



# **WELSH LANGUAGE SCHEME**

**REVIEWED AND APPROVED BY  
Connah's Quay Town Council  
on**

**1 November 2023**

## **CONNAH'S QUAY TOWN COUNCIL'S WELSH LANGUAGE SCHEME**

Welsh Language Scheme prepared under the Welsh Language (Wales) Measure 2011.

### **1. OPENING STATEMENT**

“Connah’s Quay Town Council has adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on a basis of equality. This scheme sets out how the Council will implement that principle in the provision of services to the public in Connah’s Quay.”

The Council recognises that members of the public can express their views and needs better in their preferred language, that enabling them to use their preferred language is a matter of good practice rather than a concession and that the denial of that right could place members of the public at a real disadvantage. The Council will therefore offer the public the right to choose which language to use in dealings with the Council.

The Council aims:

- to enable everyone who receives or uses the Council’s services or contributes to the democratic process to do so through the medium of Welsh or English, according to personal choice.
- to encourage the use of the Welsh language in the community
- to encourage others to use the Welsh language in the community

### **2. INTRODUCTION TO CONNAH'S QUAY TOWN COUNCIL**

Amongst the Council’s main duties are:

- consider planning matters;
- provide free school milk to Connah’s Quay primary schools;
- financially support the provision of Quay Play;
- provide Christmas lights every year;
- manage Town Council’s venues for public hire;
- maintain and manage the Allotment site;
- appoint representatives to numerous local and outside bodies.

The Council has 20 elected members, and the Clerk works full time from the office at the Quay Building on Fron Road. The Council employs the following members of staff:

Community Engagement Officer – based in the Quay Building  
Senior Admin Officer – based in the Quay Building

Venue Operations Manager  
Deputy Venue Operations Manager  
Council Operatives x 4  
Relief Council Operatives  
No office based staff are bilingual.

### 3. EDUCATION

There are 4 Primary Schools in Connah's Quay  
Caer Nant, Bryn Deva, Golftyn, Wepre

There is 1 High School  
Connah's Quay High School

There is a Higher Education Facility  
Coleg Cambria which includes  
Deeside Sixth (AS & A Levels) & a Further Education College

All schools and further education are bilingual.

### 4. SERVICE PLANNING AND DELIVERY

New Policies and Initiatives

In devising new policies and initiatives the Council will:

- assess the linguistic effect of any new policies and initiatives and ensure that they are consistent with the Welsh Language Scheme.
- promote and facilitate the use of Welsh wherever possible and will move closer to implementing the principle of equality fully at every opportunity.
- consult with the Welsh Language Board in advance regarding proposals that will affect the scheme, or the scheme of any other public body. The scheme will not be altered without the Board's agreement.
- ensure that those involved in formulating policy will be aware of the Scheme, and of the Council's responsibilities under the Welsh Language Act 1993.
- ensure that the measures contained in the Scheme are applied to new policies and initiatives when they are implemented.

### 5. STANDARDS OF QUALITY

Services provided in English or Welsh will be of an equally high standard and equally prompt.

### 6. DEALING WITH WELSH SPEAKING PUBLIC

### Written Communication (mail and e-mail)

- The Council will welcome correspondence in either English or Welsh.
- Correspondence through the medium of Welsh will not in itself lead to any delay.
- Every letter received in Welsh will be answered in Welsh.
- All correspondence following a telephone or face-to-face conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person, although the discussion may not have been held through the medium of Welsh, will be in Welsh.
- All correspondence with a member of the public will be initiated in his/her preferred language if known.
- The Council will make arrangements to translate correspondence as needed in order to respond to correspondence promptly and in the original language.
- The Clerk of the Council will be responsible for the translation of correspondence.

### Telephone Calls

- As the current Clerk and Members don't speak Welsh, the Council cannot deal with telephone calls in Welsh. However when a member of the public telephones wishing to speak Welsh, the Clerk or member of staff will politely explain the situation and offer the individual the opportunity to continue with the call in English or send in their enquiry in written form in Welsh.
- When the Clerk's post becomes vacant it will be advertised confirming that bilingual skills will be desirable so that the Council can offer a bilingual service to the public.

### Public Meetings Organised by or on Behalf of the Council

*(namely meetings the Council arranges with the public, for example, road diversion or improve facilities. Not the Council's regular meetings where the members of the public can attend)*

- Contributions are welcomed in either Welsh or English at public meetings held by the Council.
- When the Council is aware that a member of the public wishes to speak Welsh in a public meeting that would otherwise be conducted in English, this should be respected by providing appropriate translation arrangements.

- Any written materials such as leaflets or acetates that are used in public meetings about the Welsh language, Welsh medium education, Council Tax or information about local elections/by-elections will be bilingual.

### Council Meetings

(namely the Council's regular meetings, which are open to the public)

- The Council's meetings are conducted in English.
- The notice and agenda for the Council's meetings will be in English.
- The minutes will be in English.
- The Council will respond to requests for information in relation to the minutes, or sections of the minutes in the preferred language of the individual.

### Face-to-Face Meetings with the Public

- As the current Clerk and Members, don't speak Welsh, the Council cannot easily provide face-to-face meetings with members of the public in Welsh. However when a member of the public contacts the Council wishing to speak Welsh, the Clerk will politely explain the situation and offer the individual the opportunity to discuss the matter in English or send in their enquiry in written form in Welsh.

### Websites and Social Media Sites

- Announcements made on the internet on behalf of the Council will be in English

## 7. CORPORATE IDENTITY

- The Council's name is to be in Welsh or Welsh and English.

## 8. COUNCIL OFFICE SIGNAGE

- All new information signs or those replacing previous signs on Council property will be bilingual, as will any other public information signs for which the Council is responsible. The two languages will appear side by side, with the Welsh version appearing to the left. Where it is not practical, the Welsh version will appear first. The size, quality, legibility and prominence of text will be equal in Welsh and English.

## 9. PUBLISHING AND PRINTING MATERIAL

- All publications aimed at the public, such as documents, explanatory material or grant forms will be bilingual with both language versions forming one document. The versions will be printed side-by-side where possible to facilitate easy cross-reference, distribution and offer language choice.
- If Welsh and English versions are published separately they will appear simultaneously, be distributed together and be equally accessible.

- Advertising and publicity activities dealing with the Welsh language, Welsh medium education, Council tax, information about local elections/by-elections will be bilingual.
- Council advertisements and notices dealing with the Welsh language, Welsh medium education, Council tax, information about local elections/by-elections – to be placed in the press, on notice boards or any other medium will be bilingual.
- Job advertisements will appear in English only in English/bilingual publications, apart from when bilingual skills are desirable then the advert will be bilingual.

## 10. SERVICES BY OTHER PARTIES

- Any arrangements made by the Council to use a third party to deliver services to the public on its behalf will comply with the specific requirements in the Scheme as outlined by the Council. The Council will outline which relevant measures in the Scheme the third party will have to adhere to within the tendering or contract specifications.
- The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by letter.

## 11. IMPLEMENTING AND MONITORING THE SCHEME

### Staffing

- None of the office based staff that deal with the public are bilingual. When all posts become vacant the adverts will note that having bilingual skills will be desirable but not essential.

### Administrative Arrangements

- This scheme has the full support of the Council.
- The Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council.

### The Translation Service

- The Clerk will be responsible for the written translation needs of the Council, and will also be responsible for the standard of all Welsh text produced.
- The Council will employ an external translator as necessary.
- The Clerk will be responsible for arranging simultaneous translation facilities for all the Council's needs.

### Monitoring

- Responsibility for monitoring the Scheme will rest with the Clerk of the Council.

## 12. PUBLICITY

The Council will publicise the Scheme through its website.

## 14. COMPLAINTS

- Any comments, complaints or suggestions regarding the Scheme should be addressed to:

Town Clerk, Connah's Quay Town Council, Quay Building, Fron Road,  
Connah's Quay, Flintshire. CH5 4PJ – 01244 819420  
[cqtcclerk@connahs-quay.co.uk](mailto:cqtcclerk@connahs-quay.co.uk)