Welsh Language Policy

prepared in accordance with the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards 2015

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

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Foreword

All members of Council staff are expected to conform with the Welsh Language Standards which derive from the Welsh Language (Wales) Measure 2011, and this policy offers further guidance about the Standards.

The Welsh Language Standards aim to make it easier for people in Wales to use Welsh as part of their everyday lives. This policy notes how the Council intends to implement that principle when providing services to the public and stakeholders in Wales, and also internally for staff.

The Council is proud of the Welsh culture of the area and the fact that it is a bilingual Council. Many of Denbighshire's residents speak Welsh, and many staff members speak Welsh as well. For that reason, the Council is committed to promote Welsh in the workplace. This not only ensures that all Council offices are bilingual locations, which provides staff with the opportunity to use their Welsh language skills, but also, it facilitates offering a bilingual provision to our customers as well.

There are four main parts to this policy, in accordance with the sections of the Welsh Language Standards, namely Service Delivery, Policy Making, Operation and Promotion. The number of each Standard can be seen next to each point, for reference. Further information about the contents of each section can be seen in the contents page above.

Managers
There are some additional duties for managers which are included in the Standards – these can be seen under the relevant titles in the policy in Section C, point 20. They include elements such as asking new employees about their language of choice, in which language would they like to receive their contract etc.

Need further assistance with the policy?
If you'd like further advice or assistance with this policy, please feel free to contact our Welsh Language Officer (cymraeg@sirddinbych.gov.uk)

Welsh Language Champions
Each Service within the Council now has a Welsh Language Champion and meetings are held quarterly to monitor progress with the Standards, as well as providing a forum to share best practice and to act as a critical friend. The members have an in-depth understanding of the needs of the Standards and associated strategy; they carry out mystery shopping exercise and arrange awareness sessions and activity for colleagues and learners.

The role may include some of the following responsibilities:

- Promote, encourage and support greater use of Welsh at work
- Mentoring staff who are learning Welsh
- Support internal campaigns and initiatives to improve the visibility of the Welsh Language
- Create a natural bilingual ethos in the workplace

- Encourage and support greater use of Welsh as an internal language of business
- Promoting and facilitating bilingual service in their own workplace
- To help raise awareness of the language and the importance of the Welsh language in providing services
- Work closely with the Welsh language officer for guidance and support
- Be an enthusiastic leader, leading by example and looking for ways to raise the profile of the language in the workplace

Reviewing the Policy
This policy will be reviewed every year, as needed.

Section A - Service Delivery Standards

1. Correspondence

The Council welcomes correspondence in both Welsh and English. We have a contract with Conwy Council for Translation Services to ensure that everything is sent to the public bilingually. The Welsh Language Officer will be available to check any document if you wish before it is sent out.

1.1 If you receive correspondence (a letter/e-mail etc) from someone in Welsh you **must** reply in Welsh. **(Standard 1)**.

1.2 If you speak Welsh and contact other individuals who speak Welsh in regards to your everyday work, you're encouraged to do so in Welsh.

External
When you write to an individual (not a member of staff) for the first time, you **must** ask them if they wish to receive the letter / e-mail / information from you in Welsh. If they respond to say that they wish to receive correspondence in Welsh, then you **must**:

(a) keep a record of their wish
(b) correspond with the individual in Welsh from then onwards, and
(c) send any forms from then onwards in Welsh.

If you don't know their language of choice, you should send the correspondence bilingually. **(Standard 2)**

1.3 When you send correspondence addressed to two individuals who live in the same household (for example, the parents of a child) for the first time, you **must** ask them whether they wish to receive correspondence from you in Welsh; and if:

(a) both individuals respond to say that they wish to receive correspondence in Welsh, you **must** keep a record of that wish and correspond in Welsh from then onwards;
(b) one (but not both) of the individuals respond to say that they wish to receive correspondence in Welsh, you **must** keep a

record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals. **(Standard 3)**

1.4 When you send the same correspondence to several people (e.g. everyone who lives on an estate in Ruthin), you **must** send a Welsh language version of the correspondence at the same time as you send an English language version. This is the case regardless of the customer's language choice. Correspondence does not have to go to more than one person at the same time in order to fall under this category, and therefore automatic emails are included. The customer's choice of language does not affect the requirements if the correspondence in question goes to several persons. This type of correspondence must be sent **bilingually**. **(Standard 4)**

1.5 If you don't know whether someone wishes to receive correspondence from you in Welsh, when you correspond with that person you **must** provide a Welsh language version of the correspondence. **(Standard 5)**

1.6 If you produce a Welsh language version and a corresponding English language version of correspondence, you **must** ensure that the same information is included on both versions (date, reference, address etc). You **must** ensure that both the Welsh and English versions are signed too. **(Standard 6)**

1.7 The following sentence needs to be included on all correspondence, publications and official notices. **(Standard 7)**

Rydym yn croesawu gohebiaeth yn Gymraeg ac ni fydd unrhyw oedi wrth ymateb i ohebiaeth a dderbyniwyd yn Gymraeg.
We welcome correspondence in Welsh and there will be no delay in responding to correspondence received in Welsh.

1.8 **E-mail messages/Letters/Postmaster messages/Newsletters** - Any mass communication intended for every member of Council staff / a group of staff / a whole service etc sent by e-mail messages / letters / Postmaster messages / Newsletters etc will be sent in Welsh and in English at the same time, unless you know that all those members of staff's language of choice is either Welsh or English. When sending any kind of bilingual communication, the Welsh text must be placed above the English text. **(Standard 98)**

1.9 '**Out of Office' messages –** All members of staff's 'out of office' message must be **bilingual** with the Welsh text placed before the English text. You need to ensure that the information you provide is entirely bilingual, e.g.

Nid wyf yn y swyddfa ar hyn o bryd / I'm not in the office at the moment.

(Standard 135)

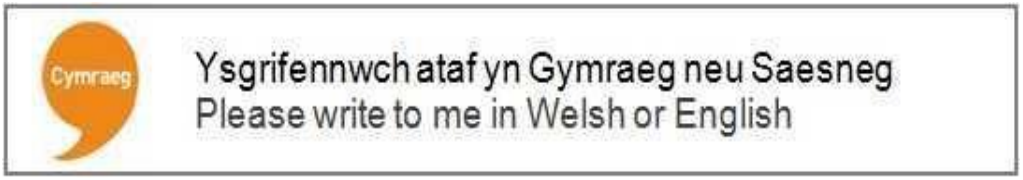
Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

If you'd like assistance to translate your out of office message, please feel free to contact the Welsh Language Officer (cymraeg@sirddinbych.gov.uk).

1.10 **E-mail Signature –** the signature of your e-mail messages must be bilingual, and set out as below:

[Full Name]
[Job Title in Welsh/Job Title in English]
[Name of the Unit/Dept. in Welsh / Name of the Unit/Dept. in English]
[Name of the Service in Welsh / Name of the Service in English]
Cyngor Sir Ddinbych / Denbighshire County Council
[e-mail.address]@sirddinbych.gov.uk / @denbighshire.gov.uk
Ffôn/Phone: 01824 70[xxxx]

Fluent Welsh speakers – All members of staff who speak Welsh fluently should insert this image at the bottom of their e-mail signature to let customers, colleagues and stakeholders know that they can correspond in Welsh:



Learners – Also, members of staff who are learning Welsh can use this image at the bottom of their e-mail signature to let customers, stakeholders and colleagues know that they are learning Welsh:

You can download both images from the Welsh at Work page On our intranet. **(Standard 134)**

1.11 Generic e-mail addresses will be given a separate Welsh and English address from the outset. For example:

E-mail Address:

cynllunio@sirddinbych.gov.uk / planning@denbighshire.gov.uk

It is also possible to have a **bilingual e-mail address as well. (Standard 134 and 135)**

2. Making / Answering Phone Calls

2.1 Your telephone greeting **must be completely bilingual** (this applies to internal and external telephone calls. **(Standards 8, 9 and 20)**

2.2 Here's an example of the wording to use:

Bore da, Cyngor Sir Ddinbych
Good morning, Denbighshire County Council

Pnawn da, Cyngor Sir Ddinbych
Good afternoon, Denbighshire County Council

Obviously, you can exchange "Cyngor Sir Ddinbych" / "Denbighshire County Council" in the examples above with the bilingual name of your Service or Section – the important thing to remember is that the greeting must be **completely bilingual** with **Welsh first**.

2.3 When an individual contacts you over the phone and speaks Welsh with you, you **must** deal with the phone call in Welsh at **all times**.

It isn't acceptable to ask them to turn to English if you don't understand Welsh.

If you don't understand Welsh, you may explain courteously that you can't speak Welsh and transfer the phone call to a member of staff who can deal with the call in Welsh. **(Standard 10 and 19)**

2.4 The telephone number for the Welsh language service must always be the same as for the corresponding English language service. I.e. you can't use one number for the Welsh language service and another number for the English language service. A service which asks the caller to press 1 for Welsh and 2 for English is acceptable. **(Standard 13)**

2.5 When you publish any telephone numbers, e.g. on a website, on the side of a van etc, on an information sheet etc, you **must** state that you welcome calls in Welsh and English.

Something as simple as:

Cymraeg	Rydym yn croesawu galwadau yn Gymraeg ac yn Saesneg We welcome calls in Welsh and English

would suffice.
(Standard 14)

2.6 When you telephone someone for the first time you **must** ask that individual

whether they wish to receive telephone calls from you in Welsh, and if they respond to say that they wish to receive telephone calls in Welsh you must **keep a record** of that wish, and conduct telephone calls made to that individual in Welsh from then onwards. If you don't speak Welsh, you'll need to ask a co-worker to deal with the call on your behalf at **all times. (Standard 21)**

2.7 If you arrange an automated telephone system to answer any phone calls made to the Council, then you **must** provide the complete automated service in Welsh and in English, and you **must** ensure that the Welsh message is heard first. **(Standard 22)**

2.8 **Messages on answer machines – All messages** on answer machines should be **entirely bilingual** and the Welsh greeting heard **before** the English greeting. This includes your personal voicemail through Jabber as well as the voice greeting on the main phone number and on mobile phones. If you don't speak Welsh, you're welcome to ask a fluent Welsh speaking co-worker/Welsh language Champion for your service to record your message. If you have technical difficulties setting your out of office message, bilingual signature or answer machine message – please contact the IT Service Desk. **(Standard 16)**

3. Arranging Meetings / Inviting people to meetings

If you need to arrange simultaneous translation at a meeting which is held on-line, that meeting will have to be held on Zoom or Microsoft Teams.

Public meetings / Stakeholder meetings.

At **all public** meetings, public inquiries and hearings held by the Council, those attending will be welcome to contribute in Welsh or English or bilingually. In order to facilitate the holding of bilingual meetings, the Council will provide a simultaneous translation service at such meetings and at the beginning of all such meetings those attending will be welcomed and informed that they will be welcome to speak in their preferred language.

Individual needs will be addressed in terms of reasonable modifications upon request.

The only exception to the above provision will be meetings at which it is known for certain beforehand that there will be no need for a translator either:

(a) because everyone present understands Welsh; or
(b) because everyone present is a non-Welsh speaker; or
(c) it is known that Welsh only or English only is the preferred language of everyone present.

3.1 If you invite an individual to a meeting you must ask that individual whether they wish to speak Welsh at the meeting, and inform that individual that you will, if necessary, provide a translation service from Welsh to English for that purpose. **(Standard 24)**

3.2 If you have invited one person only to a meeting and they have informed you that they wish to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).
(Standard 24A)

You can arrange for a translator to be present at your meeting to provide a simultaneous translation service by contacting the Democratic Services on ext. 2574/2589 or by sending an e-mail to rhodri.tomos-jones@denbighshire.gov.uk or Steve.Price@denbighshire.gov.uk. Please do not attempt to use google translate or bing translate for translation unless you're a confident Welsh speaker as they're not always accurate.

3.3 a If you invite more than one person to a meeting, you **must** ask each person whether they wish to speak Welsh at the meeting. **(Standard 27)**

3.3 b If you have invited more than one person to a meeting, and that at least one person invited has informed you that they wish to speak Welsh, you **must** arrange for a simultaneous translation service from Welsh to English to be available at the meeting. **(Standard 27A)**

You can arrange for a translator to be present at your meeting to provide a simultaneous translation service by contacting the Democratic Services on ext. 2574/2589 or by sending an e-mail to rhodri.tomos-jones@denbighshire.gov.uk or Steve.Price@denbighshire.gov.uk. Please do not attempt to use google translate or bing translate for translation unless you're a confident Welsh speaker as they're not always accurate.

3.4 If you arrange a meeting that is open to the public, you must state on any material advertising it (such as the agenda etc), and on any invitation to it, that anyone attending is welcome to speak Welsh at the meeting.
(Standard 30)

3.5 When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh and in English **at the same time**. **(Standard 31)**

3.6 If you invite people to speak at a meeting that you arrange, which is open to the public, you must ask each person invited to speak whether they wish to speak Welsh, and if that person has informed you that they wish to speak Welsh, you must arrange a simultaneous translation service from Welsh to English. **(Standard 32)**

You can arrange for a translator to be present at your meeting to provide a simultaneous translation service by contacting the Democratic Services on ext. 2574/2589 or by sending an e-mail to rhodri.tomos-jones@denbighshire.gov.uk or Steve.Price@denbighshire.gov.uk. Please do not attempt to use google translate or bing translate for translation unless you're a confident Welsh speaker as they're not always accurate.

3.7 If you arrange a meeting that is open to the public, you **must** ensure that a simultaneous translation service from Welsh to English is available at the meeting, and the Chair must inform those present:

(a) that they are welcome to speak Welsh, and

(b) that a simultaneous translation service is available.

(Standard 33)

3.8 **Agendas and Minutes**: **All** Agendas and Minutes of meetings of the Council, the Cabinet, and associated committees shall be available to the public in the language of their choice (Welsh or English) or both. You must also use the document templates in the communications toolkit page on LINC to comply with the corporate branding.
(Standard 34)

3.9 **Reports**: All reports prepared by officers or agents of the Council for presentation to a meeting of the Council, Cabinet, and its associated committees shall be available to the public in Welsh or English at the same time. Whenever officers of the Council arrange for a report to be prepared by outside agents for presentation to the Council or to a meeting of the Cabinet, or associated committees part of those arrangements will stipulate that such reports will be presented to the meeting in both languages.
(Standard 34)

3.10 If you use, display or hand out any written material at a public meeting e.g. a PowerPoint presentation, you **must** ensure that the material is displayed in Welsh and English, and you must not treat any Welsh language text less favourably than the English language text (both have to be the same size, and as easily seen as the other version). You must also use the document templates in the communications toolkit page on LINC to comply with the corporate branding.
(Standard 34)

Other meetings with the public/stakeholders

3.11 At face-to-face meetings with Council officers or Council representatives, the public will be welcome to communicate in Welsh or English. If the relevant officer is unable to speak Welsh, another Welsh-speaking officer will be provided to facilitate communication. If it isn't possible to arrange for another Welsh speaking officer to facilitate communication, e.g. if a specialist role holder doesn't speak Welsh, then it is possible to arrange that meetings are held via simultaneous translation if no other option is available.

The Services' strategies for meeting the requirements to conduct meetings in both languages will include:

(a) allocating an appropriate number of bilingual staff to those workplaces where the public are frequently in communication with the Council (e.g. reception areas, One Stop Shop, libraries, etc.);

(b) organising service teams so that they include staff who are able to communicate bilingually with the public (e.g. social services teams; staff of the authority's residential homes and care homes; education

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consultancy teams; advisory teams etc.);

(c) offering language choice **every time** a meeting is arranged in advance;

(ch) publicising the Council's policy of ensuring that it is the public rather than the officers who will exercise the choice as to which language is used at meetings of this nature;

(d) ensuring, in those workplaces where Welsh speaking staff are not always available, that a bilingual officer can be brought in without delay to conduct a meeting in Welsh when necessary;

(dd) ensuring that there are adequate bilingual officers amongst the staff of the various Services to make it possible to arrange for at least one Welsh-speaking officer to be present in every public meeting except those of which it is known beforehand that no one will be speaking Welsh in them. **(Standards 30-34)**

4. Arranging or Financing Public Events

4.1 If you organise a public event, you **must** ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised). **(Standard 35)**

4.2 If you organise a public event, you **must** ensure that the Welsh language is treated no less favourably than the English language 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). **(Standard 36)**.

4.3 When you announce a message over a public address system at such events, you must make that announcement in Welsh first and then in English. **(Standards 87 and 144)**.

5. Publicity, Advertising, Marketing and Displaying Information

Notices and Statements to the Press and Media

5.1 All notices, press releases and statements by the Council to the press and media will be provided in the working language of the media. **(Standard 37)**

5.2 Whenever public notices are placed in publications in Wales, they shall appear bilingually in English language publications and in Welsh only in Welsh publications. **(Standard 37)**

5.3 All notices, press releases and statements by the Council to the press and media published on our website will be provided bilingually. **(Standard 37)**

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

5.4 Any publicity or advertising material that you produce must be produced in Welsh and English except any such material included in Welsh only publications or displayed in Welsh activities, which may be in Welsh only. **(Standard 37)**

6. Information / Documents for the Public/Schools

Material for Public/School Use

6.1 Any material that you display in public must be displayed in Welsh and English, and you must not treat any Welsh language version of the material less favourably than the English language version – this means that both versions of the text **has** to be the same size, the same font, the same colour etc. It is possible to make an exception in some circumstances where using different colours to differentiate between the Welsh and English text is possible, e.g. if both languages are next to each other on a poster. Please remember to contact the Welsh Language Officer (cymraeg@sirddinbych.gov.uk) to check if this exception is possible with your material. **(Standard 38)**

6.2 Any documents that you produce for public/school use must be produced in Welsh and English and they **must** be available and displayed at the same time. **(Standard 40)**

6.3 If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version. This means that both versions of the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. Please remember to contact cymraeg@denbighshire.gov.uk to check if this exception is possible with your material. **(Standard 48)**

6.4 If you produce a separate Welsh and English version of a document, you **must** ensure that the English version clearly shows that the document is also available in Welsh, and vice versa.

Please use the following wording:

On the English version, please include:
Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:
This document is also available in English.

You must include these sentences on every document / form that are produced as separate Welsh/English versions for public use. This wording has already been included on the templates on LINC. **(Standard 49)**

7. Forms for the public/school

7.1 Any form that you produce for public/school use **must** be produced in Welsh and in English. **(Standard 50)**

7.2 If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh and vice versa.

Please use the following wording:

On the English version, please include:
Mae'r ffurflen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:
This form is also available in English.

You **must** include these sentences on **every** document / form that are produced as separate Welsh/English versions for public use. This wording has already been included on the templates on LINC.
(Standard 50A).

7.3 If you produce a form in Welsh and in English (whether separate versions or not), you **must** ensure that the Welsh language version is treated no less favourably than the English language version. This means that both versions of the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. You must not differentiate 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). **(Standard 50B)**

7.4 If you pre-enter information on 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), you **must** ensure that the information that you pre-enter is in Welsh on the Welsh version and in English on the English version. **(Standard 51)**

7.5 If separate Welsh / English versions of a document are given over the counter or in a one-to-one meeting, a Welsh version or an English version, or both languages will be offered. In such circumstances, there will be plenty of Welsh and English versions available, and they will both be clearly displayed at Council offices and reception areas. **(Standard 38)**

However, it is emphasised that publishing separate versions will be an exception to usual practice, and Council officers should attempt to ensure that all forms made available by their services are in a bilingual format.

7.6 If you're creating a form from scratch, then you're welcome to send it to geralllt.lyall@denbighshire.gov.uk to ensure it conforms with the Standards, and also with Catrin Hughes (catrin.hughes@denbighshire.gov.uk) or Cheryl

Evans (Cheryl.evans@denbighshire.gov.uk) to ensure it conforms with the Corporate Branding guidelines.

8. Digital Platform

Websites

8.1 You must ensure that:

(a) the text of **each** page of your website is available in Welsh and English,

(b) **every** Welsh language page on your website is fully functional, and that

(c) the Welsh language is not treated less favourably than the English language on your website. **(Standard 52)**

8.2 On any website the Council is responsible for, there must be a way of seamlessly toggling from one language to the other. **(Standard 55)**

8.3 The interface and menus on each page of any website that the Council is responsible for, **must** be displayed in Welsh and English. **(Standard 56)**

Intranet

8.4 When you write a new page for the intranet, you will need to provide a Welsh version of that page as well. All pages on our intranet site **must** be available in both Welsh and English and **can't be published unless both versions are sent to the Web Team. (Standard 121).**

8.5 There are Welsh in the Workplace pages on the intranet which provide information about services and helpful material in regards to promoting Welsh and assisting you to use your Welsh language skills. There are links to a number of useful websites and apps to help you to use, nurture and develop your Welsh language skills. **(Standard 125)**

Microsoft Teams

8.6 Did you know that you can use Teams in Welsh? Click on the settings and then general and you will see that you can change the Language of the app to Cymraeg (Welsh). This will change the interface to Welsh.

8.7 If you'd like to use the chat function in Teams, did you know that you can get a Translation of the message as well? Please don't use this function for anything official – we have a contract with Conwy Council for translation services.

Apps

8.8 **All** apps that we publish **must** function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app. This means that the text has to be the same size, the same font, the same colour etc and the Welsh version and the English version must include the same information. **(Standard 57)**

Social Media

8.9 When you use social media you **must not** treat the Welsh language less favourably than the English language.

This means:

(a) You should either have separate Welsh and English accounts, or a bilingual account

(b) Any messages posted on English only accounts **must** be posted on another Welsh only account at **exactly the same time**.

(c) Any messages on bilingual accounts should be posted in Welsh first and then in English.

(ch) If you have bilingual accounts rather than separate Welsh and English accounts, the name of the account **must be bilingual** as well, with the Welsh first and the English after. **(Standard 58)**

8.10 If a person contacts you by social media in Welsh, you **must** reply in Welsh (if an answer is required). **(Standard 59)**

Videos

8.11 (a) **Information Video**

If you create a video in English, for public or internal staff use, which is an information video, e.g. introducing a new building, information about recycling in the county or information about education etc, then you must also create a complete Welsh language version of it. You mustn't treat the Welsh language version less favourably than the English version so any text displayed must be displayed in Welsh and any audio heard must be in Welsh (i.e. English audio with Welsh subtitles isn't acceptable) for an **information video**.

(b) **Video 'interviewing' / 'chatting ' with a member of staff / the public who don't speak Welsh**

If you create a video in English, for public or internal staff use, which includes an interview or a chat with a member of staff / member of the public who doesn't speak Welsh, then you must also create a Welsh language version of it, however, in this scenario, you can include that clip on the Welsh version too with Welsh subtitles. **(Standard 6)**

If you're not sure if your video needs to be entirely in Welsh or not, please contact the Welsh Language Officer for advice –

cymraeg@sirddinbych.gov.uk

Self-service machines

8.12 You **must** ensure that any self-service machines that the Council are responsible for, fully function in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine. Where possible, try to ensure that the home page is in Welsh by default. **(Standard 60)**

9. Signs

All signs, whether they are internally in the Council's offices, or externally for public use, will be displayed in Welsh and in English.

External Signs

9.1 When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign **must** be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you **must not** treat the Welsh language text less favourably than the English language text. This means that **both versions** of the text has to be the same size, the same font, the same colour etc. **(Standard 61)**

9.2 When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text **must** be positioned above the English text, or the Welsh on the left and the English on the right. **(Standard 62)**

9.3 You **must** ensure that the Welsh language text on signs is accurate in terms of meaning and expression. **(Standard 63)**

Internal Signs

Internal Signs refer to any kind of sign, whether it is a fixed sign in a workplace or one that has been printed or one that appears on an electronic screen. The sign can be one that informs staff about which meeting is being held in a particular room, the name of the service on the main door of that service etc.

9.4 When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign **must** be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you **must not** treat the Welsh language text less favourably than the English language text. This means that both versions of the text has to be the same size, the same font, the same colour etc. **(Standard 141)**

9.5 When you erect a new sign or renew a sign (including temporary signs) in your workplace, which conveys the same information in Welsh and in English, the Welsh language text **must** be positioned above the English text, or the Welsh on the left and the English on the right. **(Standard 142)**

9.6 You **must** ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression. **(Standard 143)**

10. Street Names

10.1 The Council's policy in relation to names is to adopt names that reflect the history and heritage of the area, with a view to supporting the use of traditional Welsh street names for local sites and wherever these are appropriate to an area under development. Streets should not be named after living or deceased persons.

Proposers are advised to consult local sources such as County Archives and historical societies prior to submitting proposals. Where special circumstances arise, these will be taken into consideration by the Council.

When dealing with applications for planning permission to erect signs, the Council's Planning Services Division will encourage the applicants to erect Welsh signs, and will encourage developers to adopt Welsh names for new developments.
(Standard 94)

11. Receptions

11.1 Any reception service you make available, **must be available in Welsh and English**, and 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. All members of staff who work at receptions must be able to speak Welsh fluently.
(Standards 10 and 64)

11.2 You must display a sign in your reception area which states (in Welsh) that people are welcome to speak Welsh at the reception. **(Standard 67)**

12. Fluent Welsh Speakers / Learners' Lanyards

12.1 In order to make it easier for staff to make use of their Welsh language skills in the workplace, as well as showing the public that a choice of language is available, lanyards and badges are available for staff who speak Welsh fluently, and lanyards are available for staff who are learning Welsh. These

badges/lanyards are an excellent way of identifying other members of staff who speak Welsh.

Fluent Welsh speakers
All members of staff who are fluent Welsh speakers must wear a badge or a lanyard to let everyone know that they are fluent Welsh speakers (black lanyard with an orange Cymraeg (Welsh) bubble.

Welsh Learners
The Council has commissioned lanyards for those members of staff who are learning Welsh as well.

A lanyard/badge for fluent Welsh speakers or a lanyard for Welsh learners can be posted to you by contacting Cymraeg@sirddinbych.gov.uk
(Standard 68)

13. Official Notices and Public Notices

13.1 Any official notice that we publish or display **must** be published or displayed in Welsh and English, and you **must not** treat any Welsh language version of a notice less favourably than an English language version. **(Standard 69)**

13.2 When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text **must** be positioned above the English text. **(Standard 70)**

If you produce a separate Welsh and English version of a notice, you **must** ensure that the English version clearly shows that the notice is also available in Welsh, and vice versa. Please use the following wording:

On the English version, please include:
Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

On the Welsh version, please include:
This document is also available in English.

Exceptions to the above will be:

(a) official notices and public notices in Welsh publications. These will be displayed in Welsh only.

14. Council Sponsorship and Grants

14.1 Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you **must not** treat a Welsh language version of such documents less favourably than an English language version. **(Standard 71)**

14.2 When we invite applications for a grant, you must 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. **(Standard 72)**

14.3 We **must 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).
(Standard 72A)

14.4 If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must:

(a) offer to provide a translation service from Welsh to English to enable the applicant to speak Welsh at the interview unless you speak Welsh fluently, and,

(b) if the applicant wishes to speak Welsh at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Democratic Services on 2574/2589 or by sending an e-mail to Rhodri.tomos-jones@denbighshire.gov.uk or steve.price@denbighshire.gov.uk. **(Standard 74)**

14.5 If an application was submitted in Welsh; when you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh. See our Policy on Awarding Grants for further guidelines. **(Standard 75)**

15. Tenders

15.1 Any invitations to tender for a contract that you publish **must** be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. **(Standard 76)**

You must comply with standard 76 in the following circumstances:

(a) if the subject matter of the tender for a contract suggests that it should be produced in Welsh, or

(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.

15.2 When you publish invitations to tender for a contract, you **must** 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. **(Standard 77)**

15.3 You **must 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). **(Standard 77A)**

15.4 If you receive a tender in Welsh and that it is necessary to interview the

tenderer as part of your assessment of the tender, and that you don't understand Welsh, you **must**:

(a) offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and

(b) if the tenderer wishes to speak Welsh at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service). **(Standard 79)**

You can arrange for a translator to provide a simultaneous translation service at your meeting by contacting the Democratic Services on 2574/2589 or by sending an e-mail to Rhodri.tomos-jones@denbighshire.gov.uk or steve.price@denbighshire.gov.uk.

15.5 When you inform a tenderer of your decision in relation to a tender, you **must** do so in Welsh if the tender was submitted in Welsh. **(Standard 80)**

16. Corporate Identity

16.1 The Council's corporate identity and public image will be bilingual, and will not treat the Welsh language less favourably than the English language. **(Standard 83)**

17. Courses which are open to the public:

17.1 If you offer an education course that is open to the public, you must offer it in Welsh (e.g. Swimming lessons). **(Standard 84)**

17.2 If you develop an education course that is to be offered to the public, you **must** assess the need for that course to be offered in Welsh; and you must **ensure** that the assessment is published on your website. **(Standard 86)**

18. Announcements over a public address system

18.1 When you announce a message over a public address system, or when you make announcements in the workplace using audio equipment, you **must** make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement **must** be made in Welsh first. This includes public address system in Leisure Centres. **(Standard 87 and 144)**

Section B – Policy Making Standards

When developing a new policy or practice or revising an existing one, you should consider undertaking a Well-being Impact Assessment which incorporates consideration of matters relating to the Welsh Language Standards.

19. Policy Making

19.1 When you formulate a new policy, or review or revise an existing policy, you **must** consider what effects, if any (whether positive or adverse), the policy decision would have on:

(a) opportunities for people to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 88)

19.2 When you formulate a new policy, or review or revise an existing policy, you **must** consider 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, on:

(a) opportunities for people to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 89)

19.3 When you formulate a new policy, or review or revise an existing policy, you **must** consider 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, on:

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 90)

19.4 When you publish a consultation document which relates to a policy decision, the document **must** consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on:

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 91)

19.5 When you publish a consultation document which relates to a policy decision, the document **must** consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on:

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 92)

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

19.6 When you publish a consultation document which relates to a policy decision, the document **must** consider, and seek views on, 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, on:

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 93)

19.7 The Council must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make 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 on:
    (i) opportunities for persons to use the Welsh language, and
    (ii) treating the Welsh language no less favourably than the English language.
(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, on:
    (i) opportunities for persons to use the Welsh language, and
    (ii) treating the Welsh language no less favourably than the English language.
(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 on:
    (i) opportunities for persons to use the Welsh language, and
    (ii) treating the Welsh language no less favourably than the English language.
(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on:
    (i) opportunities for persons to use the Welsh language, and
    (ii) treating the Welsh language no less favourably than the English language.

(Standard 94)

19.8 When you commission or undertake research that is intended to assist you to make a policy decision, you **must** ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on:

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 95)

19.9 When you commission or undertake research that is intended to assist you to make a policy decision, you **must** ensure that the research considers 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, on:

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 96)

19.10 When you commission or undertake research that is intended to assist you to make a policy decision, you **must** ensure that the research considers 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, on –

(a) opportunities for persons to use the Welsh language, and
(b) treating the Welsh language no less favourably than the English language.

(Standard 97)

20. Actions for Line Managers

Are you a Line Manager? If so, there are further actions below for you.

Appointing New Staff

20.1 When you offer a new post to an individual, you must ask that individual whether they wish for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh. The manager would offer verbally and HR will send the contract out. **(Standard 99)**

20.2 You **must**:

(a) ask each employee whether they wish to receive any paper correspondence that relates to their employment, and which is addressed to them personally, in Welsh, and

(b) if an employee so wishes, provide any such correspondence to that employee in Welsh.

(Standard 100)

20.3 You **must** ask each employee whether they wish to receive any documents that outline their training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to them in Welsh. **(Standard 101)**

20.4 You **must** ask each employee whether they wish to receive any documents that outline their performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to them in Welsh. **(Standard 102)**

20.5 You **must** ask each employee whether they wish to receive any documents that outline or record their career plan in Welsh; and if that is the employee's wish you must provide any such documents to them in Welsh. **(Standard 103)**

20.6 You need to ensure that any forms that record and authorise:

(a) leave,

(b) absences, and

(c) working hours,

are provided in both Welsh and English. **(Standard 104)**

20.7 When new members of staff start working for the Council, they will complete the corporate induction in Welsh or English online via e-learning. **(Standard 128)**

21. Matters relating to Human Resources

Publishing Policies

21.1 All policies written by the Council will be provided in Welsh and English to staff at **all times**:
(Standards 105 – 111)

21.2 You **must** allow each member of staff:
(a) to make complaints to you in Welsh, and
(b) to respond in Welsh to any complaint made about them.
(Standard 112)

21.3 You **must** state in any document that you have that sets out your procedures for making complaints that each member of staff may:
(a) make a complaint to you in Welsh, and
(b) respond to a complaint made about them in Welsh; and you must also inform each member of staff of that right.
(Standard 112A)

21.4 If the Human Resources Service receive 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, you must:
(a) ask the member of staff whether they wish to speak Welsh at the meeting;
(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to speak Welsh, you **must** provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).
(Standard 114)

21.5 When you inform a member of staff of a decision you have reached in relation to a complaint made by them, or in relation to a complaint made about them, you **must** do so in Welsh if that member of staff:
(a) made the complaint in Welsh,
(b) responded in Welsh to a complaint about them,
(c) asked for a meeting about the complaint to be conducted in Welsh, or
(ch) asked to speak Welsh at a meeting about the complaint.
(Standard 115)

21.6 The Council will allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process. **(Standard 116)**

21.7 Any document that sets out our arrangements for disciplining staff **must** note that any member of staff may respond in Welsh to any allegations made against them and if you commence a disciplinary procedure in relation

to a member of staff, inform that member of staff of that right. **(Standard 116A)**

21.8 If a meeting is organised with a member of staff regarding a disciplinary matter that relates to their conduct you **must**:

(a) ask the member of staff whether they wish to speak Welsh at the meeting, and

(b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to speak Welsh, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).

(Standard 118)

21.9 When you inform a member of staff of a decision you have reached following a disciplinary process, you **must** do so in Welsh if that member of staff:

(a) responded to allegations made against them in Welsh,

(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or

(c) asked to speak Welsh at a meeting regarding the disciplinary process.

(Standard 119)

22. Information Technology

22.1 **Welsh spellchecker –** All members of staff can access a Welsh spellchecker in MS Word, in the same way as you would access the English version. In the language settings, choose 'Cymraeg' / 'Welsh' and ensure that there is a tick and the letters A B C above it.

22.2 **Cysgliad** - Cysgliad is a package that contains Cysill, a programme that checks spelling and grammar and Cysgeir, which is a programme that has a Welsh - English dictionary and other handy tools. Cysgliad is included with all Council laptops (on Microsoft Word under Adolygu / Review or Ategion / Add-ins depending on which version of Word you have). The programme should be on all DCC laptops as default, but if it isn't on your laptop, please contact the IT Service Desk and ask them to install it for you. The Welsh Language Officer can arrange training on how to use the various tools within the package. **(Standard 120)**

22.3 **MS Office in Welsh -** It's possible to change all your MS Office programmes to Welsh. Here's a guide to take you through the required steps to change your default Windows Language from English to Welsh for Windows 7 and Windows 8. **(Standard 120)**

23. Staff's Welsh Language Skills

23.1 In order to facilitate the use of Welsh, the Council will annually collect information about Council staff's language skills in order to note the number of staff who can speak, read and write in Welsh in all services. **(Standard 127)**

23.2 Every member of staff **must** complete the questionnaire or update the form about their Welsh language skills which comes annually from the Welsh Language Officer.

24. Welsh Language Courses for Staff

24.1 To facilitate your use of Welsh, the Council will provide training in Welsh in various areas. **(Standard 128)**

25. Learning Welsh

The Council is privileged to be part of the Work Welsh Scheme for staff who want to learn Welsh. Work Welsh is a programme designed to strengthen Welsh language skills in the workplace. The scheme is funded by Welsh Government, and has been developed by the National Centre for Learning Welsh. Work Welsh is a specific programme to strengthen Welsh language skills in workplaces across Wales. The lessons are available free of charge for Council staff. If you'd like to receive further information about our courses to learn Welsh, please visit the Welsh courses and classes page on our website or feel free to contact the Welsh Language Officer (cymraeg@denbighshire.gov.uk)

25.1 In accordance with the Welsh Language Standards, the Council will provide opportunities during working hours:

(a) for employees to receive Welsh language lessons, and

(b) for employees who manage others to receive training on using the Welsh language in their role as managers.

This means that all Services have a duty to release staff to attend lessons regularly or allow them the time to self-study during work hours with their manager's permission. **(Standard 130)**

25.2 The Council will provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills. **(Standard 131)**

25.3 The Council will provide training courses 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.

(Standard 132)

26. Human Resources

Staffing

26.1 In order for the Council to be able to serve Welsh speakers and English speakers alike without treating the Welsh language less favourably than the English language, the Council will make the staffing arrangements necessary to ensure that it has sufficient Welsh speakers who possess the appropriate communication skills to provide a full service through the medium of Welsh in those workplaces and those service situations where there is contact with the public in Wales. **(A number of relevant Standards)**

26.2 The staffing arrangements of each service will be subject to continuous review, in order to identify the priorities of each Service for addressing any bilingual skills deficits. **(A number of relevant Standards)**

26.3 In order to facilitate the use of Welsh, the Council will continuously collect information about Council staff's language skills in order to note the number of staff who can speak, read and write in Welsh in all services. The Council will do so by sharing a questionnaire annually or a form to update annually. **(Standard 151)**

26.4 By continuously maintaining and analysing the above Audit, officers will be able to identify those workplaces and those posts for which the ability to speak Welsh is essential or desirable. The requirement may be identified as appertaining to a specific workplace, situations or team rather than a specific post. This will enable the officers to allocate the Authority's new posts and vacant posts into one of the following two categories:

(a) Posts for which fluency in Welsh is essential because of their contact with the public; or for other reasons (e.g. press officer, reception staff, officers who work with children, vulnerable adults etc).

(b) Posts for which fluency in Welsh or a knowledge of Welsh is desirable.

All new Council posts and all posts falling vacant and intended to be filled will be placed in one of these two categories.

In order to assist the officers and the appropriate committees to act in accordance with these staffing aims, the following general guidelines are given, based on what it is fair and reasonable for the public to expect:

(a) Services will ensure that they have officers who are fluent in both

Welsh and English in the following posts: Receptionists, Customer Contacts Centres and Customer Services.

(b) In the Council's main offices and main workplaces, it will ensure that there are sufficient staff who are fluent in both Welsh and English. Services will ensure that they have an appropriate percentage of Welsh speakers among their staff, and ensure that they are specifically directed to provide a service through the medium of Welsh as required.

(c) Departmental managers who come into contact with the public will organise their teams in such a way as to ensure that their service doesn't treat the Welsh language less favourably than the English language.

27. Recruiting to Vacant Posts

27.2 These are the steps that you will need to follow when recruiting to vacant posts:

- Prepare the Job-description, Person Specification and Job Advert using the correct templates which is available here.

- It's very important that you note the Welsh designation on the Advertisement and the Job Description - this is an essential element of the Welsh Standards. Noting Essential / Desirable is sufficient on the Person Specification, however on the advert, a further explanation is required in order to explain exactly what is expected, and, hopefully, attract more applicants. So, instead of only noting "**Welsh is essential for this post**", you could note e.g.

    - The ability to converse at ease with customers in Welsh is essential for this post.
    - The ability to converse at ease with customers and reply to simple correspondence is essential for this post.
    - The ability to conduct a simple conversation in Welsh is essential for this post.
    - The ability to give public presentations and prepare reports in Welsh is essential for this post.
    - The ability to conduct psychological assessments through the medium of Welsh and English and the ability to present written information in both languages is essential for this post.
    - We are looking for an individual who can both speak and write Welsh to a high standard in order to conduct interviews with the press and respond to technical correspondence.
    - The ability to write letters and minutes correctly in Welsh is essential for this post
    - The ability to lead activities for children and young people through the medium of Welsh is essential for this post

Mae'r ddogfen hon ar gael yn Gymraeg hefyd.

- The ability to give instructions and advice in Welsh is essential for this post and the ability to write in Welsh is desirable.

Please feel free to amend the examples above so that they are relevant to the post you're recruiting to. (**Standard 136A)**

All job adverts and job descriptions need to be advertised in Welsh and English on all websites and in all magazines/newspapers published in Wales. **(Standard 136)**

28. Arranging Interviews

28.1 If the applicant has indicated on the application form that they wish the interview to be conducted in Welsh, you will need to make sure you have a way of doing so. Ideally, the interview should be held in Welsh, with a panel who are all fluent Welsh speakers, but if a member of the panel doesn't speak Welsh, you will need to arrange for a simultaneous translator to be available - to do so, please phone the Democratic Services on ext 2574/2589 or by sending an e-mail to Rhodri.tomos-jones@denbighshire.gov.uk or steve.price@denbighshire.gov.uk. You will need to let the candidate know that the interview will be held through the medium of a translator. **(Standard 139)**

28.2 If you are interviewing for a Welsh essential post, please bear in mind that at least half of the questions need to be asked in Welsh, and if you don't speak Welsh, you will need to prove the language skills of the candidates to make sure they are able to speak Welsh.

Under **NO** circumstances should you recruit anyone to a Welsh essential post if they are not able to speak Welsh fluently (level 4 or 5). Ideally, the interview should be held in Welsh, with a panel who are all fluent Welsh speakers, but if the panel don't speak Welsh, you will need to arrange for a simultaneous translator to be available - to do so, please phone the Democratic Services on ext 2574/2589 or by sending an e-mail to Rhodri.tomos-jones@denbighshire.gov.uk or steve.price@denbighshire.gov.uk.

28.3 If the applicant has indicated on their application form that they wish to receive correspondence in Welsh, you will need to send the letter inviting them to an interview, and any other correspondence in **Welsh only.**

28.4 Following appointing to a post, you will need to send any correspondence to the successful candidate in their preferred language

29. Announcements using audio equipment

29.1 When you make announcements in the workplace using audio equipment, those announcements must **always** be made in Welsh first, followed by English. **(Standard 144)**

30. Complaints

30.1 In accordance with the Welsh Language Standards, we need to keep records of each complaint we receive in relation to the Welsh Language Standards. Please note therefore that it's important that any complaints about the Welsh language are recorded under '**equality'** then '**Welsh language'** on the C360 complaints system.

30.2 The Welsh Language Officer (cymraeg@sirddinbych.gov.uk) can help you respond to any such complaint too. **(Standard 147)**

Section Ch – Promoting Welsh Standards

In accordance with Standards 145 and 146, we have a Welsh Promotion Strategy. It can be seen here.