

Cyngor Cymuned Trefriw Community Council

Trefriw Community Council Welsh Language Policy

Introduction

Trefriw Community Council serves areas of Trefriw and Llanrhychwyn in Conwy. There are 10 members of the Council.

We acknowledge the fact that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status, and should be treated no less favourably than the English language. We believe that it is good business practice to provide services in the language of choice of our community. We also believe that it shows respect to our Members and community to encourage and facilitate the use of their chosen language.

We will ensure that we make constant progress towards achieving this ambition, and this Welsh Language Policy sets out our current commitments in relation to using Welsh and also, where appropriate, sets targets to help us develop our use of Welsh.

The scope of our commitments in this policy should be interpreted reasonably - they are limited to activities and services in Wales or which are delivered to people living in Wales, and also limited to activities and services which we are able to control or influence.

Please direct any comments or complaints about this policy to:

Mrs Valerie Hannah

Pen y Bryn

Trefriw

Conwy

LL27 0JU

(01492) 640245

E-mail: clerk@trefriwcommunitycouncil.co.uk

Public Image

We currently do not have any signage, but we will ensure that all new permanent signs are fully bilingual.

Our corporate brand is fully bilingual. Our stationery is fully bilingual, and includes a message inviting correspondence in both Welsh and English.

Website and Digital Services

Our website is in English only. We will ensure that our website is fully bilingual by 01/07/2014. We are committed to ensuring our website is bilingual whenever practically possible; although some 'emergency notices' may have to be posted in English only, depending on the urgency of the messages and the availability of translation facilities.

Advertising and Marketing

Generally our advertising is in English only in the Welsh press. Our recruitment advertising is in Welsh or bilingual whenever Welsh language skills are desirable or essential for the advertised post.

Our printed publications are in English only. We will ensure that all our new or revised printed publications are fully bilingual by 01/04/2014.

Communication

Tracking Language Choice

We currently do not record or track the language choice of any business contacts.

Face to Face Communication

We cannot guarantee a Welsh language service at present, but we welcome the use of Welsh by staff and members. Community consultations are held bilingually.

Telephone Communication

We do not have the staffing resources to deal with telephone calls in Welsh at present. The clerk is able to recognise and handle a Welsh language call with courtesy.

Correspondence (Paper and electronic)

We accept correspondence in Welsh or English. We generally write to people bilingually or in their preferred language. We always reply in Welsh when we are replying to letters received in Welsh or when we have received a request to do so. Information distributed on behalf of third parties (e.g. Elections and Audit information) will always be sent bilingually, when provided in both languages.

Forms and Account documents

Our forms and account documents are in English only. We will use more Welsh in our forms and account documents wherever it is reasonable to do so.

Staff and the Workplace

Recording and Developing our Staff's Language Skills

We consider what level of Welsh language skills are required to perform all new roles in our organisation.

We keep an informal record of the Welsh language skills of employees and council members. We share information about each employee's Welsh language skills within the council, so that we can direct Welsh language enquiries to the appropriate person.

We acknowledge that in Wales, the Welsh language should be treated no less favourably than the English language.

We support staff who want to improve their Welsh language skills and enable them to receive training independently.

Internal Communication

We recognise that each member of staff and customer has the freedom to use the Welsh language with each other, as enshrined in the Welsh Language (Wales) Measure 2011 and we expect staff and Members to respect the linguistic preferences of their colleagues and customers. We will support and facilitate the use of Welsh and English in the council.

Leadership

We will ensure that this policy is supported at the highest level in our organisation.

Awareness

This policy will be conveniently available for the public to read on our website. Every council and staff member will receive a copy of this policy and direction on its requirements.

Review

We will assess and revise this policy at least every three years, or upon any significant changes within the council's staff or membership.

Disclaimer

The Welsh Language Commissioner's template was used to compile this Welsh Language Policy. However, the Welsh Language Commissioner is not responsible for monitoring the standard of our Welsh medium provision. Any enquiries regarding the implementation of this policy should be directed to us at the address given on the front page

Signed.....

Date.....

Signed.....

Date.....