

Esclusham Community Council Welsh Language Policy

Introduction

Esclusham Community Council serves the wards of Bersham, Rhostyllen, Pentre Bychan and Aberoer in Wrexham County Borough. There are 15 members of the Council.

We acknowledge the fact that under the Welsh Language (Wales) Measure 2011 the Welsh language has official status, and should be treated no less favourably than the English language.

We believe that it is good business practice to provide services in the language of choice of our customers. We also believe that it shows respect to our workforce to encourage and facilitate the use of their chosen language in the workplace.

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

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

Please direct any comments or complaints about this policy to:

Mr Bryn Jones, Clerk to the Council and Responsible Finance Officer

Address: Parish Hall, Vicarage Hill, Rhostyllen, Wrexham LL14 4AR/ Phone: 01978 366491/ E-mail: esclushamcommunitycouncil@yahoo.com

Public Image

We currently do not have any signage or a corporate brand.

Our stationery and business cards are in English only, but we will ensure that any new business cards or compliment slips are bilingual and include the Working Welsh logo.

Website and Digital Services

Our website is in English only. We will use more Welsh on our website wherever it is reasonable to do so. Our Contacts page will include an invitation to contact the Clerk in Welsh or English.

Advertising and Marketing

Our printed publications (newsletters) are in English only. We will use more Welsh in our printed publications wherever it is reasonable to do so. When marketing on behalf of a third party we will ensure that we always distribute and offer publications in both languages if they are provided.

Communication

Pre-recorded Messages and Audio Announcements

We are developing a message system and are working towards all our pre-recorded audio messages being fully bilingual.

Tracking Language Choice

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

Face to Face Communication

In order to ensure that we can offer a Welsh language service at all times, we ensure that there is at least one member of staff able to speak Welsh in any workplace where there is contact with the public. We encourage staff able to speak Welsh to wear a *Working Welsh* badge when they are at work. We will promote our Welsh medium face to face services by using the *Working Welsh* badge scheme.

Telephone Communication

We answer calls with a bilingual greeting. Every member of staff is able to handle an enquiry in Welsh or English throughout.

Correspondence (Paper and Electronic)

We always write to people bilingually or in their preferred language. We accept correspondence in Welsh or English. We always reply in Welsh when we are replying to letters received in Welsh or when we have received a request to do so.

Forms and Account documents

Our forms and account documents are in English only.

Staff and the Workplace

Recording and Developing our Staff's Language Skills

We keep an informal record of the Welsh language skills of employees, but not committee members. We share information about each employee's Welsh language skills within the council, so that we can direct Welsh language enquiries to the appropriate person.

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

Internal Communication

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

Welsh language software

We allow our staff to install a Welsh language interface for any software they use which has a recognised Welsh language interface

Leadership

We will ensure that this policy is supported at the highest level in our organisation. We will appoint one member of the Senior management team to be responsible for implementing, championing and reviewing this policy.

Awareness

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

Review

We will assess and revise this policy at least every two years, or upon any changes to employed positions within the council. Updated February 2016.

Disclaimer

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

Signed:.....

Bryn Jones [Clerk to the Council and Responsible Finance Officer]

Date:.....