- An additional section relating to the roles of elected and lay members.

**6 – Equality Impact Assessment [including impacts on the Welsh Language]****6.1 Potential impacts on protected groups under the Equality Act 2010**

The Welsh language policy affects all those who deal with the Council and therefore applies to all protected groups. We know from national and local data that Welsh speakers belong to each of these groups, and the Welsh language policy confirms their right to receive services in their chosen language; Welsh or English.

As the draft policy is designed to meet the statutory requirements of Welsh language standards, to protect people's rights to use the language, and offer Welsh language services to all, its identified impact is generally positive. Its inclusive emphasis, commitment to honour language preference, and equal

treatment of Welsh and English when offering public services, means that the policy does not exclude non-Welsh speakers.

Sections of the policy which relate to our internal use of the language are considerate of officers, and others, who lack confidence in their Welsh language skills. They commit to bilingual communication (where appropriate) and offer training and support to avoid exclusion or indirect discrimination.

Accessibility principles were considered when drafting the revised policy. Expectations are placed on officers to consider accessibility (including digital accessibility) when preparing Council materials. If adopted, it will be available in other formats upon request.

### **6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)**

As noted above, the draft policy's inclusive emphasis, the protection of people's rights to use the language, and to offer Welsh language services to all, means that individuals experiencing socio-economic disadvantage are unlikely to be adversely affected by its adoption.

### **6.3 The potential effects on the opportunities for people to use Welsh and not treat Welsh less favourably than English**

By its nature, adopting the draft policy will have a positive impact on opportunities to use Welsh and the status of the language. Changes to the current policy signify an effort to strengthen our compliance with Welsh language standards, and other strategy commitments. They offer clarity to citizens, officers and others involved with the Council, about how we use and consider the language in different contexts. They also include steps to facilitate the use of Welsh language services, and to use our influence to promote the language externally and within our administration.

The draft policy contributes to the aims of our Council Plan and our Welsh language promotion strategy (specifically its second priority area, the workplace, Welsh language services and infrastructure.)

## **7 – Financial Implications**

N/A

## **8 – Appendices**

Draft Welsh Language Policy (Version 4.0)

## **9 - Background Papers (please contact the author of the Report for any further information):**

- Isle of Anglesey County Council, Welsh Language Policy (2016)
- Isle of Anglesey County Council, Welsh Language Promotion Strategy 2021-26
- Isle of Anglesey County Council, Council Plan 2023-28



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

# Isle of Anglesey County Council

## Draft Welsh Language Policy

Version 4.0 (04/2025)



### About this policy

This is the Isle of Anglesey County Council's (the Council's) Welsh language policy. It sets out how the Council will use and consider the language in different contexts when conducting its business. It applies to members of the public and others dealing with the Council, as well as officers, and elected and lay members. (A separate policy relates to the use of Welsh in our schools.)

It is published in accordance with the Council's priorities and the duties imposed on it under section 44 of the Welsh Language (Wales) Measure 2011.

## Revision history

Version	Date	Summary of changes
1.0	April 2016	First submitted draft to the Executive
2.0	May 2016	Revised draft submitted to the full Council
3.0	May 2016	Policy approved by the full Council
4.0	April 2025	

## Next review date

This policy will be reviewed as necessary. In accordance with constitution's policy framework, any revisions to this policy are subject to approval by the full Council.

## Contact details

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You are welcome to contact the Council in Welsh or English. You will receive the same standard of service in both languages.

## Other formats

**We are happy to provide this policy in other formats on request.  
Please use these contact details.**

## Related documents

Council Plan; Welsh Language Promotion Strategy; Welsh Language Standards; Welsh language standards for awarding grants; Anglesey placenames; Policy on naming and numbering streets and houses. All available on our website, at our sites, and by request.

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# Foreword

This policy supports the Council's commitment to the Welsh language. The language is a strategic objective of our Council Plan, and our Welsh language promotion strategy outlines our plans to increase the use of Welsh by our service users and within our administration.

In accordance with Welsh Language Standards (No. 1) Regulations 2015, we must comply with specific statutory duties in relation to the language. This policy fulfils our duty to publish a document explaining how we will comply with the standards placed upon us. Details of those exact standards can be found in our compliance notice from the Welsh Language Commissioner, on our website, and by request. This policy follows the standards placed upon us, and the standards' numbers are included in the headings.

This policy also acts as our policy on the internal use of Welsh.

## Policy statement

This Council recognises the official status of the Welsh language in Wales and respects the freedom of individuals to use the language without impediment. It operates in accordance with the central principle of the Welsh (Wales) Measure 2011, that the Welsh language should not be treated less favourably than English.

By implementing this policy, the Council will ensure that Welsh and English are treated equally in the provision of its services. The people of Anglesey, and others, may use either language when dealing with us, and we will take steps to ensure that their preference is noted and respected.

We will consider the impact of our decisions on the Welsh language and use our influence to require others to consider the language as we work together. Third parties acting on our behalf will be required to comply with the relevant requirements of Welsh language standards and this policy.

The Welsh language is used in all aspects of the Council's administration. But we recognise that not all members of our workforce have the confidence or necessary skills to work entirely through the medium of Welsh. We will take steps to increase our internal use of the language and enable our staff to live a full Welsh working life. We will do this in line with our Council Plan priorities and our Welsh language promotion strategy.

The sections that follow explain how we will use and consider the Welsh language in different contexts. If a situation arises that is not covered by this policy, please refer to our compliance notice and seek advice from our policy and Welsh language officers using the contact details on the cover of the policy.

# Part 1: Public services

This part of the policy explains how we will use Welsh when providing services to the public.

## 1. Written correspondence

Service delivery standards 1, 4, 5, 6, 7<sup>1</sup>

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General principles:

- People are welcome to correspond with the Council in Welsh or English.
  - We aim to record people's preferred language and correspond with them according to their preference.
  - We will offer the same standard of service in both languages.
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- 1.1 We will answer correspondence in the language it is written, and in accordance with relevant targets.
- 1.2 We will initiate personal correspondence in the recipient's preferred language. If we do not know the recipient's preferred language, we will correspond bilingually.
- 1.3 When we correspond with a member of the public following a conversation in Welsh – on the phone or face-to-face – we will do so in Welsh. Unless the member of the public has expressed that there is no need to reply in Welsh.
- 1.4 Standardised and collective Council correspondence will be sent bilingually. Welsh will appear to the left or above the English text and both languages will be equal in format, size, prominence and quality.
- 1.5 When we start corresponding with a public body that is subject to Welsh language standards, we will do so in Welsh.
- 1.6 Correspondence, and other Council materials inviting a response, will make clear that people are welcome to deal with us in Welsh or English, and that the same standard of service is available in both languages.
- 1.7 We will ensure that our correspondence is accurate. Officers are encouraged to use spell-checking software and to write clearly in a style suitable for their audience. They are expected to use our translation service where necessary.

## 2. Phone calls

Service delivery standards 8, 9, 10, 12, 13, 14, 15, 16, 17, 18, 20, 21, 22

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<sup>1</sup> Isle of Anglesey County Council, Welsh Language Standards (2016). Available at [www.anglesey.gov.uk](http://www.anglesey.gov.uk).



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General principle:

- People are welcome to use Welsh or English when calling the Council.
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- 2.1 Callers to the Council's telephone numbers – including helplines, call centres and direct numbers – will be greeted bilingually with Welsh first.
- 2.2 If an officer is unable to fully deal with a telephone enquiry in Welsh, they should explain this to caller and offer to pass the call on to a colleague.
- 2.3 Answering machine messages and any automated Council telephone services will be bilingual with Welsh first.
- 2.4 We will not treat Welsh less favourably than English when advertising telephone numbers and will note that we welcome calls in Welsh.
- 2.5 We will take steps to establish and record people's language preference when calling them for the first time, and honour that preference when calling them in the future.

### **3. Meetings and events**

Service delivery standards 23, 25, 27, 27A, 27CH, 29, 30, 31, 32, 33, 34, 35, 36, 84, 86

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General principles:

- Welsh is the natural language of our public meetings and events and attendees will have the right to use it.
  - Simultaneous translation will be available to non-Welsh speaking attendees.
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- 3.1 When we invite only one person to a meeting, we will ask about their preferred language and hold the meeting in Welsh, without simultaneous translation, if that is their preference.
- 3.2 When we invite several people to a meeting that is not open to the public, we will ask them about their preferred language and arrange simultaneous translation from Welsh to English if necessary.
- 3.3 When we hold meetings that relate to an individual's well-being, and involve that individual, we will ask about their preferred language. We will hold the meeting in Welsh, without simultaneous translation, if that is their preference. The language of the meeting should not be changed for the benefit of officers or other attendees.

- 3.4 Invitations to Council public meetings will be bilingual. We will note on advertising materials and invitations that people are welcome to use Welsh and English at our meetings.
- 3.5 We will ask speakers at our public meetings about their preferred language in advance.
- 3.6 We will hold our public meetings in Welsh or bilingually and simultaneous translation from Welsh to English will be available. The chair or organiser is expected to give guidance on language use at the start of the meeting. This includes making clear that a translation service is available and that attendees have the right to always use their preferred language.
- 3.7 We strive to ensure that Council officers who participate in our public meetings use Welsh. In situations where this is not possible, we will ensure that other attendees can use the language.
- 3.8 Any Council materials we display at our public meetings will be bilingual. Welsh will appear to the left or above English text and both languages will be equal in format, size, prominence and quality.
- 3.9 Council events, and public events at least 50% funded by us, will be advertised and held bilingually. We will ensure that Welsh is not treated less favourably than English at our events.
- 3.10 We will try to ensure that all meetings and other face-to-face contact between us and members of the public – whether in the office, at home, on site etc. – can take place in Welsh. In a situation where this is not possible, the officer concerned should seek the help of a Welsh-speaking colleague.
- 3.11 In the case of pre-arranged field meetings, we will arrange that officers in attendance are able to offer a choice of language to other attendees.
- 3.12 Any education course open to the public will be offered by us in Welsh unless we have assessed that there is no need to offer the course in Welsh. This does not apply to education provided in our schools.

## **4. Publicity and advertising**

Service delivery standard 37

- 4.1 Our campaigns, including advertising, publicity and marketing campaigns, will be fully bilingual. The only exception will be in the case of radio, television or other recordings, where the language of the content will depend on the medium in question.

## 5. Written materials

Service delivery standards 38, 40, 48, 49, 50, 50A, 50B, 51, 52, 55, 56, 69, 70

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General principles:

- All Council public written materials will be available in Welsh and English.
  - Our public materials will treat both languages equally.
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- 5.1 Any material we display publicly will be bilingual.
- 5.2 We will try to ensure that materials occasionally displayed by other bodies or companies at our site are bilingual.
- 5.3 All written Council public materials will be available in both Welsh and English. This includes print and digital materials. Types of materials include, but are not limited to:
- Reports, strategies and plans
  - Meeting agendas, minutes and papers
  - Forms
  - Handouts, brochures and explanatory material
  - Posters, advertisements and marketing materials
  - Press and media releases
  - Public and official notices
  - Consultation and engagement documents
- 5.4 We will aim to produce print materials bilingually in one document. Welsh text will appear to the left or above English text, or back-to-back. Both languages will be equal in format, size, prominence and quality.
- 5.5 Where it is not possible or practical to produce print material bilingually, we will produce separate Welsh and English versions. Both languages will be equal in format, size, prominence and quality, and published simultaneously. It will be as easy to access the material in either language.
- 5.6 Where it is not possible to produce a bilingual form, versions in both languages will be equally valid and treated equally.
- 5.7 If we complete part of a form on behalf of a member of the public (for example, before sending it to verify its content or to complete the rest of the form), we will insert the information in Welsh on the Welsh version, and vice versa.
- 5.8 English versions of the Council's materials will make it clear that they are also available in Welsh, and vice versa.

- 5.9 We will keep accessibility considerations (including digital accessibility) in mind when producing materials. Officers are expected to follow guidance and seek the advice of relevant colleagues to ensure Council materials meet relevant standards.
- 5.10 We will ensure that our public materials are accurate and in line with the Council's style guidelines. Officers are encouraged to use spell-checking software and to write clearly in a manner suitable for their audience. They are expected to use our translation service where necessary, and to proof-read all public materials.

## **6. Websites and digital services**

Service delivery standards 52, 55, 56, 57, 58, 59, 60

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General principles:

- Our digital services will be available in both Welsh and English.
  - We will offer the same standard of service in both languages.
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- 6.1 All information on our website will be bilingual, and Welsh will not be treated less favourably than English on our website.
- 6.2 We will offer users a language choice and a convenient way of navigating between the corresponding Welsh and English pages of our website.
- 6.3 Any digital forms and questionnaires on our website will provide users with a language choice.
- 6.4 Our website's customer relationship management (CRM) system will ask users about their preferred language. Responses to requests made through the system will be sent accordingly.
- 6.5 Any other contact with members of the public through our digital media will take place in accordance with the provisions of part one of this policy.
- 6.6 All Council information on our social media accounts will be bilingual. Depending on the medium, we will either have:
- one social media account sharing corresponding information in Welsh and English, with Welsh appearing first; or
  - two corresponding social media accounts, one in Welsh and the other in English, which treat both languages equally.
- 6.7 Council apps and self-service machines will work bilingually and will not treat the Welsh language less favourably than English.

- 6.8 When developing our digital services, we will take into account the principles of the Welsh Language Commissioner guidance document, *Technology, Websites and Software: Considering the Welsh Language*<sup>2</sup>. Officers are expected to follow guidelines such as our procurement manual, and IT digital publishing policy, to ensure that commissioned services align with the requirements of this policy. Digital services must not be changed, commissioned or launched without the input and support of the Digital Services team.

## 7. Signs

Service delivery standards 61, 62, 63,  
Operational standards 141, 142, 143

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General principle:

- Our signs will be bilingual.
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- 7.1 All signs placed by us in public spaces and in our workplaces will be bilingual. This includes road signs and road markings.
- 7.2 Signs displaying monolingual Welsh placenames are excluded. Our policy in relation to the names of places, streets and estates is set out in section 11 of this policy.
- 7.3 When both languages appear together on a sign, Welsh will appear to the left or above the English text. Both languages will be equal in format, size, prominence and quality.
- 7.4 Where it is not possible to include both languages on a single sign, we will place separate Welsh and English versions. Both languages will be equal in format, size, prominence and quality. We will place the Welsh sign above or to the left of the English sign.
- 7.5 The Welsh text of our signs will be accurate in terms of meaning and expression. Officers are encouraged to use spell-checking software and to use plain language, suitable for their audience. Officers are expected to use our translation service where necessary, and to always proofread signs.

## 8. Receptions

Service delivery standards 64, 67, 68, 87  
Operational standard 144

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General principles:

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<sup>2</sup> Welsh Language Commissioner, *Technology, Websites and Software: Considering the Welsh Language* (2016). Available at [www.welshlanguagecommissioner.wales](http://www.welshlanguagecommissioner.wales).

- People are welcome to use Welsh and English at our receptions.
  - We will make it clear that a Welsh language service is available.
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- 8.1 We will offer a full bilingual service at our receptions.
- 8.2 We will display signs at our receptions to indicate that a Welsh language service is available.
- 8.3 Officers at our receptions will wear Work Welsh (*Iaith Gwaith*) badges to indicate that they can give a Welsh service.
- 8.4 Any audio announcements or public addresses at our sites will be bilingual with Welsh first.

## **9. Grants and financial support**

Service delivery standards 71, 72, 72A, 73, 75  
Policy making standard 94

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General principles:

- Persons will be welcome to apply for grants from the Council in both Welsh and English.
  - We will treat both languages equally when considering grant applications.
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- 9.1 Public materials relating to the awarding of Council grants Council will be available in both Welsh and English and will note that applications are welcome in either language.
- 9.2 We will treat grant applications submitted in either language equally (including, among other things, in relation to application deadlines and timescales for informing applicants of decisions).
- 9.3 We will offer grant applicants a language choice, including in interviews as part of our assessment of their application.
- 9.4 Where appropriate, we will impose conditions on organisations, bodies or individuals, who do not represent public bodies but receive financial support from the Council, to deliver their public services bilingually or in Welsh.
- 9.5 In the case of any financial support offered by the Council to organisations, bodies or individuals, the relevant head of service will have a responsibility to encourage the recipient to use a portion of it to promote the Welsh language in its activities. The head of service will also be responsible for monitoring how the Welsh language has been promoted.

- 9.6 We will ensure that the impact of grant awarding on the Welsh language is considered by implementing a policy known as Welsh language standards for grant awarding: Corporate guidance. This policy is available on our website and by request.

## 10. Contracts, agreements and partnerships

Service delivery standards 76, 77, 77A, 80

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General principles:

- Persons will be welcome to tender for Council contracts in Welsh and English.
  - We will treat both languages equally when publishing materials and considering bids for tenders.
  - We will use our influence to compel and encourage others to operate to the same standards as us.
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- 10.1 We will take into account the principles of the Welsh Language Commissioner guidance document, Contracting out public service contracts: Considering the Welsh Language<sup>3</sup> when setting out contracts. Officers are expected to follow guidelines such as our procurement manual to ensure that Council contracts align with the requirements of this policy.
- 10.2 Public materials relating to Council contracts will be available in both Welsh and English and will note that tender applications are welcome in either language.
- 10.3 We will treat tenders submitted in either language equally (including, among other things, in relation to application deadlines and timescales for informing applicants of decisions).
- 10.4 We will offer tenderers a language choice, including in interviews as part of our assessment of their application.
- 10.5 Any agreement or arrangement we make with a third party, which relates to the provision of services to the public in Wales, will be abide by the terms of this policy. This includes (without restriction) outsourced services.
- 10.6 In the case of any service provided by a third party, the relevant head of service will be responsible for ensuring that full details of the specific requirements of Welsh language standards and this policy are communicated to potential providers.

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<sup>3</sup> Welsh Language Commissioner, Contracting out public service contracts: Considering the Welsh Language (2016). Available at [www.welshlanguagecommissioner.wales](http://www.welshlanguagecommissioner.wales).

- 10.7 The relevant head of service will also be responsible for ensuring that any prospective provider is aware of the need to satisfy the Council that it can provide a bilingual service according to the relevant requirements of the language policy in relation to the service/area concerned.
- 10.8 In setting out an agreement, the relevant head of service will be responsible for ensuring that the third party complies with relevant aspects of this policy and monitoring compliance during the term of the agreement. This is done by including relevant details in materials provided to the third party.
- 10.9 Where a third party is expected to provide written material or make submissions to Council public meetings, the relevant head of service will be responsible for ensuring that the provision is fully bilingual by including specific conditions in the agreement with the third party concerned.
- 10.10 This policy is as relevant to any third party providing a service on the Council's as it is to Council itself in dealing with the public.
- 10.11 Organisations, bodies or individuals that do not represent a public body, but provide a service regulated by the Council will be encouraged to comply with the requirements of this policy. As and when required, advice will be given on good practice.
- 10.12 When purchasing services from third parties on behalf of the public, in circumstances not already mentioned, we will encourage those third parties to use Welsh when providing services to the public in Wales.
- 10.13 We often work in partnership with public bodies, third sector organisations, and other agencies. Where appropriate, we will ensure that our partners act in accordance with the principles of the Welsh Language Commissioner's guidance on contracting out public service contracts.
- 10.14 When the Council leads a partnership, strategically and operationally, we will ensure that the public provision complies with the requirements of this policy and the Welsh language standards imposed upon us.
- 10.15 When the Council joins a partnership, which is led by another organisation, our input will comply with the requirements of this policy and the Welsh language standards imposed upon us. We will also use our influence to encourage other parties to operate to the same standards.
- 10.16 When the Council operates as part of consortia, we will encourage the consortia to adopt a Welsh language policy. When working publicly in the name of a consortia, we will operate in accordance with this policy.



- 10.17 When the Council joins or leads a partnership, we will ask prospective partners about their Welsh language policies, or how they intend to operate bilingually. As a part of each partnership, we will offer advice and support in relation to the Welsh language and bilingualism to the other parties involved.
- 10.18 When drafting and reviewing joint-provision and joint-funding contracts, we will ensure compliance with this policy to avoid any deterioration in public Welsh language provision. We will monitor contracts to ensure compliance.
- 10.19 We will use our influence to raise awareness of the importance of the Welsh language in our area among our partners and work together to improve bilingual services.
- 10.20 We will press for opportunities to enable staff who are jointly providing services to continue to work through the medium of Welsh.

## **11. Council and local area identity**

Service delivery standard 83

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General principles:

- We will promote the Welsh language as part of our identity.
  - We will use our influence to promote Welsh placenames and protect our history and heritage.
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- 11.1 The Council's public face and corporate identity will be bilingual and will not treat the Welsh language less favourably than English.
- 11.2 This shall include the Council's name and the names of its services, and all its relevant addresses, logos, brands, slogans, letterheads, publications and all public written material in the form of reports, signage, forms, notices, or notices or writing on Council buildings, vehicles or property.
- 11.3 We will further promote Welsh names and vocabulary within our identity as part of implementing our Welsh language promotion strategy. Welsh mottos such as 'Môn Mam Cymru' will not be translated.
- 11.4 We will maintain a list of local placenames. We will employ the Welsh forms of placenames and other geographical features, except in cases where the Council has recognised an official English version. Where an English form of a placename is recognised, it should only be used in an English context.
- 11.5 We will base new street and estate names on Welsh vernacular and historical names associated with the area. When coining a new name, we will do so solely in Welsh and in accordance with our street and house naming and numbering

policy. We will use the town and country planning regime to support the implementation of these policy commitments.

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## Part 2: Policy making and assessing impact on the Welsh language

This part of the policy explains how we will consider Welsh when making decisions.

### 12. Impact assessment

Policy making standards 88, 89, 90

Record keeping standard 150

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General principle:

- We will assess the impact of our decisions on the Welsh language as we develop proposals or make changes to our practices.
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- 12.1 We will take into account the principles of the Welsh Language Commissioner guidance document, Policy Making Standards: Creating opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language<sup>4</sup> as we develop proposals or make changes to our practices.
- 12.2 Council services have a responsibility to ensure that consideration is given to the potential impacts of policy decisions on the Welsh language. Consideration must be given to the language when developing proposals for new policies, strategies and schemes, or when reviewing or amending current practices.
- 12.3 Council services have a responsibility to ensure that any new policies, strategies or schemes align with the wider commitments of the Council's Plan and our Welsh language promotion strategy.
- 12.4 We will ensure that we fulfil our duty under Welsh language standards to assess impact on the Welsh language using an impact assessment framework. This framework will include other statutory duties including, but not limited to, equality considerations, the socio-economic duty, and the well-being of future generations.
- 12.5 We will refer to the impact assessment framework when making recommendations to our elected members for their decision. Policy and Welsh language officers will provide guidance on other circumstances where a Welsh language impact assessment should be carried out in accordance with policy making standards and the Welsh Language Commissioner's code of practice.

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<sup>4</sup> Welsh Language Commissioner, Policy Making Standards: Creating opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language (2020). Available at [www.welshlanguagecommissioner.wales](http://www.welshlanguagecommissioner.wales).

- 12.6 We will publish materials on our intranet to support officers responsible for carrying out impact assessments.
- 12.7 Separate statutory impact assessment processes are in place in some areas, such as town and country planning.

### **13. Consultation and engagement**

Policy making standards 91, 93, 93, 95, 96, 97

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General principle:

- We will seek public opinion on the impact of our proposals on the Welsh language as we consult and conduct research.
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- 13.1 The Council's services will have a responsibility to ensure that any public research or consultation undertaken by them in developing proposals or making changes to our practice seeks views on impact on the Welsh language.
- 13.2 We will ask specific questions about the impact on the Welsh language in consultation documents and in the conduct of research. Guidance on suitable questions will be available to officers on the Council's intranet and from policy and Welsh language officers.

## Part 3: Internal use of Welsh

Welsh is used in all aspects of the Council's interior administration. This part of the policy explains how we use the language with our staff, elected and lay members, and within our administration.

### 14. Meetings and internal communications

Operational standard 98

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General principles:

- Welsh is the natural language of our internal meetings.
  - We will encourage our staff to use Welsh at work.
  - Our internal communications will be bilingual to include all members of staff.
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- 14.1 Internal Council meetings be held in Welsh where possible. We will use simultaneous translation where necessary.
- 14.2 We will encourage staff to use Welsh, verbally and in writing, and will run campaigns to promote the use of Welsh at work. Support, including training and resources will be available to anyone seeking to develop their use of the language.
- 14.3 We recognise that not all members of our workforce have the confidence or necessary skills to work entirely through the Welsh language. Staff shall have the right to work through the medium of Welsh or English as long as it is consistent with the provisions of this policy, the language requirements of their roles, and does not substantially impair the effectiveness of internal communications.
- 14.4 All general internal communications will be bilingual to be inclusive of all members of our staff. Welsh text will appear to the left or above English text and both languages will be equal in format, size, prominence and quality.
- 14.5 For consistency and to avoid confusion, letters of the Welsh alphabet will be used for designating paragraphs, sections, etc. in texts.

### 15. Internal services

Operational standards 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 120, 124, 125, 126

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General principles:

- Internal staff services will be available in Welsh.

- We will respect the language preference of our staff and provide materials and conduct processes relating to their employment in the language of their choice.
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- 15.1 We will record the language preference of our staff, and respect that choice when providing internal materials and services relating to their employment with the Council.
- 15.2 Our internal policies will be available bilingually on our intranet and by request.
- 15.3 Our staff will have the right to use Welsh or English as part of complaints and disciplinary processes. We will inform our staff of this right and, where indicated, conduct processes in Welsh in accordance with the requirements of operational standards.
- 15.4 Grammar and spellchecking software and Welsh interfaces will be available to our staff.
- 15.5 Information on our intranet will be bilingual, and Welsh will be treated no less favourably than English on our intranet. We will publish promotional content on our intranet to support our staff to use the Welsh language.

## **16. Training and workforce planning**

Operational standards 127, 128, 129, 130, 132, 133, 134, 135  
Record keeping standards 151, 152

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General principle:

- We will offer a range of training opportunities to support our staff to develop their Welsh language skills.
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- 16.1 We will implement a language skills framework to assess the Welsh language skills of our staff. We will use this framework to ensure that our staff members' have the right Welsh language skills to carry out their duties.
- 16.2 As part of our annual performance review process, our staff will be required to report on their Welsh language skills along with any development needs.
- 16.3 We will plan our workforce to ensure that public facing workplaces have enough Welsh speakers to offer services in accordance with the provisions of this policy.
- 16.4 In non-public facing workplaces, staff members' Welsh language skills may vary from role to role. Officers will be encouraged to learn and use Welsh to facilitate collaboration within teams, and between Council services in general.

- 16.5 We will identify the Welsh language skills that apply to each role in accordance with our language skills framework. This information will be included in all job descriptions. Guidance on the designating Welsh language skill levels will be available to support managers responsible for preparing job descriptions.
- 16.6 We will routinely provide training in Welsh and English. Should we offer training on these subjects, it will be available in Welsh:
- Recruitment and interviewing
  - Performance management
  - Complaints and disciplinary procedures
  - Induction
  - Dealing with the public
  - Health and safety
- 16.7 We will provide training (in Welsh) on the effective use of Welsh in meetings, when conducting interviews, and as part of complaints and disciplinary procedures.
- 16.8 We will encourage staff to follow training courses in Welsh where applicable. We will use our influence to encourage examination/assessment bodies who operate in Wales to offer their students a choice to sit examinations and submit work to be assessed in Welsh.
- 16.9 All new members of staff will receive language awareness, information about Welsh language standards and how the language can be used at work as part of the induction process. Training on these topics will also be available to other members of our staff.
- 16.10 We will provide an email signature and other resources that staff may use to let others know that can speak or are learning Welsh.
- 16.11 We encourage our staff to develop their Welsh language skills throughout their career with the Council. We will provide a range of Welsh language training opportunities during working hours.
- 16.12 Managers have a responsibility to encourage staff to undertake Welsh language training and to assess the Welsh language training needs of their teams.
- 16.13 We will ensure that officers learning Welsh receive a certain number of hours of Welsh language training per year.
- 16.14 Responsibility for overseeing Council's Welsh language training provision lies with human resources, under the leadership of the head of profession.

## 17. Recruitment and selection

Operational standards 136, 136A, 137, 137A, 137B, 138, 140  
Record keeping standards 153, 154

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General principle:

- The ability to use Welsh is an essential skills of Council roles and the level of ability will depend on the requirements of each post.
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- 17.1 An element of Welsh language ability will be essential for roles within the Council. The exact skill level needed to meet job requirements will be assessed by managers against our language skills framework and noted in job descriptions.
- 17.2 We recognise that appointing individuals with the necessary Welsh language skill to some posts can be challenging. If we fail to appoint an individual with the expected Welsh language skills, we will re-advertise the post with the same language requirements. Only after a second failure to appoint, and with the consent of the appointment panel, may the language requirements of the role be re-considered.
- 17.3 When re-advertising certain positions, we may encourage individuals who feel they do not have the expected Welsh language skills to apply. In such situations, we may include contract conditions on individuals to meet the Welsh language requirements of the role.
- 17.4 If we categorise a role as one where Welsh language skills need to be learnt, we will identify suitable training and set relevant targets to meet the language requirements of the role on appointment.
- 17.5 When advertising jobs, we will draw attention the training and support to develop Welsh language skills available to our staff.
- 17.6 We welcome job applications in both Welsh and English. Our job application forms will ask applicants about their preferred language, and we will treat applications in either language equally.
- 17.7 We will conduct job interviews in Welsh (without the help of a simultaneous or consecutive translation service) if that is the candidate's wish.
- 17.8 Managers are expected to assess candidates' language skills as part of the interview process.
- 17.9 Our recruitment and selection policy, and associated guidance, offers advice to managers on the processes to follow, along with relevant Welsh language considerations. HR and policy and Welsh language officers can offer advice on



Welsh language considerations should circumstances differ from usual procedures.

## **18. Elected and lay members**

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General principles:

- We will respect the language preferences of our elected and lay members.
  - We will offer the same standard of service to our elected and lay members in both Welsh and English.
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- 18.1 Although elected and lay members are part of our internal administration, they are not subject to Welsh language standards in the same way as Council staff. An elected member must comply with Welsh language standards only when providing a service by virtue of a function delegated to them under the Council's constitution.<sup>5</sup>
- 18.2 However, our elected and lay members are welcome to follow the principles of this policy and are expected to be aware of the Welsh language requirements places upon the Council.
- 18.3 Welsh language training will be available to our elected members (and lay members where relevant) in the same way as to our staff.
- 18.4 When providing internal services to our elected and lay members, we will act in accordance with the provisions of part one of this policy.
- 18.5 This policy do not apply to the ward activities of our elected members.

## **19. Translation service**

- 19.1 Our team of qualified translators will provide simultaneous translation to all Council committees, panels, working groups, forums and public meetings. It will translate reports and minutes of Council meetings, along with a variety of other materials.
- 19.2 It will provide support and guidance to the Council's services on bilingualism and the use of Welsh. It will continue to use the latest technology to support and strengthen service capacity.
- 19.3 Where a private organisation, body, or individual submits any documents, reports or letters to the Council in English, and a need arises to submit that text

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<sup>5</sup> Welsh Language Commissioner, Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015 (2020), p. 13. Available at [www.welshlangaugecommissioner.wales](http://www.welshlangaugecommissioner.wales).

to a Council committee or panel, that private organization, body, or individual shall bear responsibility for its translation into Welsh.

- 19.4 Attendees have the right to speak Welsh at Council meetings and committees. Simultaneous translation from Welsh to English will be provided as necessary.
- 19.5 Simultaneous translation will be provided in virtual and hybrid meetings as necessary. The translation team will offer guidance, advice on the technology required, and advise how to arrange virtual meetings where simultaneous translation is required.
- 19.6 We will provide mobile equipment if there is no permanent translation equipment in a room used to hold Council meetings.
- 19.7 If we are involved in organising a meeting not on Council property, we will provide mobile translation equipment as needed.
- 19.8 The Translation service will assist in the process of monitoring the written use of Welsh within our administration as part of the process of translating texts. This will form part of the practice of extending the effectiveness of services in providing a full service in Welsh and English without being over dependent on the Translation service.

## **Part 4: Accountability and other matters**

This part of the policy outlined other arrangements for meeting the requirements of Welsh language standards.

### **20. Responsibility for implementing the policy**

Operational standard 98

Supplementary standards 157, 155, 159, 161, 163, 167, 173, 175

- 20.1 The chief executive is the leadership team officer responsible for the Welsh language within the Council. With the support of policy and Welsh language officer, they will promote the implementation of this policy.
- 20.2 The corporate management team is responsible for ensuring that Council services operate in accordance with Welsh language commitments and objectives, as well as the requirements of the Welsh language standards and this policy.
- 20.3 A group made up of officers and cross-party elected members will oversee the Council's use of Welsh, including the implementation of this policy, and make recommendations for promoting the language.
- 20.4 We will publish this policy to explain how we will comply, and our arrangements for overseeing our compliance, with Welsh language standards. This policy and details of the exact standards imposed on us are available on our website, at our sites, and by request.

### **21. Annual reports**

Supplementary standards 156, 158, 164, 170

- 21.1 We will publish an annual report on our compliance with Welsh language standards and the requirements of this policy. It will be available on our website, at our sites, and by request.

### **22. Welsh Language Commissioner**

Supplementary standards 160, 166, 172, 174

Record keeping standard 176

- 22.1 We will provide any information requested by the Welsh Language Commissioner relating to our compliance with Welsh language standards.

### **23. Complaints**

Record keeping standards 147, 148, 149

Supplementary standards 156, 158

- 23.1 We will deal with Welsh language complaints in accordance with the principles of the Council's concerns and complaints procedure. Information about the procedure is available on our website, at our sites, and by request.
- 23.2 Policy and Welsh language officers will keep a record and copies of complaints relating to our compliance with Welsh language standards, and complaints about the language in general. Details of these complaints will be reported annually.
- 23.3 We welcome comments and suggestions to improve our Welsh language services. Enquiries are welcomed by our policy and Welsh officers using the contact details on the cover of this policy.

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