



Towyn & Kinmel Bay Town Council

Welsh Language Scheme/Policy

- Adopted by TKBTC at Full Council Meeting held on 07/03/2022.
- Reviewed by TKBTC at Full Council Annual Meeting held on 18/05/2022.
- Reviewed and Approved at Full Council Annual Meeting on 17/05/2023.
- Reviewed and Approved at Full Council Annual Meeting held on 15/05/2024.
- Reviewed & Approved at Full Council Annual Meeting held on 14/05/2025.
- **Reviewed & Approved at Full Council Annual Meeting held on 13/05/2026.**

1. OPENING STATEMENT

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 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

2.1.1 In devising new policies and initiatives the Council will:

- Assess their linguistic effect and strive to ensure that they are consistent with the Welsh Language Scheme.
- Promote and facilitate the use of Welsh wherever possible and will strive to move closer to implementing the principle of equality fully at every opportunity.
- 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.
- Ensure that the measures contained in the Scheme are considered for new policies and initiatives when they are implemented.

2.2 Standards of Quality

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

3. DEALING WITH WELSH SPEAKING PUBLIC

3.1 Written Communication

3.1.1. The Council will welcome correspondence in Welsh or English.

3.1.2. Correspondence through the medium of Welsh, if at all possible, will not lead to any delay.

3.1.3. Every correspondence received in Welsh will be answered in Welsh.

3.1.4. 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.

3.1.5 All correspondence with a member of the public will be initiated in his/her preferred language if known.

3.1.6 The Council will make arrangements to translate correspondence as needed in order to respond to correspondence promptly in the original language.

3.1.7 The Clerk of the Council will be responsible for arranging the translating of correspondence.

3.2 Telephone Calls

3.2.1 The Council will welcome telephone calls in Welsh or English.

3.2.2 If the Clerk is not bilingual, he/she will offer to arrange for a Welsh speaking Council member to return the call when a member of the public wishes to speak Welsh, or explain that the individual is welcome to continue with the call in English or send in their enquiry in written form in Welsh.

3.3 Public Meetings organised by or on behalf of the Council

[namely meetings the Council arranges with the public, for example, road diversion, improve facilities or annual general meeting. Not the Council's regular meetings where members of the public can attend and listen, but not contribute without prior invitation – see 3.4.]

3.3.1 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 available bilingually on request.

3.3.2 All publicity for public meetings will be available bilingually on request, and will invite those attending to notify the Clerk of their language choice in advance so that appropriate translation arrangements can be made.

3.3.3 The Council will provide translation facilities, according to need, for public meetings arranged by or on behalf of the Council, subject to appropriate notice (7 days minimum), and the availability of a suitable translator.

3.3.4 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.

3.3.5 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 available bilingually on request.

3.4 Council Meetings

[namely the Council's regular meetings, which are open to the public, but where the public are not part of the meeting.]

- 3.4.1 The notice and agenda for the Council's meetings will be available bilingually on request.
- 3.4.2 A bilingual version of the minutes will be available to the public on request.
- 3.4.3 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.

3.5 Face-to-Face Meetings with the Public

- 3.5.1 The Council will welcome meetings with the public in either Welsh or English and the Clerk will ensure that appropriate arrangements are made to enable any member of the public who wishes to discuss matters in Welsh to do so with a bilingual officer or Member of the Council. If none of the officers or elected member can speak Welsh, the Clerk will politely explain the situation and offer the individual the opportunity to discuss the matter in English or send in their enquiry in written form in Welsh.

3.6 Other Dealings with the Public

- 3.6.1 When the Council contacts the public via information technology, namely computers, website, e-mail or touch screens, this information will be available for the public bilingually on request.

4. THE COUNCIL'S PUBLIC FACE

4.1 Corporate Identity

- 4.1.1 The Council's corporate identity will be bilingual.
- 4.1.2 The name of the Council will appear bilingually on official headed paper, fax papers and compliment slips, and any other promotional material.

4.2 Signage

[This guideline is relevant to Council office signs, if an office exists, and any external public signs.]

- 4.2.1 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 Welsh version will appear first. The size, quality, legibility and prominence of text will be equal in Welsh and English.

4.3 Publishing and Printing Material

- 4.3.1 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 available bilingually on request.
- 4.3.2. Press releases dealing with the Welsh language, Welsh medium education, Council Tax, information about local elections/by-elections and grant forms will be available bilingually on request.
- 4.3.3. All Advertising and publicity activities will be available bilingually on request.
- 4.3.4. 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 available bilingually on request.
- 4.3.5. Job advertisements will appear in the English language in English publications, apart from when bilingual skills are desirable then the advert will be bilingual. Advertisements will appear in Welsh only in Welsh language publications.

4.4 Statutory and promotional functions

- 4.4.1 When the Council is consulted on planning applications, the Council will encourage applicants to erect bilingual signs in locations such as offices, businesses and shops and supermarkets by referring to the linguistic nature of the area.
- 4.4.2 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.

4.5 Services by Other parties

- 4.5.1 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. IMPLEMENTING AND MONITORING THE SCHEME

5.1 Staffing

- 5.1.1 When the position of Clerk to the Council becomes vacant it will be noted in the advert that bilingual skills are desirable for the post to ensure that the Council can implement the clauses contained in this Scheme.

5.2 Administrative Arrangements

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

5.3 The Translation Service

- 5.3.1 The Clerk will be responsible for the written translation needs of the Council, and will also be responsible for the standard of all Welsh text produced.
- 5.3.2 If the Clerk cannot complete the work within the timescale, the Council will employ an external translator.
- 5.3.3 The Clerk will be responsible for arranging translation facilities for all the Council's needs.
- 5.3.4 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.

5.4 Monitoring

- 5.4.1 Responsibility for monitoring the Scheme will rest with the Clerk of the Council.
- 5.4.2. The Council will welcome suggestions from the public (by letter or telephone communication) regarding improvements to any aspect of the Scheme.
- 5.4.3. The Council will review this policy, on an annual basis, at the Annual Meeting.

5.5 Publicity

- 5.5.1. The Council will publicise the Scheme on the Town Council's Website.

5.6 Contacting the Council

- 5.6.1 Any comments, complaints or suggestions regarding the Scheme should be addressed to the Clerk of the Council.

5.7 Disclaimer

- 5.7.1 Given that the Clerk nor any of the current Councillors presently speak welsh fluently, whilst the Town Council will do it's upmost to provide an appropriate/timely bilingual service, unfortunately it is acknowledged that the service will be subject to the availability of a suitable translator.