

# Ynys Môn

THE ISLE OF  
Anglesey

WELSH  
LANGUAGE  
SCHEME



   Fourth Edition -  
March 2012



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**This revised Scheme received the  
approval of the  
Welsh Language Board under  
Section 14 (1) of the Act  
on 26 March 2012**

**Fourth Edition**

The Isle of Anglesey County Council has adopted the principle that, in the conduct of public business and the administration of justice in Wales, it will treat the English and Welsh languages on the basis of equality. This Scheme sets out how the Isle of Anglesey County Council will give effect to that principle when providing services to the public in Wales.

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## 1.0 Introduction

### 1.1 General

- 1.1.1 The Isle of Anglesey County Council is responsible for providing all local government services to the people of Anglesey.

The County's administrative centre is located at the Council Offices in Llangefni.

The Council serves a population of 68,368 (mid-2003 estimate), 67,864 (approved 2001 Census) distributed throughout the island with an electorate (those aged 18 and over) of 51,417 (2004 figure) for the whole of Anglesey, which is an area of 72,000 hectares (177,000 acres).

Of this population, 60.1% are Welsh speaking, and they can be grouped according to age as follows:

Age	Percentage of Welsh Speakers
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3-15	74.7%
16-44	63.9%
45-64	53.3%
65+	54.5%

(Source:2001 Census)

In addition, the composition of the population has changed considerably during the past 30 years and consequently we see that 32% of the population were born outside Wales.

The Council employs over 3,000 staff.

- 1.1.2 As from 1 April 2012, the Council will deliver its services through a new senior management structure which will consist of the Chief Executive and the following four newly-created posts:

Deputy Chief Executive  
Director of Sustainable Development  
Director of Lifelong Learning  
Director of Community Services

Heads of Service have individual operational responsibility for our services.

### 1.2 Bilingualism

The Isle of Anglesey County Council recognises equal status for the Welsh and English languages. Welsh and English will be the official languages of the Council and will enjoy the same status and validity in the Council's administration and work.

Safeguarding and promoting the Welsh language and developing its use, within the Council and outside it, is one of the Council's basic objectives. The requirement upon a public body to ensure that its bilingual service corresponds with the local need is recognized.

### **1.3 Language Strategy - Welsh Government**

The Council supports the aims of the Welsh Government's Language Strategy and considers that its Welsh Language Scheme is an important local contribution towards the realisation of that broader national strategy.

### **1.4 Welsh Language (Wales) Measure 2011**

The aim of the new Language Measure is to offer more clarity and consistency for Welsh speakers in terms of the services they can expect to receive through the medium of Welsh. The Welsh language is now an official language in Wales as a result of this Measure which came into force in February 2011. The Council is committed to working proactively to undertake the functions contained within the new Language Measure.

One of the functions of the Language Measure is to promote and facilitate the use of Welsh and to treat Welsh no less favourably than English. The Council is also committed to equality at all levels, as a service provider and an employer, by ensuring that it meets its statutory duties in accordance with the Equality Act 2010. The Council will mainstream good practice in terms of bilingualism as well as the protected characteristics of the Equality Act.

### **1.5 The Scheme**

The County Council's first Welsh Language Scheme was approved by the Welsh Language Board on 12 July, 1996, This is the fourth edition of the Welsh Language Scheme. The Scheme is implemented under the authority of the Elected Members of the County Council.

The Chief Executive, Corporate Directors and all Heads of Service will be responsible for ensuring that every Officer and every Department within the Council conforms to this Scheme. Each Corporate Director will sign a Declaration of Commitment to the principles of the Scheme.

The Chief Executive will be responsible for overseeing and administering the scheme, for reviewing the Scheme annually and for reporting on progress to the relevant executive committee and/or the Corporate Scrutiny Committee.

The Council has adopted a suite of performance indicators that have been set by the Welsh Language Board and is committed to reporting on these indicators in its annual monitoring reports.

Anyone who wishes to contact the Council regarding this Scheme should contact the Welsh Language Officer:

Carol Wyn Owen  
Chief Executive's Office  
Isle of Anglesey County Council  
Council Offices  
Llangefni  
Anglesey  
LL77 7TW

Tel : 01248 752561  
Fax : 01248 750839  
E-mail : [cwoce@anglesey.gov.uk](mailto:cwoce@anglesey.gov.uk)

## **1.6 Responsibility for Implementing the Scheme**

The Council will identify a Senior Officer within the establishment to co-ordinate language matters strategically and corporately. This function is currently being carried out by the Chief Executive. He will, with the support of the Policy Unit, promote the implementation of the Language Scheme and will seek opportunities to advise departments and to encourage them to mainstream the Welsh Language into new policies and initiatives.

The Heads of Service will be responsible for ensuring that their services act in accordance with the requirements of this scheme.

## **1.7 Administrative Arrangements to Support the Scheme**

The Council has established a Language Task Group to promote the Welsh Language in every aspect of the Council's work. This will be a tool to enable the Council to act in a more strategic way in relation to the language on two levels, namely:-

### **Corporately**

The role of the Language Task Group will be to try and promote the Welsh Language corporately in a cross-cutting and cross-departmental way. In addition, it will ensure that the commitment to the Welsh Language in one of the Council's objectives are met by performing the following tasks:-

- Reviewing the Council's Language Scheme.
- Revise and establish Monitoring systems.
- Refer any risks in terms of performance to the attention of the Corporate Scrutiny Committee for further consideration.

## **Community Level**

It is necessary for the Council to attempt to strengthen its influence on language matters and to promote the Welsh Language within the Island's life. This coincides with the commitment made in the Council's objectives to 'Promote and protect the Welsh language, culture and heritage'. The Task Group will have a role in strengthening the dialogue with the Island's inhabitants, through the Council's partnerships.

## **2.0 Planning a Bilingual Service**

### **2.1 New Policies and Initiatives**

It should be ensured that any plans, initiatives or policies adopted by the Council comply with the requirements of this Scheme.

2.1.2 Reference will be made to this Scheme, where relevant, in any of the Council's plans, initiatives or policies.

2.1.3 An assessment will be undertaken of the likely or actual linguistic impact of any policy or procedure that is developed or reviewed by the Council. The Welsh language is included as one of the elements requiring consideration within the equality impact assessment template developed by the Council. In addition, the guidance that accompanies the template includes advice on the type of issues that need to be considered in the context of the Welsh language.

The Council will not implement any measures that could undermine this Language Scheme and its objectives.

2.1.4 The Council will consult with the Welsh Language Board in relation to any proposal to change or amend the Scheme or in the case of a resolution by the Council that will affect its Scheme or on other organisations' Schemes, in order to obtain its opinion in general on the proposal and in order to obtain a view on the legality of any proposal.

The Council will not change or amend the Scheme without first discussing the matter with the Welsh Language Board.

### **2.2 Internal Administration**

2.2.1 The Council's aim is to ensure that Welsh will be the Council's main language for both oral and written internal communication. In order to achieve this, the Council will monitor progress annually.

In the light of the above Council policy, Corporate Directors and Heads of Service will be responsible for encouraging their officers to make use of Welsh at work in both oral and written internal communications.

Whilst acknowledging the statutory requirement to ensure public equality for Welsh and English and in light of the County Council's wish to promote the use of Welsh, targets will be set and a timetable established for improving the bilingual skills of staff, both oral and written.

- 2.2.2 Staff shall be encouraged to use Welsh in communicating with one another orally and in writing. The computer software programme 'Cysill/Cysgair' is provided for staff to encourage and promote the use of the Welsh Language.

However, members of the Council's staff will have a right to work through the medium of Welsh or English insofar as that is consistent with this Scheme and does not substantially impair the effectiveness of internal communications.

- 2.2.3 A simultaneous translation service from Welsh to English shall be provided in meetings of officers working parties and staff training courses as necessary.

- 2.2.4 All internal circulars and general memoranda shall be bilingual, whether on paper or e-mail. Staff shall be encouraged to send memoranda to Welsh readers in Welsh.

- 2.2.5 In the case of any bilingual correspondence, either the Welsh will appear above the English or the correspondence will be in parallel format, with the Welsh on the left and the English on the right. The two languages will be equal as to form, size, legibility, prominence and quality.

- 2.2.6 An intranet system called 'MonITor' has been established to distribute corporate information to the Council's staff. The information provided through this medium will be bilingual. The internal staff newspaper, "Medra" will also be published bilingually.

## **3.0 Providing a Bilingual Service**

### **3.1 Service Delivery**

The Council will provide the public with a full bilingual service in Welsh and English across all its services. The language chosen for dealings with the Council, whether Welsh or English, will not impair the effectiveness and standard of this service.

The aim will be to provide a high standard of service in every aspect of the Council's work - in every department, internally and externally, and in writing or orally, in accordance with the commitments of this Scheme.

The standard of this service will be subject to regular review by the Chief Executive with the aim of continuous improvement. Various monitoring methods are employed such as evaluating the Customer Care aspects and producing an Annual Monitoring Report to the Welsh Language Board.

The Chief Executive will also be responsible for reviewing the bilingual service received from other public establishments in Wales with whom the Council will deal, with a view to encouraging, facilitating and supporting these establishments in providing a full bilingual service for the public.

### **3.2 Services on behalf of the Council by other parties**

- 3.2.1 Any agreement or arrangement concerned with the provision of services for the public in Wales entered into with a third party will conform to the terms of this Scheme. This will include (without restriction) services which are contracted out.

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 the Language Scheme which are relevant to the contracted-out service are issued to the prospective provider. The Head of Service will also be responsible for monitoring compliance with the Scheme and reporting on this in his annual Departmental Monitoring Report.

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 Scheme in relation to the service/field in question.

The Council has already provided guidelines for third parties in relation to this. These guidelines will be reviewed to ensure compliance with the requirements of the Welsh Language Board's guidelines.

- 3.2.2 In view of the implications of Performance Management, the Council's dependence on outside agencies, companies, professional advisors, voluntary bodies and individuals to fulfill some of its duties, it is important the Council, through the arrangements it makes to let contracts to outside agencies, companies, professional advisors, voluntary bodies and individuals, ensures that those outside agencies, companies, professional advisors, voluntary bodies and individuals implement relevant elements of the Scheme in their dealings with the public in Anglesey.
- 3.2.3 This Scheme is just as relevant to any outside agency or company which provides a service on the Council's behalf as it is to the Council itself in its dealings with the public.
- 3.2.4 In letting any contract, the relevant Head of Service will be responsible for ensuring that the agency or company which undertakes work relating to the provision of a service to the public, on the Council's behalf, conforms with the linguistic requirements of the service against this Scheme. This shall be achieved by including relevant details of the Scheme's requirements in the tender document sent to the relevant agency or company.

Where a third party is expected to provide written material or deliver presentations to public meetings of the Council, the relevant Head of Service will be responsible for ensuring that the provision is fully bilingual by including specific conditions in the contract with that third party.

The Chief Executive will be responsible for overseeing the operation of this procedure.

When the Council commissions services for the public in Anglesey, it will ensure that the provision will be consistent with the relevant terms of this scheme.

### **3.3 Grants and Sponsorship**

3.3.1 The Council will encourage organisations, bodies or individuals that do not represent a public body, which receive financial sponsorship from this Council to provide bilingual or Welsh medium services to the public.

3.3.2 Similarly, in the case of organisations, bodies or individuals, that do not represent a public body, and with which the Council will co-operate, or in the case of any partnership between the Council and any organisation, body or individual, such projects or partnerships will be urged to operate in accordance with this Scheme.

3.3.3 In the case of any sponsorship offered to organisations, bodies or individuals, the relevant Head of Service will be responsible for encouraging the recipient of sponsorship to use a portion of that sponsorship 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 and will report on this in his annual Departmental Monitoring Report.

### **3.4 Fulfillment of Statutory Functions - Regulation**

3.4.1 Organisations, bodies or individuals that do not represent a public body, which provide a service regulated by the Council will be urged to conform to the requirements of this Scheme. As and when required, advice will be provided on good practice.

3.4.2 The Council, when purchasing services from third parties on behalf of the public, in circumstances not already mentioned, will encourage those third parties to use Welsh when providing services to the public in Wales.

3.4.3 The relevant Head of Service will urge the regulated person/s to promote the Welsh language in their activities, e.g. production of leaflets, signs, bilingual advertisements. The Head of Service will also be responsible for monitoring how the Welsh language has been promoted and will report on this in his Annual Departmental Monitoring Report.

### **3.5 Partnership (formal and informal)**

The Council is working in partnership with public bodies, voluntary sector organisations and other agencies. The Council operates on many levels in co-operation with others:

When the Council takes the lead in a partnership, strategically and financially, it shall ensure that the public provision is in accordance with the requirements of this Welsh Language Scheme, eg Strategic Group on Crime and Disorder.

When the Council joins a partnership led by another body, the Council's input to the partnership will comply with the requirements of this Welsh Language Scheme and the Council will urge the other parties to comply, e.g. Local Health Group.

When the Council operates as part of consortia, it will urge the consortia to adopt a language policy. By operating publicly in the name of the consortia the Council will be operating in accordance with the requirements of the Welsh Language Scheme.

When the Council joins or leads a partnership, it will ask the prospective partners about their Language Schemes, language policies or how they intend to operate bilingually. In any partnership, the Council will offer advice and support to the other parties in the partnership.

### **3.6 Joint Provision of Services**

Arrangements for the joint provision and joint funding of services are of key importance for the future and an area which the Council will increasingly be required to develop. As structures and agreements with others are developed, the Council will protect and ensure that the linguistic expectations of the County's people are met.

When drafting and reviewing joint provision and funding contracts, the Council will ensure compliance with this Scheme to ensure that there is no deterioration in bilingual provision. We will monitor contracts to ensure compliance.

We will take advantage of all opportunities to raise awareness of the profile and importance of the Welsh language within the County among our joint providers and work together to provide better bilingual services.

The Council will press for opportunities to enable staff who are jointly providing services to continue to work through the medium of Welsh when it is practical to do so.

## **4.0 Dealing with the Welsh-speaking public**

### **4.1 Dealing with the Public Face to Face**

People will be welcome to speak in Welsh or English when dealing with the Council's staff. Departments will need to take measures to ensure that their front line staff, who serve the public from day to day, e.g. dealing with enquiries, answering telephone calls, can speak Welsh. Service Units, under normal circumstances, are able to provide a bilingual service.

If the person calling at one of the Council's establishments speaks Welsh and the officer serving him/her cannot speak Welsh, the officer should explain that he/she cannot speak Welsh and ask the customer whether he/she wishes to speak to a Welsh speaker. If the customer wishes to speak to a Welsh speaker a bilingual officer should be sought to serve the customer. (In cases where the officer serving is a learner, he/she is encouraged to use and practise his/her Welsh).

In this way, the Council's aim is to inform its customers about the Scheme and its objectives, as well as what they can expect from the Council in relation to a full bilingual service.

### **4.2 Written Correspondence**

4.2.1 The public will be welcome to correspond with the Council in either Welsh or English. Correspondence shall be answered by the Council in the language of the original correspondence, and letters sent by the Council, be they in Welsh or English, will be signed. Letters, in whatever language, will receive a reply in accordance with the corporate targets for responding to letters (within 15 working days from receipt of the original letter or within other agreed targets).

4.2.2 When the Council initiates correspondence, the preferred language of the addressee should be employed if known and, if it is not, the correspondence should be in bilingual form.

When an officer initiates correspondence with another public body, the officer is urged to correspond in Welsh.

A public body outside Wales should be written to only in the language of the country in which the body is situated. Some public bodies who serve Wales may have their centres located in England. These bodies have Welsh Language Schemes and, under such circumstances, officers of the Council are urged to correspond in Welsh with them.

4.2.3 Any newspapers, circulars or standard letters dispatched to the public will be bilingual.

- 4.2.4 If an officer writes to a member of the public after speaking to him/her in Welsh face to face or over the telephone, that correspondence will be in Welsh unless the member of the public expresses a wish to receive correspondence in English.
- 4.2.5 When a non-Welsh speaking officer or an officer who is uncertain of his/her Welsh medium skills deals with correspondence in Welsh, he/she will obtain the assistance of a colleague or of the Council's Translators, so that the correspondence can be answered in Welsh. If the Translators' services are not employed, a colleague with a high standard of written Welsh will be consulted.
- 4.2.6 The Council's Heads of Service will be responsible for ensuring that all the staff in their services are aware of these arrangements and for informing non-Welsh speaking officers of the facilities available for corresponding in Welsh, i.e. if they are not themselves able to compose a letter in Welsh, they should make arrangements for its translation into Welsh within the department or, if necessary, they should request the translation Unit to proof read the Welsh letter before it is sent.

The Council has provided an information leaflet for staff to ensure that everyone is aware of the above arrangements.

- 4.2.7 The software package 'Cysgair' will be available for each officer.

### **4.3 Telephoning**

- 4.3.1 An officer will be required to answer an external telephone call (including emergency calls) by saying "Hello" and then the name of the Department in both languages. Telephone calls received by the Council's main reception will be answered bilingually, with the Welsh language first.
- 4.3.2 Persons are welcome to speak Welsh or English when telephoning the Council.
- 4.3.3. If the caller speaks Welsh and the officer who answers is unable to speak Welsh, the officer should explain that he/she is unable to speak Welsh and ask whether the caller wishes to talk to a Welsh speaker. If the caller does so wish, the call should be transferred to a Welsh speaker who is able to deal with the matter or, if there is no-one available, the caller should be informed that a Welsh speaker will return the call as soon as possible. (In cases where the officer who answers the call is a learner, the officer is urged to use and practise his/her Welsh).
- 4.3.4 Messages on all the Council's answering machines will be bilingual, with the Welsh message first.

Details about this have been included in an information leaflet for staff.

#### **4.4 Public Meetings including hearings, Inquiries and other legal cases)**

- 4.4.1 Council staff and the public, at public meetings organised by the Council, are welcome to speak Welsh or English as they prefer since the Council will conduct bilingual meetings. Fixed translation equipment will be used in those Council-owned rooms where it is installed, or portable translation equipment elsewhere. When answering a question by a member of the public in such a meeting, the response will be in the language in which the question was asked.
- 4.4.2 The public will be informed at such meetings that translation equipment is available and that they are welcome to use their preferred language. However, the aim will be to make bilingual meetings the norm so that such announcements are unnecessary.
- 4.4.3 At public meetings every effort will be made to ensure that officers serving the Council are bilingual. If this cannot be arranged, the Council's portable translation equipment will be used to ensure that those present can speak their preferred language. Every attempt is made to ensure that the image and administration of the meetings is bilingual.
- 4.4.4 In the case of such meetings the person responsible for arranging the meeting will also be responsible for ensuring that a message is conveyed on an agenda, invitation or advertisement in connection with the meeting, to denote that a translation service will be available at the meeting for non-Welsh speakers. It will be the responsibility of the Chairperson of the meeting to provide guidance on language use at the onset of the meeting.

This will remove pressure from officers at such meetings to refer to the translation equipment and will make the system of conducting bilingual meetings natural.

#### **4.5 Other Meetings**

- 4.5.1 The Council will at all times seek to ensure that staff who come into contact with the public, whether in the office, in the home, on site, etc. are bilingual.

If this is not possible in the office, the non-Welsh speaking officer should explain to the member of the public that he/she is unable to speak Welsh and ask whether the person concerned wishes to talk to a Welsh speaker. If the member of the public does wish to speak Welsh, a bilingual officer should be sought to deal with the matter. (In such cases, where the officer is a learner, the officer is urged to use and practice his/her Welsh).

- 4.5.2 In the case of meetings outside the Council's buildings, e.g. meetings in the homes of members of the public or site meetings, arrangements will be made to ensure that the officer attending the meeting is a bilingual officer. If the Council is aware of the customer's choice of language beforehand, the linguistic abilities of the officer will reflect this.

## **4.6 Dealing with the Public in other Ways**

- 4.6.1 Any computerised communication with the public e.g. the Council's website, on-line services, e-mail, touch screens, public sound systems and video conferencing equipment, social networking sites (such as facebook, twitter etc) will follow the measures set down in 'Written Correspondence' as above.

Any material or information on the Council's website shall be fully bilingual, with a language choice on the opening page.

- 4.6.2 The Council will ensure and promote a visibly bilingual environment at the Council's offices and buildings.

In rooms and waiting areas in offices or Council buildings a supply of Welsh and English leaflets/magazines should be maintained and a proportion of the English texts should have a Welsh flavour.

In exhibition areas, material on display will be bilingual.

## **5.0 The Council's Public Face**

### **5.1 Corporate Identity**

- 5.1.1 The Council's public face and corporate identity will be completely bilingual.

- 5.1.2 This will include the name of the Council and its department, and all its relevant addresses, its logo, its corporate slogan, headed paper, publications and all public written material whether in the form of a report, sign, form, notice, or wording on Council-owned buildings, vehicles or machinery.

- 5.1.3 In the case of mottoes such as "Môn Mam Cymru", these will not be translated.

### **5.2 Signs**

- 5.2.1 All the Council's internal and external signs (including road signs/markings) are completely bilingual.

- 5.2.2 The Council will employ only the Welsh version of place-names, names of rivers, mountains, etc., and Council establishments, except in cases where the Council has recognised an official English version.

Where an official English version is recognised, it should only be used in English-language contexts.

Where a new street or estate is being named, the new name will be based on indigenous, historical Welsh names of the area. When a new name has to be coined, this will be done in Welsh only.

- 5.2.3 When Welsh and English appear together on signs they will have equal status as to form and the Welsh will be either above the English, or if the two languages are side by side, on the left. If they have to be provided separately, they have equal status as to form, size, legibility and quality and the Welsh sign will be either above the English one or if they are in parallel format, on the left.
- 5.2.4 Before planning applications for signs are approved, persons requesting details about making a planning application will be urged to erect bilingual sign(s) and accordingly the Environment and Technical Services Department shall enclose a "Design Aid" for the applicant, i.e. a short leaflet giving help and advice on how to design and translate a sign. This leaflet will be bilingual.
- 5.2.5 The Council's Economic Development unit will promote the use of bilingual signs on business premises.

Conditional to available financial resources, financial assistance will be given towards the cost of providing bilingual business signs and this provision will be marketed with the other business grants available. The grant system for improving commercial buildings will include conditions which deal with the use of bilingual signs that are visible to the public.

### **5.3 Publishing and Printing Public Materials**

- 5.3.1 Any public materials published by the Council will be completely bilingual. This will include reports, minutes, forms, policies, by-laws, etc.

This will also include literature of other bodies and companies which is from time to time displayed in the Council's buildings.

The Council has prepared a leaflet for other bodies displaying their material which outlines the Council's expectations and offer assistance such as information about grants, translation services and printing etc.

- 5.3.2 Printed material will be published bilingually on one sheet or in one document (as appropriate), and with the two languages side by side, Welsh on the left, English on the right.

Where it is impossible or impracticable to publish printed text with both languages on the same sheet or in the same document, the two languages will be equal as to form, size, legibility, prominence and quality and will be published at the same time, and it will be as easy to obtain a copy of the text in the one language as in the other.

It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published.

- 5.3.3 In order to secure uniformity and avoid confusion, only one alphabet shall be used to denote paragraphs and sections, etc., in texts, and that shall be the Welsh alphabet.

Guidance on this policy shall be provided in an information leaflet for staff and for publishers and printers and bodies and companies employed by the Council via outside contracts.

The agendas and minutes of the Council's Committees shall mainly use a numerical method for denoting paragraphs, rather than letters. They will be published with the Welsh version of the text on the left hand side of the paper and the English version of the text on the right hand side.

#### **5.4 Leaflets, Booklets, Forms and Explanatory Material**

- 5.4.1 Leaflets, booklets, forms and explanatory material connected with the Council's public publications will be completely bilingual.
- 5.4.2 Such printed material will be published bilingually on the same sheet or in the same document (as appropriate), in parallel format, with the Welsh on the left and the English on the right.

Guidance on this policy will be provided in an information leaflet for staff and for publishers and printers and bodies and companies employed by the Council via outside contracts.

Where it is impossible or impracticable to publish printed versions in both languages on the same sheet or in the same document, the two languages will be equal as to form, size, legibility, prominence and quality, and will be published at the same time, and it will be as easy to obtain a copy of the text in the one language as in the other.

It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published.

- 5.4.3 Forms and explanatory material can be part of the main text or separate. If separate, it must be ensured that they are available at the same time as the main text.

- 5.4.4 The Council is producing an Anglesey Tourism Leaflet as part of its strategy to market the local authority and its partners in order to increase the number of visitors to the Island and to provide them with useful and relevant information about what Anglesey has to offer.

All handbooks and leaflets providing detailed tourist information, and which are circulated throughout North Wales, will be produced bilingually.

## **5.5 Statements to the Press and the Media**

- 5.5.1 All Council press releases or statements to the media will be completely bilingual.
- 5.5.2 Contacts with the press or the media will be in Welsh or English, dependent on the language of the reporter concerned. Unless the officer is aware of the linguistic ability of the reporter the contact should be through a bilingual letter.

## **5.6 Advertising and Publicity**

- 5.6.1 The Council's advertising and publicity initiatives will be completely bilingual whatever form they may take, e.g. press releases, leaflets, posters, notices, etc.
- 5.6.2 The Welsh version will be above the English version, or where the text is in parallel format, the Welsh version will be on the left, and they will be equal as to form, size, legibility, prominence and quality, whether in the press, on notice-boards or elsewhere.
- 5.6.3 The only exception will be in the case of radio or television programmes. The language of the advertisement will depend on the channel in question. In the case of channels received in Wales (whether the medium is Welsh or English), advertisements will be bilingual. On the other hand, in the case of channels received mainly in England, any advertisements broadcast will be in English only.
- 5.6.4 In making contact with radio or television, the language of the correspondence will depend on the language of the reporter concerned. Unless the officer is aware of the linguistic ability of the reporter the contact will be through a bilingual letter.

## **5.7 Public Notices and Official Notices**

The Council's official public notices will be completely bilingual in parallel format with the Welsh text on the left. Where this is impracticable, one text shall be above the other with the Welsh first. However, in all cases the texts will be equal in form, size, legibility, prominence and quality, whether in the press, or on notice-boards or elsewhere.

It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published.

## **5.8 Advertisement of Posts**

Job advertisements will be bilingual. (This includes advertisements in the English press in Wales and in journals or newspapers in England).

In such printed advertisements the two languages will be in parallel format with the Welsh on the left. Where this is impracticable, one text will be above the other with the Welsh first. However, in all cases the texts will be equal in form, size, legibility, prominence and quality whether in the press or on notice boards or otherwise.

It is important to note that screen-reading software cannot read text in a logical manner when the Welsh and English appear side-by-side on the same page. This is because the software reads from left to right across the page. If the Welsh and English appear on the same page in electronic material, an accessible version of that document must also be published.

In the case of jobs in schools, it is the responsibility of the governors to advertise those jobs and it is up to them to decide on the nature, cost and content of the advertisements. In order to reduce costs, the services of the Local Education Authority's Advertising Agency are offered to every school. Schools are allowed to advertise in Welsh only since the ability to use written and oral Welsh is an essential part of their jobs. A sentence is included in the advertisement that explains this in English.

Advertisements in Welsh-language papers/magazines shall be in Welsh only.

## **5.9 Films, videos, tapes and audio- visual materials**

Films, videos, tape and audio- visual materials relating to the public's services will either be bilingual, with the Welsh version first, or in Welsh and English separately (whichever is appropriate). One language or the other will always be available whatever the audience's language. Where the audience is bilingual, both languages should be used with Welsh being used first.

## **5.10 Exhibitions, conferences and seminars**

Material relating to exhibitions, conferences and seminars will always be bilingual with Welsh on the left or above the English, whichever format is most appropriate. In addition, both languages will be equal from the point of view of form, size, legibility, prominence and quality.

## **5.11 Direct Mail**

In cases where the Council uses direct mail the related texts will be bilingual with Welsh on the left or above the English, whichever format is most appropriate. In addition, both languages will be equal from the point of view of form, size, legibility, prominence and quality.

## **5.12 Response Mechanisms**

In accordance with the provisions under 'Telephoning' above the Council will provide a bilingual service over the phone. Messages on helplines and on answering machines will be bilingual with Welsh first.

## **5.13 Marketing Work**

Any marketing campaigns carried out by or on behalf of the Council will be completely bilingual (apart from certain marketing campaigns outside Wales to attract inward investment or tourism).

This will mean that any advertising, publishing and research work will be completely bilingual, and in the case of research surveys the Council will ensure that staff employed, who come into contact with the public, whether directly employed by the Council or from an outside company/body via contract, are bilingual, and provide a completely bilingual service to the public, e.g. in completing questionnaires. In addition, any interview will be offered in Welsh or in English. Surveys could also be seeking the views of Welsh speakers in particular, in order to obtain a picture of the standard and range of the Welsh service.

## **5.14 Culture and Heritage**

Our culture will be promoted on a corporate level with each Director being responsible for this, and in particular in the Education and Leisure Department which is responsible for heritage matters, and the Economic Development Section which is responsible for tourism issues. The Council's Tourism leaflet is one example of material that promotes the island's culture and heritage. This Department and this section, together with any other Department which deals with cultural issues from time to time, will report annually on their achievements under this heading.

## **6.0 Implementing and Reviewing the Scheme**

### **6.1 Staffing**

- 6.1.1. In order to be able to ensure service on an equal basis in Welsh and English to the public, the Council will adopt a Language Skills Strategy to ensure that those officers who can reasonably be expected to deal with members of the public on a regular basis are capable of dealing with them in their preferred language.

The Council will ensure that at workplaces within the authority, where there is contact with the public, there is an officer or officers (including learners who can communicate in English and Welsh up to a level acceptable for the requirements of the post) sufficiently bilingual for service to be available to the public in Welsh or English.

A revised Performance Review process provides an annual assessment of each employee's language competence and development needs.

Officers employed on the switchboard will be bilingual. The Council will ensure that every external call is answered with a bilingual greeting both on the switchboard and also on individual extensions.

- 6.1.2 There will be some posts where the post-holders do not come into contact with the public. Nevertheless, on account of the nature of some of these posts, post-holders will be required to have bilingual skills that will vary between posts. In the case of some other posts, where the officers will not come into contact with the public and where the ability to speak Welsh is not an essential skill for the post, those officers will be urged to learn Welsh to facilitate working with staff within their units/departments, and between departments in general.
- 6.1.3 The Council will denote which oral and written linguistic skills are required for each post. These requirements will be unique for every post and will note the level of oral and written skill required and this information will be included when advertising any post in the future, and will be recorded centrally on the basis of appointments.
- 6.1.4 Each Corporate Director/Head of Service will be required to consider carefully the nature and duties of the individual posts for which they are responsible, determining which language skills are required for each post and the language balance of the team. This information should be submitted to the Corporate Scrutiny Committee for consideration and to the relevant executive committee for approval. It is recognised that language planning is important together with the need to have a system of monitoring the number of Welsh speakers within the establishment.

## **6.2 Welsh Language Training**

6.2.1 The Council's aim is to provide suitable courses on every level to strengthen the staff's linguistic skills in order to realise the Scheme. The Language Training Strategy is a fundamental part of the Council's personal development system.

All Council officers will be strongly encouraged to learn or improve their Welsh. The type of course offered shall be a matter for the Council to discuss with the officer in question. It may vary from courses for complete beginners to courses to improve the writing ability of those who are fluent in spoken/written Welsh.

6.2.2 Priority shall be given to those officers who are required to be able to speak Welsh fluently in order to conform to the job description or conditions of appointment, and also to beginners who come into contact with the public.

6.2.3 Suitable courses will be provided for staff together with support in the workplace.

6.2.4 Training in Welsh will be provided for learners/and those who need to polish their Welsh in accordance with the Council's Welsh Training Strategy which will, amongst other things:

- assess the needs of learners and those who need to improve their Welsh and set targets for them;
- monitor the achievements of learners and those who need to improve their Welsh;
- enable staff to work in the language of their choice either orally or in writing;
- improve oral and written skills of bilingual staff.

6.2.5 The Human Resources Service Manager will be responsible for reviewing the provisions for the learning of Welsh.

6.2.6 Specialist training shall also be provided in particular fields relevant to the work of the Council.

6.2.7 It is ensured that officers who are learning Welsh attend a specific number of hours of language training within a year.

## **6.3 Recruitment**

6.3.1 In a case where the need for skills in Welsh and in English is essential for fulfilling a post, the post will be advertised as such.

If it is not possible to appoint someone bilingual to such a post following such an advertisement, the post will be re-advertised with the same language condition(s).

However, in the case of the re-advertisement of certain posts, those without Welsh-language skills will be welcome to apply. With some other posts, it will be necessary to have a bilingual post from the first instance in order to fulfill the needs of the service. If a non-Welsh speaking applicant is appointed to the post he or she will be required to accept, as a condition of appointment, Welsh language development targets based on the requirements of the person specification for the post and an agreed time frame within which he or she must achieve an acceptable level of fluency in terms of meeting the requirements of the post. The Council will provide every assistance with regard to financing courses and allowing time off work, to enable non-Welsh speaking officers to learn the language. The Council will also monitor progress on a regular basis to assess the appropriateness of the course for the individual.

For some particular posts, a clause will be included in such re-advertisements to the effect that they are re-advertisements and that persons without Welsh language skills are welcome to apply for the post. In addition, in the information pack provided to candidates, information will be given on condition of acquiring language skills as noted above.

The Council's Language Task Group will receive quarterly reports on staff appointments and any risks will be referred to the attention of the Corporate Scrutiny Committee for further scrutiny.

## **6.4 Training**

- 6.4.1 In organising training, officers will need to be informed of appropriate courses available through the medium of Welsh. The Council will provide training wherever appropriate to facilitate the Scheme's implementation. It will achieve this by assessing the training needs of the Council's staff.

Officers will be encouraged to follow courses through the medium of Welsh where relevant.

- 6.4.2 In the case of courses provided in Wales through the medium of English, the Managing Director shall be responsible for persuading relevant examining/ assessing bodies to offer students equal linguistic opportunity, so that they can sit examinations/submit work for assessment in Welsh.

## **6.5 Administrative Arrangements**

- 6.5.1 The Council will use and refer to this Scheme in drawing up and revising policies, plans and other measures in all departments, so that the Welsh-language aspects of the Council's service are integrated into every area within the usual administrative processes. Exercises to raise awareness of the Scheme's principles are held amongst staff.
- 6.5.2 Members of the Council, the Chief Executive, Corporate Directors and Heads of Service will support all the measures of the Scheme.

- 6.5.3 The Chief Executive will be responsible for circulating information, instructions and guidance about the Scheme to all departments, and each Director will then be responsible for circulating it within his/her department. It is important that every member of staff is aware of the requirements of the Scheme in order for it to work effectively.
- 6.5.4 The Council will promote the corporate use of Welsh-language and bilingual software packages.

## **6.6 The Translation Service**

- 6.6.1 The Council will employ a team of competent translators to translate any material for publication. The translation team will maximize the use of new technology that will support and strengthen the capacity of the service.
- 6.6.2 When a private organisation, a private body, or an individual submits any documents, reports or letters to the Council in English only, and the need arises for the text to be submitted to a Committee or Panel, then the private organisation, private body, or individual is expected to submit the information bilingually.

Public bodies are expected to present all correspondence and every report bilingually and bodies in the voluntary and private sector are encouraged to present correspondence bilingually too, in accordance with the principle of treating Welsh and English on an equal basis.

- 6.6.3 Everyone shall have the right to speak Welsh or English according to preference in meetings of the Council, and simultaneous translation equipment will be provided to translate from Welsh to English in all the Council's meetings as required.

With reference to simultaneous translation, the following provision shall be made:

### **Internal Translation Equipment**

Permanent translation equipment has been installed in the Council Chamber and in Committee Room 1. Portable equipment can be installed in Committee Room 2 when necessary.

In circumstances where the equipment breaks down during a meeting, the translator(s) will translate personally to those requiring a translation. If this is not practicable those who are present at the meeting and require a translation service will be requested to move to a suitable person who will summarise the discussion at a suitable point, and this will be done under the Chairperson's guidance. In addition at the end of each discussion the Chairperson will summarise the discussion and the resolution in English.

## **Portable Translation Equipment**

If there is no fixed translation equipment in a room used to hold meetings of the Council and its Committees, Sub-Committees or Panels, then portable equipment will be installed in the room whenever required.

When a meeting is in a building which belongs to another organisation, and the Council is involved in organising the meeting, then portable equipment will be used as required.

The Translation Unit will assist in the process of monitoring written use of Welsh in the Council's administration as part of the process of translating texts. This will form part of the practice of extending the effectiveness of departments in providing a full service in Welsh and English without being over dependent on the Translation Unit.

## **7.0 Reviewing the Scheme**

### **7.1 General**

The Chief Executive will be responsible for ensuring that the Council's Language Scheme is fully implemented by every Director under his management and he will provide internal progress reports to the Executive. The implementation of the Scheme will be reviewed and monitored regularly and at the end of each financial year the Chief Executive, following approval by the Council's executive committee, will publish an Annual Monitoring Report as soon as possible after the end of the previous financial year. This report will be submitted to the Welsh Language Board within three months of the end of the relevant financial year. A copy of the annual monitoring report will be widely distributed to the media and the Welsh press.

The Annual Monitoring Report to the Welsh Language Board will fulfill the following:

- measure whether the Council conforms to the Scheme.
  - performance against the set timetable.
- measure the quality of its front line Welsh language service.
  - data;
  - the public's opinion;
  - sampling;
  - focus report on the Council's service by a third party.
- measure whether its management/administration of the Scheme is adequate.
  - appraisal by the Welsh Language Board.
- measure the adequacy of its language skills by comparing need and provision.
  - data on language skills – personnel.
- analyse its performance against each priority/target.
  - role of scrutiny – is the Council achieving what it is striving to achieve?

- provide a chapter on 'mainstreaming'.
  - proven examples that 'mainstreaming' does occur.
- Language Strategy of the Welsh Government
  - examples of promoting use in the community.
- steps approved at corporate or service level to promote Welsh language services.

On the basis of the above mentioned points, the Council will summarise findings (evidence based) to the Welsh Language Board, identifying any weaknesses/fundamental risks and outlining an action plan with timescales to address them. In addition, attention will be given to progress, good practice and compliance.

When weaknesses are identified, an action plan will be agreed with the Welsh Language Board.

## **7.2 Monitoring Methodology**

The process of monitoring the Council's compliance with the Language Scheme will not be uniform and various methods will be used for different elements. From experience, methods are revised using the most effective methodology. In addition to the methodology, the Chief Executive will also take advantage of the following as an ongoing method of reviewing the Scheme:

- The Council's executive committee (which has responsibility for implementing the Language Scheme and considering Annual Monitoring Reports);
- A Portfolio Member of the executive committee who has responsibility for the Language Scheme
- Language Task Group (corporate group comprising of Elected Members and officers)
- Community Joint Arrangements
- Evaluating the Customer Care aspects
- Performance management public consultations
- The Complaints Process

## **7.3 Annual Objectives**

Each Monitoring Report will include a list of the Council's priorities for the year and this will be drawn up in the light of :

- the results for the previous monitoring period
- the recommendations of the Welsh Language Board on the Annual Monitoring Report
- the decisions of the relevant executive/portfolio holder
- management/policy decisions

Some of these aims will be corporate in nature and others will be departmental in nature and the Chief Executive will be responsible for ensuring that they are achieved in the appropriate way.

#### **7.4 Departmental Reports**

The main method for monitoring the implementation of the Language Scheme will be the Heads of Services' annual questionnaire. Using this method, each Corporate Director will become involved in the Scheme and will be responsible for its implementation.

#### **7.5 Maintaining the Scheme**

The Chief Executive will monitor compliance with the Scheme and will research and monitor formally if lack of compliance or poor performance is noted for any reason.

One associated element here is 'Telephone Calls' and the Corporate Directors will monitor this aspect formally since it has not been as effective as it should have been during the opening period of the Scheme.

#### **7.6 Personnel and Training**

Several aspects will be monitored formally by the Personnel Service in relation to the internal service for staff. These will include the following:

##### **Training**

- How many of the Council's staff undertook courses for learning and polishing their Welsh (numbers, type and length of courses should be specified)
- Details of performance against targets set for learners and those wishing to polish their Welsh skills
- Which courses were organised through the medium of Welsh
- Practical use of Welsh by learners/those who have been polishing their Welsh skills in the course of providing public services

##### **Staff Induction**

- What steps are being taken to bring the requirements and implications of the Scheme to the attention of new staff?

##### **Staffing**

- What steps have been taken by the Human Resources Service Manager to establish and review the number and location of bilingual staff?

## **7.7 Translation**

The Translation Unit shall be responsible for assisting in the work of monitoring the use of Welsh in the internal administration of the Council. This will be achieved by recording into which language texts were translated, both general texts and texts for committees. This will be done on a departmental performance-monitoring basis.

## **7.8 Performance Management**

To support the monitoring process, the Performance Management system will also provide information for the Chief Executive regarding the implementation of the Language Scheme on a corporate basis. The Heads of Service and the Chief Executive will be responsible for ensuring that the Language Scheme is incorporated in service reviews and equality impact assessments to ensure that all the Council's services are provided in accordance with the Scheme.

In general, this monitoring work will not be included in the annual Monitoring Report; but corrective action with regard to any shortfalls discovered during assessments will be included in an Action Plan for the Service in question. However, the Chief Executive will refer to conclusions of service reviews pertaining to the Welsh language in his/her Annual Monitoring Report.

## **7.9 The Council's Complaints and Compliments Procedure**

Since 1 June 2009, the County Council has a Corporate Complaints and Compliments Procedure and complaints relating to the Welsh language are incorporated within this procedure (it must be noted on each record whether the complaint refers specifically to the language).

The Chief Executive will be responsible for ensuring that any complaints received through the corporate Complaints Process regarding language issues are recorded in the Monitoring Report.

The County Council's Monitoring Officer is the Complaints Officer with departmental Complaints Officers acting as the first point of contact.

In accordance with the Complaints Process, it is imperative:

- to acknowledge each complaint (with regard to a bilingual service) in writing within 5 working days of receipt of the complaint;
- that a full response be provided, unless there are exceptional circumstances, within 15 working days. If a full response is not provided within 30 working days the matter will be referred to the Chief Executive.

It is recognised that dealing promptly and appropriately with complaints is an integral part of customer care and a bilingual service to the general public.

## **7.10 Publicity**

The Chief Executive will organise publicity for the Language Scheme and its implementation on a continuous basis. The Council will provide publicity to this revised Language Scheme amongst the public, Council staff and contractors used by the Council.

The Council will welcome any comments and suggestions by its customers on how to improve the bilingual service provided for them. Occasionally, the Chief Executive will consult the general public/relevant parties to seek their views on the bilingual service, as resources allow.

## **7.11 Inquiry under Section 17**

If it is necessary for the Welsh Language Board to conduct an Inquiry under Section 17 of the Act, the Council will be prepared to co-operate fully by providing information – reports, documents or explanations to the Welsh Language Board.

The Council will be prepared to do this in writing or in person and it will be possible for the Board to discuss with:

- an Elected Member;
- an officer employed by the County Council;
- a service provider, by contract with employee;
- any individual that may be assisting the Council to provide its services.

## **7.12 Improving the Service**

The Council will be very pleased to receive comments and suggestions from its customers on how to improve the bilingual service given to them.

Any comments should be referred to the Chief Executive and he will consider comments received and submit a report to the relevant executive committee on any matter that, in his opinion, requires consideration with a view to changing or amending the Scheme.

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>Planning a Bilingual Service</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable / Target</b>	<b>Responsibility</b>
<p><b>Policies and new Initiatives</b> We will continue to mainstream the Welsh Language within the Council's policies, strategies and key decisions by strengthening our processes.</p>	<p>Conducting impact assessments on the Council's policies, strategies and key decisions.</p>	<p>Training available for key staff during November, 2011.</p> <p>Template and corporate arrangements in place by 1/4/12</p>	<p>Heads of Service with guidance from the Policy Unit.</p>
<p><b>Internal Administration</b>  We will continue to increase the use of the Welsh Language within the Council's internal administration.</p>	<p>Conduct the project 'Changing Attitudes – Increasing the use of the Welsh Language within the Administration 'under the Bilingual Workplaces Scheme run by the Welsh Language Board. This will include running language awareness sessions and the provision of packs to senior officers, managers, commissioners and members of the Executive.</p>	<p>31/12/11</p>	<p>External Consultant funded by the Welsh Language Board.</p>
<p>We will persuade services to increase the use of the Welsh Language</p>	<p>Conduct a Language Champions pilot scheme within the services</p> <p>Heads of Service to create Service Action Plans</p> <p>Utilise the Translation Unit's data to monitor the increase in the use of the Welsh Language .</p>	<p>Continuous</p> <p>1/4/12</p> <p>Continuous</p>	<p>Heads of Service/Policy Unit</p> <p>Heads of Service/Policy Unit</p> <p>Policy Unit/Translation Unit</p>

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>Presenting Bilingual Services</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable / Target</b>	<b>Responsibility</b>
<b>Services through Contract</b>  We will ensure that we convey and monitor the requirements of the Welsh Language Scheme to third parties who provide services through contract on behalf of the Council.	Inspect a sample of contracts to ensure language conformity.	Create a rolling programme of contracts to be inspected by 1/4/12	Policy Unit to lead in collaboration with Heads of Service.
	Update the Staff Guidelines on obtaining services through contract to conform with the principles of the Welsh Language Board's 'Procurement Manual'	30/6/12	Policy Unit.
<b>Youth Services</b>  We will ensure that the Youth Service promotes the use of the Welsh Language.	Report to the Welsh Language Board in the Monitoring Report on how the Service promotes the Welsh Language and increases opportunities to use the language.	Annually	Children and Young People's Partnership Manager/Youth Service Manager.
	Provide language awareness training to the Youth Club leaders.	3/9/11	Menter Iaith Môn in collaboration with the Council.
	Identify a language champion for the Children and Young People's Partnership.	31/12/11	Children and Young People's Partnership Manager.

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>Dealing with the Public who speak Welsh</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable / Target</b>	<b>Responsibility</b>
<b>Services Through the Medium of Welsh</b> We will re-raise staff awareness	Re-publication of staff guidelines that provide guidance on providing services in the chosen language of the service user.	When publishing the revised Welsh Language Plan.	Policy Unit.
We will promote the use of the Welsh Language in meetings	Provision of Guidelines on conducting Bilingual Meetings  Provide training on the principles of the Guidelines for Chairpersons	1/4/12  1/9/12	Policy Unit.  Training Unit
We will monitor the quality of written information produced.	Provision of a proofing service via the Translation Unit.	Continuous.	Translation Unit.
We will monitor the quality of the service provided through the medium of Welsh.	Commission a mystery shopper exercise.  Receive service reports on the use of the Welsh Language.	During 2013 if funding is available (the last one was commissioned during 2010)  Annual	Commission an external consultant to undertake the work.  Heads of Service/Policy Unit

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>The Council's Public Face</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable / Target</b>	<b>Responsibility</b>
We will promote the Welsh Language through information technology	Job application forms available via the website	July/August, 2012	HR Section/Web Manager
	New democratic system available on the website which will include information about Elected Members, minutes, bilingual consultations and e petitioning arrangements.	July/August, 2012	IT Section
	New portal available for housing tenants to enable them to make an appointment with the Council and report maintenance requests (and monitor progress) online	April, 2013	IT Section
	Ensure that a policy on the use of 'Twitter' is in place.	December, 2012	IT Section
	Establish a Tourism Forum	April, 2012	IT Section
We will continue to ensure that all the Council's signs are bilingual	We will continue to implement the current arrangements	Aiming at 100% compliance	Highways and Transportation Service
	Publication of a list of place names on the Council's website	April, 2012	Policy Unit/Highways and Transportation Service

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>Implementing and Reviewing the Scheme</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable /Target</b>	<b>Responsibility</b>
We will implement the Council's Skills Strategy	Strengthen our the monitoring arrangements of the language skills of staff according to department, grade and workplace with the assistance of Northgate software by:	Annually	Heads of Service
	Updating the Skills Audit through the appraisal process	December, 2011 and then annually	Heads of Service
	Conducting the Jobs Audit	Commence the process in December, 2011 and complete by the end of March, 2012.	Heads of Service
	Comparing the skills needs with the available skills	April-May, 2012	Heads of Service
	Strengthen skills by identifyng training needs and monitoring staff progress against targets	June-August, 2012 (completion of the work programme)	Heads of Service
	We will provide Welsh Language Training for staff	Lessons are provided annually via the Human Resources Section	The number of staff attending training is reported in the Annual Monitoring Report to the Welsh Language Board
We will provide language awareness training	Provide a language awareness training as part of the induction training programme for new staff	Sessions are conducted on a monthly basis (dependant on staff numbers)	Human Resources Section

## Timetable and Action Plan for the Welsh Language Scheme (2011-2014)

<b>Implementing and Reviewing the Scheme</b>			
<b>Objective</b>	<b>Action</b>	<b>Timetable /Target</b>	<b>Responsibility</b>
	Provide language awareness training to some staff members in Leisure Centres as part of the Bilingual Workplaces Scheme sponsored by the Welsh Language Board.	November-December, 2011	In collaboration with 3 other County Councils
	Provide a module on the Welsh Language to staff on the intranet as part of the Equalities e learning package	April, 2012	HR Section
We will ensure that complaints are dealt with in accordance with the Council's corporate standards	Incorporate the Welsh Language into the corporate model 'Concerns and Complaints' so that it is possible to resolve cases before they become acute.	Model to be introduced following the 2012 local elections.	Corporate Complaints Officer
We will ensure that we monitor compliance with the requirements of the Welsh Language Scheme	Role and Remit of the Language Task Group has been revised to monitor progress and identify risks.	Quarterly meetings. Receive statistics on staff appointments on a quarterly basis. Report on any risks or gaps in performance to the Corporate Scrutiny Committee to scrutinise as the need arises.	Policy Unit to co-ordinate