



# WELSH LANGUAGE SCHEME

2009 – 2012

## STATEMENT

Caerphilly County Borough Council has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on the basis of equality. This scheme sets out how the Council will give effect to that principle when providing services to the public in Wales.

This scheme received the approval of the  
Welsh Language Board under section 16(1)  
of the Welsh Language Act 1993 on **XX/XX/XX**

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Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.

## FOREWORD

November 2008 marked the 10<sup>th</sup> anniversary of the launch of Caerphilly County Borough Council's first Welsh Language Scheme and this update is our fourth scheme. Our aim remains to provide a first class, relevant Welsh language service that meets the needs of our residents, whether they are fluent Welsh speakers or one of the many adults and young people who are learning the language.

Working practices within the County Borough Council continue to evolve to ensure that the principle of language equality is respected in every aspect of service provision and in many areas of work, the Council is seen as developing good or best practice.

We hope you agree that the new scheme, which will run until March 2012, continues to develop the work we have undertaken since 1998 and demonstrates Caerphilly County Borough Council's ongoing commitment to Welsh Language issues to its residents, elected members, staff members and all visitors to the county borough.

Stuart Rosser  
Chief Executive

Councillor Lindsay Whittle  
Leader of the Council

## **1. ABOUT THE COUNCIL**

Caerphilly County Borough Council is the 5<sup>th</sup> largest local authority in Wales and employs around 10,500 people making it the largest employer in the area. Located in the heart of South Wales, just a few miles from Cardiff in the south and the Brecon Beacons in the north, within its 108 square miles are many contrasts, from the busy towns to beautiful and quiet countryside.

The Council delivers a wide range of services to its 170,000 residents including education, environmental services, highways, leisure facilities, planning and social services.

A corporate management team led by the Chief Executive, and four Directors oversees the strategic management of the Council's business. The Council operates a cabinet style of local government, led by a Leader of Council who is supported by eight cabinet members. The Council has 33 democratic wards which are represented by 73 councillors currently made up of 32 Plaid Cymru, 32 Labour and 9 independents.

The administrative offices of the Council are located at a number of sites, its main headquarters is at Penallta House just north of Ystrad Mynach where the Directorates of Corporate Services and Education and Leisure are based. In the east of the county borough, Pontllan-fraith House is home to the Directorate of the Environment and in Gelli-haf, Hawtin Park is the base for the Directorate of Social Services.

As a Council we have a programme for improvement, that focuses our budgets and actions around twelve key objectives:-

- 1. To improve educational standards.**
- 2. To protect children from abuse and promoting development opportunities for children in need.**
- 3. To maximise the safety and independence of vulnerable adults.**
- 4. To reduce the amount of waste going to landfill.**
- 5. To enable people to feel safe in their communities.**
- 6. To provide a high quality housing service.**
- 7. To increase the contribution of CCBC towards raising economic activity.**
- 8. To deliver measurable efficiency savings across the authority's operations.**
- 9. To deliver a high standard of customer care.**
- 10. To provide Council services and facilities that are suitable and accessible for all sections of the community.**
- 11. To improve the sustainability of Council operations.**
- 12. To improve performance management across the Council.**

The implementation of the Welsh Language Scheme has clear links with Objective 9 and 10, but by being mainstreamed, it will support and contribute to each of the current objectives.

## 2. SERVICE PLANNING AND DELIVERY

This section explains how the Council proposes to deliver its services through the medium of Welsh. The Scheme is a statutory document and its commitments and objectives are clear; it provides service managers with clear guidance that can be used to help develop their Service Improvement Plans; it provides staff with a guide to what is expected of them in delivering their services and it also provides our customers and partners with a clear indication of what they should expect from the Council.

### 2.1 GENERAL INFORMATION

- 2.1.1 Information regarding the levels of Welsh speakers in the County Borough is contained in the **Ward Profiles by Equality Categories** booklet - available as a hard copy or can be downloaded as a pdf from the Equalities section of the Council's website [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities), in the Council and Democracy section.
- 2.1.2 General statistical information regarding numbers of Welsh speaking staff within the Council can also be found here, along with all of the Council's Equalities work.

### 2.2 POLICIES AND INITIATIVES

- 2.2.1 The Council will ensure that the linguistic consequences of all new and updated policies and initiatives are assessed for compliance with the Welsh Language Scheme.

It will do this by:-

- Carrying out Equality Impact Assessments covering every equalities strand including Welsh Language on all corporate policies. As at December 2008, 68% of all existing corporate policies had been so assessed in the first round.
- Ensuring that all Council reports note in the Links to Strategy section how they have linked (where relevant) to the Welsh Language Scheme and other Equalities policies.
- Ensuring that all Service Improvement Plans evidence how the service will meet and develop its equalities obligations.

- 2.2.2 The Welsh Language Board will be consulted if any proposed new policies or initiatives affect the scheme; the scheme will not be altered without the Board's consent.

### 2.3 DEALING WITH THE PUBLIC

#### *Written Communication*

- 2.3.1 The public are welcome to write to the Council in Welsh or in English. The phrase "*Correspondence may be in any language or format / Gallwch ohebu mewn unrhyw iaith neu fformat*" is included on all letterheads and compliment slips for example.
- 2.3.2 Whenever a letter or text-based electronic communication written in Welsh is received which requires a reply, that reply will be in Welsh or in the language requested by the

customer. All acknowledgment communication, whether generated by an individual or by an automated system, will also follow this format.

- 2.3.3 The target for responding to correspondence written in Welsh is the same for correspondence written in English.
- 2.3.4 When the Council initiates correspondence with a person whose known preferred language is Welsh, then that correspondence will be in Welsh.
- 2.3.5 Full details will be provided in the form of supplementary guidance when the full Editorial Policy is published (See **Section 2.10** and **Action Point 10**).

#### *Telephone Communication*

- 2.3.6 The agreed customer service standard for managing telephone calls to and from customers states that when the call is answered, a bilingual greeting will be used and either the full name of the Council or the name of the service, office or department will also be given.
- 2.3.7 The standard also states that if an automated or voicemail system is used, it will be ensured that it is bilingual, uncomplicated and easy to use.
- 2.3.8 Further, the standard states that any customer who wishes to telephone the Council in Welsh, or other spoken languages, can do so easily and will receive the same standard of service.
- 2.3.9 If a caller wishes to speak Welsh, the recipient of the call will direct the call to a member of the Language Services Team in the relevant department, failing which the caller will be put through to the Council's Welsh Language Team.

#### *Face to Face Contact*

- 2.3.10 Any customer who wishes to deal with the Council in Welsh will be able to do so with the minimum possible delay. Arrangements will be made for bilingual Officers to be available to assist staff working in counter services/reception areas/customer centres.
- 2.3.11 In the short term it may, on rare occasions, not always be possible to obtain the immediate services of a bilingual Officer. If this is the case, then the customer will be offered the choice of speaking to a bilingual officer on the telephone, returning at a later time or date when a bilingual Officer is available, or to put their request in writing.
- 2.3.12 In the long term, the implementation of the **Linguistic Skills Strategy** will ensure that the necessity to have these other options will decrease over time.

#### *Council Publications*

- 2.3.13 The Council is fully committed to publishing all material directed at the public in Wales in line with this Scheme's agreed Editorial Policy (see note in **2.3.5** above).

### *Web-based or other Electronic Communication*

- 2.3.14 Any web-based mail or forms, faxes, mobile phone text messages or other electronic communication will be replied to in the language of the original message.
- 2.3.15 Any announcements made over public address systems will be bilingual.
- 2.3.16 Arrangements will be made for bilingual Officers to be available to assist staff dealing with customers via video-conferencing.
- 2.3.17 Any web-based or electronic forms of customer interfaces, created and maintained by the Council, whether directly or through a third party, such as websites or touch-screen information points will be bilingual. The Intranet is primarily in English but hosts bilingual versions of key documents and information about Welsh Language issues.

## **2.4 PROCUREMENT**

- 2.4.1 Where services to the public are not provided directly by the Council, but are provided by agencies or bodies contracted to the Council, those services will be delivered in accordance with this Scheme and fully monitored by the Council as part of the overall contract monitoring process.
- 2.4.2 Full details are available in the Council's **Equality in Procurement Policy** available from [procurement@caerphilly.gov.uk](mailto:procurement@caerphilly.gov.uk).

## **2.5 PARTNERSHIPS AND SPONSORSHIP**

- 2.5.1 The **Community Strategy** for Caerphilly County Borough has been developed through partnership working by public, private and voluntary organisations and local communities and is 10-15 year vision for the county borough.
- 2.5.2 One of the 28 objectives of this overarching strategy is *'to raise awareness and use of the Welsh language'* and all partners are asked to consider how they can contribute. There are also two cross-cutting visions, namely Sustainability and Equalities and part of the latter vision states that *"All services can be accessed through the medium of Welsh or English and other languages on request"*.
- 2.5.3 The Council works in partnership on many levels with a wide range of public bodies, organisations from the voluntary sector and other agencies :-
- (i) When the Council is the strategic and financial leader of a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme.
  - (ii) When the Council joins a partnership in which another body is leading, the Council input to the partnership will comply with the Welsh Language Scheme and the Council will encourage all other parties to comply.



- (iii) When the Council is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the Council will act in accordance with its Welsh Language Scheme.
- (iv) When the Council joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, language policies or the means by which they will operate bilingually. Within any partnership, the Council will offer advice and support to the other partner organisations.
- (v) The Council will inform organisations, voluntary bodies and individuals that receive financial sponsorship, grants or subscription fees from the Council of the need to provide bilingual services to the public.

## **2.6 SIGNAGE**

- 2.6.1 All information signs within the Council's property, in areas to which the public has access, will be fully bilingual.
- 2.6.2 All highways signs, for which the Council is responsible, will be fully bilingual.
- 2.6.3 All signage will be fully bilingual in an agreed Council format, unless indicated otherwise by Central Government and/or National Assembly for Wales' guidelines and regulations.

## **2.7 THE LINGUISTIC SKILLS STRATEGY**

- 2.7.1 The **Linguistic Skills Strategy** is an operational document, that explains in more detail the practical aspects of language equality in terms of Recruitment and Selection and Staff Training for example (see Sections 2.8 and 2.9 below).
- 2.7.2 It carries the full authority of the Welsh Language Scheme, and the current Strategy was approved by Cabinet in September 2007. It is updated every 3 years and a copy can be downloaded from the relevant page at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

## **2.8 RECRUITMENT AND SELECTION**

- 2.8.1 The Council will examine service needs and ascertain the areas of priority for recruiting bilingual staff in order to meet the requirements of the Scheme. This can be done using the payroll language skills data as a base figure for services; the data has been available since January 2007 and is updated quarterly.
- 2.8.2 Where linguistic ability is considered to be essential or desirable, this will be stated in job advertisements.
- 2.8.3 Full guidance on practical issues around when linguistic ability should be considered can be found in **Section 7** of the **Linguistic Skills Strategy**.
- 2.8.4 Full guidance on practical issues around when Welsh or bilingual interviews are appropriate can be found in the **Recruitment and Selection Policy - Notes for Guidance for Managers**.

## **2.9 WELSH IN THE WORKPLACE**

### *Welsh Speaking Staff*

- 2.9.1 The Council fully supports its staff to use their Welsh language skills in their daily work, whether they are fluent Welsh speakers or Welsh learners.

### *Welsh in the Workplace Training*

- 2.9.2 The Council recognises the importance of Welsh in the Workplace Training as a fundamental aspect of providing bilingual services to the public. The current training system has been in place since September 2001 and can be found in **Section 6** of the **Linguistic Skills Strategy**.
- 2.9.3 Awareness raising of language issues will be dealt with as part of the Equalities Training courses offered corporately by the Policy Unit.

### *Vocational Training*

- 2.9.4 An assessment will be made for specific vocational training through the medium of Welsh for bilingual staff in their departments. Where a need is identified (e.g. specialisms could include word processing, translating, media, social services related skills, registrar services etc.), suitable training will be provided or supported according to the requirements of the service.
- 2.9.5 The need for Vocational Training will also be linked to the implementation of the **Linguistic Skills Strategy**, so that the Language Services Team and any staff appointed to Welsh-essential posts will be able to receive specific Welsh Language training relating to that post.

## **2.10 SUPPLEMENTARY GUIDANCE**

- 2.10.1 Supplementary guidance will be produced (following full and appropriate consultation) to provide additional, detailed information and advice to staff on particular subjects relating to the implementation of this Scheme.
- 2.10.2 Any such supplementary guidance will carry the full authority of this Scheme.

## **2.11 PUBLICITY AND PROMOTING BILINGUAL SERVICES**

- 2.11.1 The Council will actively promote its Welsh Language Scheme on a continuing basis using all appropriate methods. It will ensure, by means of both general and specific promotion campaigns, that people who deal with the Council are aware of the Scheme and its contents and how they are able to deal with the Council in Welsh.
- 2.11.2 Methods of publicity that will be used include, but are not restricted to - notices in Council buildings; publishing information on the Council's website; press releases and news articles; circulation of information and guidance to employees; distribution of the scheme to the Council's agents and contractors and other interested bodies.

### 3. MONITORING THE SCHEME

The Council is committed to providing an equally high quality service in both English and Welsh and has developed and mainstreamed mechanisms for monitoring the standards of all Council services provided, including the Welsh language translation services and training programmes.

The Council will monitor the Scheme itself on several levels :-

- (i) by monitoring the content of Service Improvement Plans for actions relating to Welsh language issues that are service specific or corporate targets
- (ii) by monitoring complaints (see 3.2)
- (iii) by monitoring the Welsh translation service and Welsh in the Workplace training programme. It will ensure that staff are fully aware of their obligations by providing guidelines and all necessary support and training.

The Council will prepare an annual monitoring and improvement report, in a form approved by the Welsh Language Board, which evaluates compliance and performance in implementing the Scheme. The annual report will be taken through the full consultation and approval process within the Council, enabling Heads of Service, Directors, Scrutiny Committee, Cabinet and full Council to note and comment on the progress of the Scheme. This will ensure that developments, positive or otherwise, are also addressed at member level on a regular basis.

#### 3.1 THE EQUALITIES ASSESSMENT TOOL

3.1.1 The Council regards Welsh language issues as part of our wider Equalities agenda and this is reflected in our Corporate Equalities work and in our main Equalities Statement -

**This council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities and our workforce.**

**We will also work to create equal access for all to our services, irrespective of colour, ethnic origin, gender, age, marital status, sexual orientation, disability, religion, language or nationality.**

3.1.2 During 2008, the Executive Equalities Group, who are tasked with the strategic implementation of all of the Council's equality policies, developed an Equalities Assessment Tool, which identifies the cycle of events that is necessary to progress the equalities agenda within the Council and to comply with legislation.

3.1.3 The tool (as shown in **Appendix B**) covers all aspects of service planning including :-

- Impact assessing policies and procedures in every service area;
- Use of equality scheme action plans, including the Welsh Language Scheme;

- Use of customer feedback (consultation/satisfaction surveys/complaints);
- Staff training in terms of Equalities awareness.
- Ensuring Service Improvement Plans contain corporate and service-specific targets relating to every Equalities strand;
- Analysing Service Improvement Plans to identify service areas that are improving and others that need targeted help with specific projects;
- Allowing for poor performance that cannot adequately be explained, to be challenged at a senior level.

### *Thematic Inspections*

- 3.1.5 Thematic inspections may be carried out internally, or externally by a joint-inspection by inspection bodies and the Welsh Language Board, or may be commissioned from outside bodies who will undertake such inspections on behalf of the Council - the reports and findings will also be independently verified before publication.

### *Investigations under Section 17*

- 3.1.6 If the Board is required to carry out an Investigation under Section 17 of the Welsh Language Act (that allows the Board to investigate any alleged failure on behalf of an organisation to carry out a scheme approved by the Board), the Council is prepared to fully cooperate by providing information – reports, documents or clarification - to the Welsh Language Board.
- 3.1.7 The Council will be prepared to do this in both written and verbal forms and the Board will be able to have discussions with:
- Elected members;
  - Local Authority employees;
  - Contracted service providers and their employees;
  - Any individual that assists the Council in the delivery of its services.

## **3.2 COMPLAINTS**

- 3.2.1 A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:-
- i) Complaints in Welsh that concern a specific service area;
  - ii) Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.
- 3.2.2 All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Editorial Policy (see **Appendix A**).
- 3.2.3 Complaints can be made in writing, by telephone or via email to the Council's dedicated email address [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk).

### **3.3 CUSTOMER FEEDBACK**

- 3.3.1 The Council has already undertaken a number of surveys, in its own right and in partnership Grŵp Deddf (a South East Wales regional group of public bodies) to gauge public opinion on its Welsh Language Service. It is the intention that both types of surveys will be undertaken again during the lifetime of this Scheme.
- 3.3.2 Using the Welsh speakers database held jointly by the Council and Menter Iaith Caerffili (the local Welsh language voluntary organisation), satisfaction surveys can be undertaken to find out what the Welsh speaking public think of the current provision and what areas they think are the priorities for the future.
- 3.3.3 This information can help guide the work programme to allow the bilingual service to respond to the specific needs of the local community. It is also a useful means of continuous and on-going consultation with the public.
- 3.3.4 The Council's website can also be used as a means of gauging satisfaction. Already there are on-line forms to complete and submit, a general survey form and the complaints form, which can be sent in to the Council's Welsh e-mail address [cymraeg@caerphilly.gov.uk](mailto:cymraeg@caerphilly.gov.uk).

### **3.4 THE WELSH LANGUAGE TEAM**

- 3.4.1 The standard of quality for Welsh translators is the Cymdeithas Cyfieithwyr Cymru examination or similar standards. The Council has already committed to achieving this standard by ensuring that its own translators undertake continued professional development in this field.
- 3.4.2 Any external translation done on behalf of the Council will be undertaken by professional translators (individuals or companies) who have achieved a similar standard or who have demonstrated a high quality of translation work.
- 3.4.3 The use of the translation memory system software within the Welsh Team since 2007 ensures greater consistency and accuracy, and greater efficiency savings, than have previously been possible.
- 3.4.4 The standard of quality in relation to training is twofold. The Council's training is organised internally by the Language Training Co-ordinator and the requirement of this post is that the post holder has a degree or equivalent qualification in a related teaching/training subject or proven experience in the field.
- 3.4.5 The various tutors are provided by Canolfan Addysg i Oedolion Gwent as part of the training programme agreed between the Council and the college. They are therefore assessed under the college's own assessment procedures.
- 3.4.6 The current structure of the Welsh team within the Policy Unit is that the Policy Officer (Welsh Language) deals with policy issues and also oversees the training and translating work. To ensure that this post meets the necessary standard, currently the requirement is that the post holder is qualified to degree level in a relevant subject (e.g. Welsh Language, local government/public management, equalities).

3.4.7 All posts within the Welsh team are designated Welsh essential. The team can be contacted by emailing [cymraeg@caerffili.gov.uk](mailto:cymraeg@caerffili.gov.uk).

### **3.5 STATUTORY RESPONSIBILITY**

3.5.1 The Monitoring Officer/Corporate Solicitor has a statutory responsibility to ensure that the Council acts in a lawful manner and that it does not do anything that might cause maladministration, or injustice to any individual.

3.5.2 The law makes the Monitoring Officer responsible for the operation of the Members' Code of Conduct, the Council's Standards Committee, and the Council's Constitution. The Head of Legal Services is the Council's Monitoring Officer.

Daniel Perkins, Monitoring Officer,  
Chief Executive's Department,  
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## 4. ACTION PLAN AND TIMETABLE

- 4.1.1 The Welsh Language Board has identified 6 specific Welsh Language Indicators that it has recommended be included in all Local Authority Welsh Language Schemes.
- 4.2.1 In addition to these measures, the Council has identified actions to be carried out during the lifetime of this Scheme, over and above the wide range of current and ongoing practice throughout the service areas.
- 4.2.2 These actions will be transferred to the Service Improvement Plans where appropriate and progress monitored via the Assessment Tool as shown in Appendix B.

NO.	ACTION	TIMETABLE
1	<p><b>WL Indicator 1</b> To monitor and report annually the number and % of the sample of third parties monitored that conform to the requirements of this Scheme in the following areas:-</p> <ul style="list-style-type: none"> <li>(i) care services</li> <li>(ii) youth and leisure services</li> <li>(iii) pre-school provision</li> </ul>	January 2009 then monitored and reported annually.
2	<p><b>WL Indicator 2</b> To undertake exercise with Personnel and Service Managers to identify posts in each Service Area where Welsh skills would be essential.</p>	Exercise in all service areas to be completed by September 2009, using the payroll data available from the Linguistic Skills Staff Audit.
3	<p><b>WL Indicator 3</b> To ensure that Welsh Language issues are an integral part of all e-Government projects.</p>	Software and systems review by March 2010. Web development ongoing.
4	<p><b>WL Indicator 4</b> To monitor the number and % of staff who have received training in Welsh to a specific qualification level and the number and % of staff who have received language awareness training.</p>	Analysis Report prepared each July/August at the conclusion of the academic year.
5	<p><b>WL Indicator 5</b> To distribute quarterly language skills statistics to assist with service planning in relation to this Scheme's sections 2.6 and 2.7. (Figures have been available since January 2008 but a data cleansing exercise has been undertaken in late 2008/early 2009 prior to full distribution).</p>	April 2009, then quarterly as part of wider Equalities reporting.
6	<p><b>WL Indicator 6</b> To monitor the number of complaints received in relation to the operation of the Language Scheme and dealt with in accordance with corporate standards.</p>	Current practice - analysis forms part of the annual report to the Welsh Language Board. Council to take part in national Complaints Systems review in January 2009.

NO.	ACTION	TIMETABLE
7	To produce an annual analysis report on all Service Improvement Plans that shows how Welsh language actions are being implemented by service areas.	October annually.
8	To adopt and implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact of the Scheme (as noted in <b>Section 2.1</b> ).	September 2009 and ongoing.
9	To produce an annual monitoring and improvement report (as noted in <b>Section 3</b> ).	Current practice annually since June 2007.
10	To issue supplementary guidance corporately or to service areas on specific areas of work.	Minimum of 3 sets of guidance to be produced per year - 2009/2010 to include full Editorial Policy, Signage Guidance and How to arrange Written, Face-to-Face and Simultaneous Translation Work.
11	To make 35% of website available in Welsh by end of March 2009, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).	March 2009 then monitored and reported annually.
12	To carry out Equality Impact Assessments on all corporate policies.	Next round of EIAs to be completed by December 2009.
13	To undertake 4 thematic surveys on specific service areas in partnership with the Menter Iaith.	Annually, as per agreed contract.
14	To develop full proposals for Language Services Team, in conjunction with Customer First, Personnel and CMT.	By March 2010 for implementation during 2010/2011.



## **APPENDIX A - EDITORIAL POLICY**

The table below shows only the general principles governing publication of material bilingually, in English and Welsh separately, or in English only. The full detail of the Editorial Policy will be available as supplementary guidance (in line with action 10 of the Scheme's Action Plan) available on the Intranet and the Council's website and will carry the full authority of the scheme.

As a general principle for all publications that come under the Editorial Policy, the size, quality, legibility and prominence of the signage text, logos etc will respect the principle of language equality.

### **Category A - Fully Bilingual**

This section includes all Council identity, branding, logos and all public advertisements, documents, forms, notices, leaflets, posters, signage in any format.

### **Category B - English and Welsh Versions**

This section includes website pages, documents of over 50 pages in one language or complex application forms for example, where a bilingual version would be the final version complicated or bulky. PDF versions of any document to be hosted on the web can be done separately even if the original hard copy was bilingual. A "25%" rule is in operation i.e. if 100 are being produced in English, then an additional 25 must be done in Welsh as standard (though this can be somewhat flexible depending on the item being produced).

### **Category C - English Only**

Internal Council documentation need not be translated unless requested e.g. internal circulars or Consultation documents and working drafts.

A standard phrase must be included on all publications, though the wording can be amended to reflect the type of document involved.

a) Bilingual documents must state the following:-

**This publication is available in other languages and formats on request.  
Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.**

b) All separate documents or monolingual versions must state that it is available in the other languages and formats.

The phrase for an English only version is:-

**This publication is available in Welsh, and in other languages and formats on request.  
Mae'r cyhoeddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.**

The phrase for a Welsh only version is:-

**Mae'r cyhoeddiad hwn ar gael yn Saesneg, ac mewn ieithoedd a fformatau eraill ar gais.  
This publication is available in English, and in other languages and formats on request.**

# APPENDIX B - ASSESSMENT TOOL

## EXECUTIVE EQUALITY GROUP ASSESSMENT TOOL Gauging the Council's Commitment to the Equalities Agenda

