

Welsh Language Policy Isle of Anglesey County Council

Version 3.0 (12 May 2016)

About this policy

The Isle of Anglesey County Council has adopted the principles that, in Wales, the Welsh language should be treated no less favourably than the English language and that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so. This Policy sets out how the Isle of Anglesey County Council will give effect to those principles when providing services to the public in Wales. The policy also explains how the Council intends to comply with the Welsh language standards with which it has a duty to comply.

This policy is supported with resources on the Council's website.

Revision History

Version	Date	Summary of changes
1.0	April 2016	First draft for submission to the Executive.
2.0	May 2016	Revised draft for submission to the full Council.
3.0	May 2016	Amendments in accordance with the decision of full Council on 12 May 2016.

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Review to be undertaken by:	Assistant Chief Executive – Partnerships, Community and Service Improvement

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We are happy to provide this document in alternative formats on request – please use the above contact details.

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This document is available in Welsh. If you are reading the electronic version, please use the "Cymraeg" link on the right hand side of the top bar. If you are reading a paper copy, please use the above contact details to obtain a Welsh version.

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1.0 Introduction

1.1 Isle of Anglesey

The 2011 Census shows that 57.2% of the population of Anglesey (over 3 years) speak Welsh compared with 19% for Wales overall. Although this makes Anglesey one of the strongholds of the Welsh language and one of the two Counties in Wales where over half the population are Welsh speakers, it shows a reduction of 2.9% since the 2001 Census. The County Council is the largest employer on the island. The Council recognizes its responsibility to promote the language in the community, and as an employer to attract and retain Welsh speakers to the organisation in order to provide high quality bilingual services to the public.

1.2 Isle of Anglesey County Council

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 delivers its services through a senior management structure which consists of the Chief Executive and to new Assistant Chief Executive posts responsible for the following areas:

- Governance and Business Process Transformation
- Partnerships, Community and Service Improvement

Language is one of the main responsibilities of the Assistant Chief Executive post relating to Partnerships, Community and Service Improvement.

Heads of Service have individual operational responsibility for our services.

1.3 Welsh Government's Language Strategy

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

1.4 Welsh Language (Wales) Measure 2011

- 1.4.1 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.

1.5 Welsh language Commissioner

1.5.1 The post of Welsh Language Commissioner was created under the Welsh Language (Wales) Measure 2011. The principal aim of the Welsh Language Commissioner is to promote and facilitate the use of the Welsh language. This will entail raising awareness of the official status of the Welsh language in Wales and by imposing standards on organisations. Two principles will underpin the Commissioner's work:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

1.6 Welsh Language Schemes

1.6.1 Under the Welsh Language Act 1993, public bodies in Wales were required to prepare Welsh Language Schemes as a means of explaining how they intended to treat the Welsh and English languages on the basis of equality in the conduct of public business in Wales. The Welsh Language (Wales) Measure 2011 enables Welsh Ministers to set Standards of conduct relating to the Welsh language. These Standards will replace the Welsh Language Schemes.

1.6.2 This Council received a ¹Compliance Notice on the Final Standards on 30 September 2015. As a result, the current Welsh Language Scheme will come to an end on 30 March 2016, which is on the day that the Council will be required to comply with the Welsh Language Standards for the first time.

1.7 Welsh Language Standards

1.7.1 This policy incorporates the Standards with which the Council is required to comply. These Standards are listed on the Council's website and paper copies, or alternative formats, are available on request. Please use the contact details on page 2.

1.8 Promoting the Welsh Language

1.8.1 Corporate - Language Task Group - The Council has established a Language Task Group to promote the Welsh Language in every aspect of the Council's work. 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 Council's commitment to the Welsh Language is met by performing the following tasks:-

- Overseeing the implementation of the Welsh Language Standards
- Revising and establishing monitoring systems

¹ In accordance with Section 44, Welsh Language (Wales) Measure 2011

- Referring any risks in terms of performance to the attention of the Corporate Scrutiny Committee for further consideration

1.8.2 Community – Language Forum - A Language Forum of partners exists at county level in order to provide a strategic focus on the Welsh language on the Island. The Forum is responsible for identifying priorities and creating a county-wide Welsh Language Strategy for the next 5 years, with focus on increasing and promoting the use of the Welsh language.

1.9 Responsibility for implementing the Policy

- 1.9.1 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 Assistant Chief Executive - Partnerships, Community and Service Improvement ('Assistant Chief Executive'). This officer will, with the support of the Policy Unit, promote the implementation of this policy and will seek opportunities to advise departments and to encourage them to mainstream the Welsh Language into new policies and initiatives.
- 1.9.2 The Heads of Service will be responsible for ensuring that their services act in accordance with the requirements of the Welsh Language Standards as well as this policy.

2.0 Policy Statement

- 2.1 The Isle of Anglesey County Council has adopted the principles that, in Wales, the Welsh language should be treated no less favourably than the English language and that persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so. 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.
- 2.2 The Council's administration and work will be based on the two principles noted in the Welsh Language (Wales) Measure 2011, namely:
- In Wales, the Welsh language should be treated no less favourably than the English language
 - Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

3.0 Planning Bilingual Services

3.1 Considering the effects of policy decisions on the Welsh language

- 3.1.1 It will be ensured that any plans, initiatives or policies adopted by the Council comply with the requirements of this policy.

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

3.1.3 The Council will not implement any measures that could undermine this policy and its objectives.

3.1.4 An assessment will be undertaken of the likely or actual impact of any policy or procedure that is formulated or reviewed by the Council on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English Language. Consideration will be given to the following:

- (a) what effects, if any (whether positive or adverse), the policy decision would have.
- (b) how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects.
- (c) how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects.

3.1.5 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.

3.1.6 When the Council publishes a consultation document which relates to a policy decision, the document will consider, and seek views on, the effects on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language. Consideration will be given to the following:

- (a) the effects (whether positive or adverse) that the policy decision under consideration would have
- (b) how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects
- (c) how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects.

3.1.7 When the Council commissions or undertakes research that is intended to assist it to make a policy decision, it will ensure that the research considers what effects it would have on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language. Consideration will be given to the following:

- (a) what effects, if any (and whether positive or adverse), the policy decision under consideration would have.
- (b) how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects.
- (c) how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects.

3.2 Use of the Welsh language within the Council's internal administration

- 3.2.1 The Council will use and refer to this policy in drawing up and revising policies, plans and other measures in all services, 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 policy's principles are held amongst staff.
- 3.2.2 Members of the Council, the Chief Executive, Assistant Chief Executives and Heads of Service will support all the measures of the policy.
- 3.2.3 The Assistant Chief Executive will be responsible for circulating information, instructions and guidance about the policy to all services, and each Head of Service will then be responsible for circulating it within his/her service. It is important that every member of staff is aware of the requirements of the policy in order for it to work effectively.
- 3.2.4 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 by the issuing of a report thereon to be presented to Scrutiny at the same time as the annual report on the operation of the Welsh Language Policy.
- 3.2.5 In the light of the above Council policy, Heads of Service will be responsible for encouraging their officers to make use of Welsh at work in both oral and written internal communications.
- 3.2.6 Whilst acknowledging the statutory requirement to treat the Welsh language no less favourably than the English language 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.
- 3.2.7 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.

- 3.2.8 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 policy and does not substantially impair the effectiveness of internal communications.
- 3.2.9 A simultaneous translation service from Welsh to English shall be provided in meetings of officer working parties and staff training courses as necessary.
- 3.2.10 All general internal written correspondence shall be bilingual, whether on paper or e-mail. Staff shall be encouraged to send correspondence to Welsh readers in Welsh.
- 3.2.11 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.
- 3.2.12 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.
- 3.2.13 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.
- 3.2.14 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.
- 3.2.15 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.
- 3.2.16 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.
- 3.2.17 The software package 'Cysgair' will be available for each officer and the Council will promote the corporate use of Welsh-language and bilingual software packages.

3.2.18 Text of a logo will be provided for staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.

4.0 Providing Bilingual Services

4.1 General principles

- 4.1.1 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.
- 4.1.2 The aim will be to provide a high standard of service in every aspect of the Council's work - in every service, internally and externally, and in writing or orally, in accordance with the commitments of this policy.
- 4.1.3 The standard of this service will be subject to regular review by the Assistant Chief Executive with the aim of continuous improvement. Various monitoring methods are employed such as evaluating the Customer Care aspects and producing an Annual Report.
- 4.1.4 The Assistant 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.

4.2 Awarding Contracts

- 4.2.1 Any invitations to tender for a contract that the Council publishes will be published bilingually, and a Welsh language version of any invitation will not be treated less favourably than an English language version.
- 4.2.2 When the Council publishes invitations to tender for a contract, it will state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.
- 4.2.3 The Council will not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).
- 4.2.4 If the Council receives a tender in Welsh and it is necessary to interview a tenderer as part of the assessment of the tender, the Council will offer to conduct that interview in Welsh and, if the tenderer so wishes, the interview will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).

4.2.5 When the Council informs a tenderer of its decision in relation to a tender, it will do so in Welsh if the tender was submitted in Welsh.

4.3 Services on behalf of the Council by other parties

4.3.1 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 policy. This will include (without restriction) services which are contracted out.

4.3.2 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 policy 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 policy.

4.3.3 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/field in question.

4.3.4 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.

4.3.5 This policy 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.

4.3.6 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.

4.3.7 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.

4.4 Awarding Grants

- 4.4.1 The Council will take into account the effects of the following matters on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language when making decisions in relation to the awarding of a grant –
- (a) what effects, if any (and whether positive or negative), the awarding of a grant would have;
 - (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects;
 - (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects;
 - (ch) whether there is a need to ask the applicant for any additional information in order to assist the Council in assessing the effects of awarding a grant.
- 4.4.2 Any documents that the Council publishes which relate to applications for a grant, will be published bilingually, and the Council will not treat a Welsh language version of such documents less favourably than an English language version.
- 4.4.3 When the Council invites applications for a grant, it will state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.
- 4.4.4 The Council will not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).
- 4.4.5 If the Council receives an application for a grant in Welsh and it is necessary to interview an applicant as part of the assessment of the application, the Council will offer to conduct that interview in Welsh and, if the applicant so wishes, the interview will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).
- 4.4.6 When the Council informs an applicant of its decision in relation to an application for a grant, it will do so in Welsh if the application was submitted in Welsh.
- 4.4.7 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.

- 4.4.8 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 policy.
- 4.4.9 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.

4.5 Fulfillment of Statutory Functions - Regulation

- 4.5.1 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 policy. As and when required, advice will be provided on good practice.
- 4.5.2 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.
- 4.5.3 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.

4.6 Partnership (formal and informal)

- 4.6.1 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 policy.
- 4.6.2 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 policy and the Council will urge the other parties to comply.
- 4.6.3 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 this Welsh language policy.
- 4.6.4 When the Council joins or leads a partnership, it will ask the prospective partners about their 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.

4.7 Joint Provision of Services

- 4.7.1 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.
- 4.7.2 When drafting and reviewing joint provision and funding contracts, the Council will ensure compliance with this policy to ensure that there is no deterioration in bilingual provision. We will monitor contracts to ensure compliance.
- 4.7.3 The Council 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.
- 4.7.4 The Council will press for opportunities to enable staff who are jointly providing services to continue to work through the medium of Welsh.

4.8 Courses offered to the public

- 4.8.1 If the Council offers an education course that is open to the public, it will be offered in Welsh. This will be done in every circumstance, except when an assessment carried out in accordance with section 4.8.2 below comes to the conclusion that there is no need for that course to be offered in Welsh.
- 4.8.2 If the Council develops an education course that is to be offered to the public, it will assess the need for that course to be offered in Welsh; and will ensure that the assessment is published on the Council's website.

5.0 Dealing with the public

5.1 Dealing with the public face to face

- 5.1.1 People will be welcome to speak in Welsh or English when dealing with the Council's staff. Any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. Services 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.
- 5.1.2 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).

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

5.1.4 The Council will ensure and promote a visibly bilingual environment at the Council's offices and buildings that are open to the public. A sign will be displayed which states (bilingually) that persons are welcome to use the Welsh language at the reception and staff at the reception who are able to provide a Welsh language reception service will wear a badge to convey that.

5.1.5 In exhibition areas, material on display will be bilingual.

5.2 Correspondence

5.2.1 Everyone 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).

5.2.2 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.

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

5.2.4 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. Under such circumstances, officers of the Council are urged to correspond in Welsh with them.

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

5.2.6 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.

5.2.7 The Council will state –
(a) in correspondence, and
(b) in publications and official notices that invite persons to respond to or to correspond with the Council,
that it welcomes receiving correspondence in Welsh, that the Council will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.

5.2.8 Wording will be provided for employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.

5.2.9 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.

5.2.10 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.

5.2.11 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 service or, if necessary, they should request the Translation Unit to proof read the Welsh letter before it is sent.

5.3 Telephoning

5.3.1 Persons are welcome to speak Welsh or English when telephoning the Council.

5.3.2 Telephone calls received by:
Any of the Council's main telephone numbers,
Any helpline numbers or call centre numbers,
Any direct line

will be answered bilingually, with the Welsh language first. By beginning the greeting in Welsh, the Council will be informing the person calling that a Welsh language service is available. The Welsh language will not be treated less favourably than the English language when greeting the person.

5.3.3 If the caller speaks Welsh and the officer who answers is unable to conduct the conversation in Welsh after the initial greeting, 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).

- 5.3.4 Messages on all the Council's answering machines will be bilingual, with the Welsh message first, and will inform persons calling that they can leave a message in Welsh.
- 5.3.5 Any automated telephone systems that the Council has will provide the complete automated service bilingually.
- 5.3.6 When the Council advertises telephone numbers, helpline numbers or call centre services, it will not treat the Welsh language less favourably than the English language.
- 5.3.7 If the Council offers a Welsh language service on its main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service will be the same as for the corresponding English language service.
- 5.3.8 When the Council publishes its main telephone number, or any helpline numbers or call centre service numbers, it must state (in Welsh) that the Council welcomes calls in Welsh.
- 5.3.9 If the Council has performance indicators for dealing with telephone calls, it will ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.
- 5.3.10 When the Council telephones an individual for the first time it will establish the individual's language preference at the outset.

5.4 Meetings that are not open to the general public

- 5.4.1 If the Council invites one person only to a meeting (or to a meeting to discuss a matter relating to the well-being of that person), the Council will -
- (a) ask the individual whether he/she wishes for the meeting to be conducted in Welsh, and
 - (b) if the individual informs the Council that he/she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).
- 5.4.2 If the Council invites more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited),
- (a) the Council will ask each person whether they wish to use the Welsh language at the meeting' and
 - (b) if at least 10% (but less than 100%) of the persons invited have informed the Council that they wish to use the Welsh language at the meeting, the Council will arrange for a simultaneous translation service from Welsh to English to be available at the meeting.

- (c) if all of the persons invited have informed the Council that they wish to use the Welsh language at the meeting, the meeting will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).

5.4.3 If the Council invites more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, the Council will

- (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and
- (b) if that individual, or if each of those individuals, informs the Council that he or she wishes for the meeting to be conducted in Welsh, the meeting will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).

5.5 Public meetings (including hearings, inquiries and other legal cases)

5.5.1 Bilingual invitations to meetings will be sent out and 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.

5.5.2 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.

5.5.3 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.

5.5.4 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.

5.5.5 If the Council displays any written material at a meeting arranged which is open to the public, the Council will ensure that that material is displayed bilingually, and any Welsh language text will not be treated less favourably than the English language text.

5.6 Public events organised or funded by the Council

5.6.1 If the Council organises a public event, or funds at least 50% of a public event, it will ensure that the Welsh language is treated no less favourably than the English language:

in promoting the event, (for example, in the way the event is advertised or publicised).

at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).

5.7 Other meetings

5.7.1 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.

5.7.2 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).

5.7.3 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.

5.8 Websites, online services and use of social media

5.8.1 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 'Correspondence' above.

5.8.2 Any material or information on the Council's website shall be fully bilingual, with a language choice on the opening page, and the Welsh language will not be treated less favourably than the English language on the Council's website.

5.8.3 Where a Welsh language web page corresponds to an English language web page, it will be stated clearly on the English language web page that the page is also available in Welsh, and a direct link to the Welsh page will be provided on the corresponding English page.

5.8.4 All apps that the Council publishes must function fully bilingually, and the Welsh language must be treated no less favourably than the English language in relation to that app.

5.9 Self Service Machines

5.9.1 The Council will ensure that any self service machines that it has function fully bilingually, and the Welsh language will be treated no less favourably than the English language in relation to that machine.

6.0 The Council's Public Face

6.1 Corporate Identity

6.1.1 The Council's public face and corporate identity will be completely bilingual and the Welsh language will not be treated less favourably than the English language.

6.1.2 This will include the name of the Council and its services, 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.

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

6.2 Raising awareness about Welsh language services provided by the Council

6.2.1 The Council will promote any Welsh language service that it provides, and advertise that service bilingually.

6.2.2 Any publicity or document that the Council produces, or website that it publishes, which refers to the English service will also state that a corresponding service is available in Welsh.

6.3 Signs

6.3.1 All the Council's internal and external signs (including road signs/markings) will be completely bilingual.

6.3.2 The Welsh language text on signs will be accurate in terms of meaning and expression.

- 6.3.3 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.
- 6.3.4 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 Planning Service 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.
- 6.3.5 When the Council erects a new sign or renews a sign in its workplace (including temporary signs), any text displayed on the sign will be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and the Welsh language text will not be treated less favourably than the English language text.
- 6.3.6 When the Council erects a new sign or renews a sign in its workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text will be positioned so that it is likely to be read first.
- 6.3.7 The Council will ensure that the Welsh language text on signs displayed in its workplace is accurate in terms of meaning and expression.

6.4 Naming of places

- 6.4.1 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.
- 6.4.2 Where an official English version is recognised, it should only be used in English-language contexts.
- 6.4.3 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. The Street and House Naming and Numbering Policy outlines the County Council's powers with regard to naming and numbering streets and encourages good practice as well as providing guidance for developers and residents on naming and numbering streets and houses within the county - <http://www.anglesey.gov.uk/transport-and-roads/roads-highways-and-pavements/street-naming-and-property-numbering/policy-on-naming-and-numbering-streets-and-houses/>

6.5 Public address systems and sound systems

- 6.5.1 When the Council announces a message over a public address system, that announcement will be made bilingually with the Welsh announcement first.
- 6.5.2 When the Council makes announcements in the workplace using audio equipment, that announcement will be made bilingually, with the announcement made in Welsh first.

6.6 Publishing, printing and displaying public materials

- 6.6.1 Any public materials published by the Council will be completely bilingual. This will include reports, minutes, forms, policies, by-laws, etc.
- 6.6.2 This will also include literature of other bodies and companies which is from time to time displayed in the Council's buildings.
- 6.6.3 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.
- 6.6.4 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. The English version will state clearly that the document is also available in Welsh and vice versa.
- 6.6.5 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.
- 6.6.6 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.

6.7 Leaflets, booklets, forms and explanatory material

- 6.7.1 Leaflets, booklets, forms and explanatory material connected with the Council's public publications will be completely bilingual.
- 6.7.2 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.

- 6.7.3 When the Council produces a document or form in Welsh and in English (whether separate versions or not) 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.
- 6.7.4 Where it is impossible or impracticable to publish leaflets, booklets, forms or printed text with both languages on the same sheet or in the same document, the English version will state clearly that the document is also available in Welsh and vice versa.
- 6.7.5 If the Council produces a form in Welsh and in English (whether separate versions or not), the Welsh language version will be treated no less favourably than the English language version, and there will be no differentiation between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).
- 6.7.6 If the Council pre-enters information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), the information will be pre-entered in Welsh.
- 6.7.7 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.
- 6.7.8 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.
- 6.7.9 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.

6.8 Statements to the press and media

- 6.8.1 All Council press releases or statements to the media will be completely bilingual.
- 6.8.2 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 bilingual correspondence.

6.9 Advertising and Publicity

- 6.9.1 The Council's advertising and publicity initiatives will be completely bilingual whatever form they may take, e.g. press releases, leaflets, posters, notices, etc.
- 6.9.2 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.
- 6.9.3 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.

6.10 Public Notices and Official Notices

- 6.10.1 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.
- 6.10.2 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.

6.11 Electronic audio-visual materials

- 6.11.1 Electronic 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.

6.12 Marketing work

- 6.12.1 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).

6.12.2 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.

6.13 Advertisement of Posts

6.13.1 Job advertisements will be bilingual, as well as the material noted below. The advertisement will state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. The Welsh language versions of the documents noted below will be treated no less favourably than any English language versions (This includes advertisements in the English press in Wales and in journals or newspapers in England):

- (a) application forms for posts;
- (b) material that explains the process for applying for posts;
- (c) information about the interview process, or about other assessment methods when applying for posts;
- (ch) job descriptions.

6.13.2 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.

6.13.3 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.

6.13.4 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 but the Governing Body is expected to act in accordance with the Council's policies and procedures. Advertisements appear bilingually on the internet and in the press.

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

7.0 Implementing the Policy

7.1 Staffing

- 7.1.1 When the Council offers a new post to an individual, that individual will be asked whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish the contract will be provided in Welsh.
- 7.1.2 The Council will –
- (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and
 - (b) if an employee so wishes, provide any such correspondence to that employee in Welsh
- 7.1.3 The Council will ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish the Council will provide any such documents to him or to her in Welsh.
- 7.1.4 The Council will ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish the Council will provide any such documents to him or to her in Welsh.
- 7.1.5 The Council will ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish the Council will provide any such documents to him or to her in Welsh.
- 7.1.6 The Council will ask each employee whether he or she wishes to receive any forms that record and authorise annual leave, absences from work, and flexible working hours, in Welsh; and if that is an employee's wish, the Council will provide any such forms to him or to her in Welsh.
- 7.1.7 If the Council publishes any policies, including those relating to the following matters, they will be published bilingually:
- Behaviour in the workplace
 - Health and wellbeing at work
 - Salaries or workplace benefits
 - Performance management
 - Absence from work
 - Working conditions
 - Work patterns

7.2 Complaints made by a member of the Council's staff

- 7.2.1 The Council will allow each member of staff to make complaints in Welsh, and to respond in Welsh to any complaint made by him or her.
- 7.2.2 The Council will state in any document that it has that sets out its procedures for making complaints that each member of staff may make a complaint to the Council in Welsh, and respond to a complaint made about him or about her in Welsh; and will inform each member of staff of that right.
- 7.2.3 If the Council receives a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, the Council will offer to conduct the meeting in Welsh and, if the member of staff wishes for the meeting to be conducted in Welsh, it will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).
- 7.2.4 When the Council informs a member of staff of a decision it has reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, the Council will do so in Welsh if that member of staff –
- (a) made the complaint in Welsh,
 - (b) responded in Welsh to a complaint about him or about her,
 - (c) asked for a meeting about the complaint to be conducted in Welsh, or
 - (ch) asked to use the Welsh language at a meeting about the complainant.

7.3 Disciplining staff

- 7.3.1 The Council will allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.
- 7.3.2 The Council will state in any document that it has which sets out the Council's arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her and, if the Council commences a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.
- 7.3.3 If the Council organises a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct it will offer to conduct the meeting in Welsh and, if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).
- 7.3.4 When the Council informs a member of staff of the decision reached following a disciplinary process, it will do so in Welsh if that member of staff responded to allegations made against him or her in Welsh, asked for a meeting regarding the disciplinary process to be conducted in Welsh, or asked to use the Welsh language at a meeting regarding the disciplinary process.

7.4 Information technology and support material provided by the Council and the intranet

7.4.1 The Council will provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).

7.4.2 The Council will ensure that –

- (a) the text of each page of its intranet is available in Welsh,
- (b) every Welsh language page on its intranet is fully functional, and
- (c) the Welsh is treated no less favourably than the English language on its intranet.

7.4.3 Where the Council has a Welsh language page on its intranet that corresponds to an English language page, it will be stated clearly on the English language page that the page is also available in Welsh, and a direct link will be provided to the Welsh language page on the corresponding English language page.

7.4.4 The Council will designate and maintain a page (or pages) on its intranet which provides services and support material to promote the Welsh language and to assist its staff to use the Welsh language.

7.4.5 The Council will provide the interface and menus on its intranet pages bilingually.

7.5 Developing Welsh language skills through planning and training the workforce

7.5.1 In order to be able to ensure that the Welsh language is treated no less favourably than the English language, 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.

7.5.2 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.

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

7.5.4 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/services, and between services in general.

7.5.5 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.

7.5.6 Each 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.

7.5.7 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. The Council will assess the Welsh language skills of its employees.

7.5.8 The Council will provide training in Welsh in the following areas, if such training is provided in English –

- (a) recruitment and interviewing;
- (b) performance management;
- (c) complaints and disciplinary procedures;
- (ch) induction;
- (d) dealing with the public; and
- (dd) health and safety.

7.5.9 The Council will provide training (in Welsh) on using Welsh effectively in meetings; interviews; and complaints and disciplinary procedures.

7.5.10 Opportunities will be provided during working hours for employees to receive basic Welsh language lessons, and for employees who manage others to receive training on using the Welsh language in their role as managers.

7.5.11 Opportunities will be provided for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.

7.5.12 Training courses will be provided so that employees can develop –

- (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;

- (c) an understanding of how the Welsh language can be used in the workplace.

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

7.5.14 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.

7.5.15 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.

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

7.5.17 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.

7.5.18 The Head of Profession - Human Resources will be responsible for reviewing the provisions for the learning of Welsh.

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

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

7.5.21 When the Council provides information to new employees (for example by means of an induction process), information for the purpose of raising their awareness of the Welsh language will be provided.

7.5.22 Text or a logo will be provided for staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.

7.6 Recruiting and Appointing

- 7.6.1 When the Council assesses the requirements for a new or vacant post, it will assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –
- (a) Welsh language skills are essential;
 - (b) Welsh language skills need to be learnt when appointed to the post;
 - (c) Welsh language skills are desirable; or
 - (ch) Welsh language skills are not necessary.
- 7.6.2 If the Council has categorised a post as one where Welsh language skills are essential, desirable or need to be learnt, it will specify that when advertising the post.
- 7.6.3 If it is not possible to appoint someone bilingual to a post where Welsh language skills are essential following such an advertisement, the post will be re-advertised with the same language condition(s).
- 7.6.4 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.
- 7.6.5 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.
- 7.6.6 The Council will not treat an application for a post made in Welsh less favourably than it treats an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).
- 7.6.7 The Council's application forms for posts will provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, any interview or other method of assessment will be conducted in Welsh (without the assistance of a simultaneous or consecutive translation service).

- 7.6.8 When the Council informs an individual of its decision in relation to an application for a post, it will be done so in Welsh if the application was made in Welsh.
- 7.6.9 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.

7.7 Training

- 7.7.1 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 this policy's implementation. It will achieve this by assessing the training needs of the Council's staff.
- 7.7.2 Officers will be encouraged to follow courses through the medium of Welsh where relevant.
- 7.7.3 In the case of courses provided in Wales through the medium of English, the Chief Executive 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.

7.8 The Translation Service

- 7.8.1 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.
- 7.8.2 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.
- 7.8.3 Public bodies are expected to present all correspondence and every report bilingually or in Welsh but bodies in the voluntary and private sector are encouraged to present correspondence bilingually, thereby subscribing to the principle of treating the Welsh language no less favourably than the English language.
- 7.8.4 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.
- 7.8.5 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.

- 7.8.6 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.
- 7.8.7 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.
- 7.8.8 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 services in providing a full service in Welsh and English without being over dependent on the Translation Unit.

7.9 Concerns and Complaints

- 7.9.1 A new Concerns and Complaints Policy came into force at the Isle of Anglesey County Council on 1 April, 2013 which means that the Council responds to complaints in a different way and will take steps to learn from concerns expressed by our customers. The policy is based on the Model Policy developed with the Public Services Ombudsman for Wales as a common complaints handling system for public service providers in Wales. Complaints relating to the Welsh language are incorporated into this procedure (all records must note whether or not the complaint is related to language).

8.0 Promoting the Welsh Language

- 8.1 The Council will produce, and publish on its website, a 5-year strategy that sets out how it proposes to promote the Welsh language and to facilitate the use of the Welsh language more widely in its area; and the strategy will include (amongst other matters) –
- (a) a target (in terms of the percentage of speakers in its area) for increasing or maintaining the number of Welsh speakers in its area by the end of the 5 year period concerned, and
 - (b) a statement setting out how it is intended to reach that target; and the strategy will be reviewed and a revised version published on the Council's website within 5 years of publishing a strategy (or of publishing a revised strategy).
- 8.2 Five years after publishing a strategy in accordance with 8.1 above, the Council will –

- (a) assess to what extent it has followed that strategy and has reached the target set by it, and
- (b) publish that assessment on the Council's website, ensuring that it contains the following information –
 - (i) the number of Welsh speakers in the area, and the age of those speakers;
 - (ii) a list of the activities that the Council has arranged or funded during the previous 5 years in order to promote the use of the Welsh language.

9.0 Record Keeping

- 9.1 The Council will keep a record, in relation to each financial year, of the number of complaints received relating to its compliance with standards.
- 9.2 The Council will keep a copy of any written complaint received that relates to its compliance with the standards with which the Council is under a duty to comply.
- 9.3 The Council will keep a copy of any written complaint received that relates to the Welsh language (whether or not that complaint relates to the standards with which the Council is under a duty to comply).
- 9.4 The Council will keep a record of the steps that it has taken in order to ensure compliance with the policy making standards with which the Council under a duty to comply.
- 9.5 The Council will keep a record (following assessments of its employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where the Council has that information, it will keep a record of the skill level of those employees.
- 9.6 The Council will keep a record, for each financial year of –
 - (a) the number of members of staff who attended training courses offered by the Council in Welsh (in accordance with standard 128), and
 - (b) if a Welsh version of a course was offered by the Council in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.
- 9.7 The Council will keep a copy of every assessment that it carries out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.

- 9.8 The Council will keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where –
- (a) Welsh language skills are essential;
 - (b) Welsh language skills need to be learnt when appointed to the post;
 - (c) Welsh language skills are desirable; or
 - (ch) Welsh language skills are not necessary.

10.0 Supplementary Matters

10.1 Publicising the Welsh language standards

10.1.1 The Council will ensure that a document which records the standards with which it is under a duty to comply, and the extent to which it is under a duty to comply with those standards, is available –

- (a) on its website, and
- (b) in each of its offices that are open to the public.

10.2 Publishing a complaints procedure

10.2.1 The Council will –

- (a) ensure that it has a complaints procedure that deals with the following matters -
 - (i) how it intends to deal with complaints relating to its compliance with the standards with which it is under a duty to comply, and
 - (ii) how it will provide training for its staff in relation to dealing with those complaints,
- (b) publish a document that records that procedure on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public.

10.3 Publishing arrangements for oversight, promotion etc

10.3.1 The Council will –

- (a) ensure that it has arrangements for
 - (i) overseeing the way it complies with the service delivery standards with which it is under a duty to comply,
 - (ii) promoting the services that it offers in accordance with those standards, and
 - (iii) facilitating the use of those services,

- (b) publish a document that records those arrangements on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public.

10.3.2 The Council will –

- (a) ensure that it has arrangements for overseeing the way it complies with the policy making standards with which it is under a duty to comply,
- (b) publish a document that records those arrangements on its website, and
- (c) ensure that a copy of that document is available in each of its offices that are open to the public.

10.3.3 The Council will –

- (a) ensure that it has arrangements for
 - (i) overseeing the way it complies with the operational standards with which it is under a duty to comply,
 - (ii) promoting the services that it offers in accordance with those standards, and
 - (iii) facilitate the use of those services, and
- (b) publish a document that records that procedure on its intranet.

10.4 Producing an annual report

10.4.1 The Council will produce and publish a bilingual report (a "Welsh Language Standards Annual Report"), in relation to each financial year, which deals with the way in which it complied with the Welsh language standards with which it was under a duty to comply during that year.

10.5 Publicising the way in it intended to comply with the Welsh language standards

10.5.1 The Council will publish this document on its website in order to explain how the Council intends to comply with the Welsh language standards with which it is under a duty to comply.

10.6 Providing information to the Welsh Language Commissioner

10.6.1 The Council will provide any information requested by the Welsh Language Commissioner which relates to compliance with which it is under a duty to comply.

11.0 Improving the Service

- 11.1 The Council will be very pleased to receive comments and suggestions from its customers on how to improve the bilingual service given to them.
- 11.2 Any comments should be referred to the Assistant Chief Executive who will consider comments received and submit a report to the relevant executive committee on any matter that, in the Assistant Chief Executive's opinion, requires consideration with a view to changing or amending this policy.