



TENBY TOWN COUNCIL

CYNGOR TREF DINBYCH-Y-PYSGOD

WELSH LANGUAGE
SCHEME

Prepared under the Welsh Language Act 1993

This Scheme received the approval of the Welsh Language Board under Section 14(1)
of the Act on

1. OPENING STATEMENT

Tenby 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 proposes to give effect to that principle when providing services to the public in Wales.

While Tenby Town Council has, within recent memory, received no communication solely in the medium of Welsh, it 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.

Tenby Town Council will therefore offer the public the right to choose which language to use in dealings with the Council and will aim to operate a more bilingual service .

2. INTRODUCTION

The coastal town of Tenby, with a population of 4763 people, is situated in the south of Pembrokeshire, South West Wales.

Economically the town is heavily dependent on tourism, light industry and local retailing, commerce and business.

Figures held by the Office of National Statistics show that, of the 4763 residents aged over three, 518, or 10.9 per cent, classed themselves as being able to speak Welsh.

Tenby Town Council (hereafter called 'The Council' for the purposes of this Scheme) has 13 elected members representing two Wards (Tenby North and Tenby South, which also encompasses the small island community of Caldey). The Council offices are based at The De Valence Pavilion, Upper Frog Street, Tenby, SA70 7JD. The Council has a full time Clerk/RFO and a part time Administration Assistant. The Council also employs three other part-time staff.

At present no elected members, or employees are able to deal orally and in written form with the public through the medium of Welsh.

The Council has primary responsibility for:

*Tenby New Cemetery and all associated Burial Records.

*The Augustus Place Community Centre

*Erection and maintenance of the town's festive lighting displays

*Planning consultee (with all local plans available in the office for public reference)

*Re-sale point for Pembrokeshire County Council green and black refuse sacks

In addition:

*The Council (and in particular the Town Clerk and Assistant Administrator) provides a link to Pembrokeshire County Council and the Pembrokeshire Coast National Park Authority and gives advice on who does what and how to access people.

* The Council is consulted on policing policy, schools policy and planning policy for the town as well as various WAG policies and statutory instruments.

*The Council acts on local matters involving highways, community transport schemes, parking and crime prevention in liaison with the various authorities.

*The Council provides financial support for the CCTV system in the town.

*The Council supports and gives donations to local bodies and charitable organisations.

*The Council also has many other powers not covered by the above, such as making specific byelaws. All powers and actions carried out by the Town Council are governed by the Local Government Act, Public Health Acts and other Acts of Parliament.

The town has one comprehensive school, two primary schools and one infant school. All schools have a bilingual dimension. One primary school and the infant school have specialist Welsh medium teaching units. There is also a Welsh medium pre-school playgroup.

There are a number of social, cultural and community groups that play a prominent part in the life of the community. The Council actively works to promote community development and social activities and to respond to local needs to improve the standard of life in the area.

3. SERVICE PLANNING AND DELIVERY

3:1 New Policies and Initiatives

3:1:1 In devising new policies and initiatives the Council will:

- Assess their linguistic effect 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 are 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

Timetable: *From the date of scheme approval*

3:2 Standards of Quality

3:2:1 Services provided in English or Welsh will be of an equally high standard and dealt with expeditiously.

Timetable: *From the date of scheme approval*

4. DEALING WITH WELSH SPEAKING PUBLIC

4:1 Written Communication

4:1:1 The Council will welcome correspondence in Welsh or English.

4:1:2 Correspondence through the medium of Welsh will not, in itself, lead to any undue delay.

- 4:1:3 Correspondence received in English, or bilingually, will be answered in English. Correspondence received solely in Welsh will be answered in Welsh as soon as practicable.
- 4:1:4 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.
- 4:1:5 All correspondence with a member of the public will be initiated in his/her preferred language if known. If it is not known initial correspondence from the Council will be bilingual.
- 4:1:6 All circular or standard letters to the public will be in English. Welsh copies will be available on request.
- 4:1:7 The Council will make arrangements to translate correspondence as needed in order to respond to correspondence promptly in the original language.
- 4:1:8 The Clerk to the Council will be responsible for ensuring the prompt translation of correspondence.
- 4:1:9 The Council's official headed paper will include a statement in both languages making it clear that correspondence is welcome in either Welsh or English.

Timetable: *Within six months of the date of Scheme approval.*

4:2 Telephone calls

- 4:2:1 While Council staff will welcome telephone calls to the office in Welsh or English, bilingual staff will answer telephone calls with a bilingual greeting.
- 4:2:2 If staff are not bilingual they will explain that the person is welcome to continue the call in English or send their enquiry in written form in Welsh.
- 4:2:3 When staff posts become vacant it will be advertised confirming that bilingual skills will be desirable so that the Council can offer a bilingual service to the public.

Timetable: *From the date of Scheme approval.*

4:3 Public meetings organised by, or on behalf of, the Council

- 4:3:1 Contributions are welcome in either English or Welsh at public meetings held by the Council. This will be clearly stated in the notices that inform or publicise the meeting.
- 4:3:2 Publicity for public meetings will be in line with this scheme's clauses relating to public circulars and media advertisements.
- 4:3:3 When the Council organises public meetings for consultation or for legal or other purposes those proposing to attend will be invited to advise the Council of the language of their choice at least seven working days in advance, so that necessary arrangements can be made.
- 4:3:4 The Clerk, when organising public meetings, will determine whether translation facilities are required having regard to the location of the event, who is likely to attend, the subject under consideration and whether the Council has been informed of the language preference expressed by anyone proposing to attend.
- 4:3:5 In the event of no advanced notification expressing the language preference, public meetings will be conducted in English and staff present will receive and welcome members of the public in English until such time as bilingual staff are in place who would be able to deal with queries and to answer questions in either language.
- 4:3:6 The Council will provide translation facilities for Welsh-speakers when the Council is aware in advance that a member of the public wishes to speak Welsh in a public meeting that would otherwise be conducted in English.
- 4:3:7 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.
- 4:3:8 There may be occasions when a public meeting is called at short notice to discuss an urgent matter. In these instances it will be acknowledged that it may not be possible to provide translation facilities and the meeting will therefore be conducted in English.

Timetable: *Within six months of the date of Scheme approval.*

4:4 **Council Meetings**

- 4:4:1 Council meetings will be conducted in English.

- 4:4:2 The notices and agenda for the Council meetings will be in English.
- 4:4:3 The minutes will be in English
- 4:4:4 Agendas and minutes will be provided in Welsh on request. 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.

Timetable: *From the date of Scheme approval.*

4:5 Face-to-Face Meetings with the Public

- 4:5:1 While the Council welcomes meetings with the public in either English or Welsh, until such time as bilingual staff are in place who would be able to deal with queries and to answer questions in either language, the language of choice will be English.
- 4:5:2 If staff are not bilingual they will explain that the person is welcome to continue in English or send their enquiry in written form in Welsh.

Timetable: *From the date of Scheme approval.*

4:6 Other dealings with the Public

- 4:6:1 When the Council contacts the public via information technology, namely computers, website, e-mail or touch screens, this information will be available in English and Welsh for the public.

Timescale: *Within 12 months of the date of Scheme approval.*

5. THE COUNCIL'S PUBLIC FACE

5:1 Corporate Identity

- 5:1:1 The Council's corporate identity will be bilingual
- 5:1:2 The name and address of the Council will appear bilingually on official headed paper, fax papers, compliment slips and any other promotional material.

Timetable: *Within one month of the date of Scheme approval*

5:2 **Signage**

- 5:2:1 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 English version will appear first, or two separate signs will be provided. The size, quality, legibility and prominence of text will be equal in English and Welsh.

Timetable: *From the date of Scheme approval.*

5:3 **Publishing and Printing Material**

- 5:3:1 All publications aimed at the public, such as documents, explanatory material dealing with the Welsh language, Welsh medium education, Council Tax, information about local elections/by-elections and grant forms will be bilingual with both language versions forming one document. The version will be printed side-by-side where possible to facilitate easy cross-reference, distribution and other language choice.
- 5:3:2 If Welsh and English versions are published separately they will appear simultaneously, be distributed together and be equally accessible.
- 5:3:3 Press releases dealing with the Welsh language, Welsh medium education, Council Tax, information about local elections/by-elections and grant forms will be bilingual and will specifically target papurau bro (monthly community papers).
- 5:3:4 All advertising and publicity activities will be bilingual.
- 5:3:5 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..
- 5:3:6 Job advertisements will appear in the English language in English publications apart from when bilingual skills are desirable, then the advert will be bilingual. Advertisements will appear in Welsh only in Welsh language publications.

Timetable: *From the date of Scheme approval.*

5:4 Statutory and Promotional Functions

- 5:4:1 In the information that is sent to those intending to apply for financial assistance towards local activities, the Council will make it clear that there is a need for applicants to describe how they intend to reflect the bilingual nature of the community and their audience in the activities for which they require financial support. When considering applications the Council will ensure that applicants have appropriately reflected the linguistic nature of the community and their audience in their application.
- 5:4:2 In submitting proposals the bilingual element will be a matter for the applicant to consider and not for the Council to require as a condition of grant.
- 5:4:3 The Council will also notify the applicant that the local language initiative (Menter Iaith) can provide advice and practical assistance in relation to the bilingual content of the activity, including information on grants available for this purpose.
- 5:4:4 When the Council is consulted on planning applications, the Council will encourage applicants to erect signs bilingually in locations such as offices, businesses, shops and supermarkets by referring to the linguistic nature of the area.
- 5:4:5 When the Council is consulted on the naming of streets, developments and new estates the Council will support the use of standard or indigenous names where appropriate. When minor differences exist between the English and Welsh spellings of place, street, ward or community the Council, will consult with the Welsh Place Names Standardisation Panel on the correct spelling.

Timetable: *From the date of Scheme approval.*

5:5 Services by Other Parties

- 5:5:1 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 of this 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.

5:5:2 The Third Party will need to confirm that it has complied with the relevant aspects of the Scheme by letter.

Timetable: *From the date of Scheme approval.*

6. IMPLEMENTING AND MONITORING THE SCHEME

6:1 Staffing

6:1:1 When administrative positions, including that of the Clerk, become vacant it will be noted in the advert that bilingual skills are desirable for the post to ensure that the Council can implement the clauses contained within the Scheme.

6:1:2 All staff will be encouraged and supported to learn Welsh or improve their Welsh skills.

Timetable: *From the date of Scheme approval.*

6:2 Administrative Arrangements

6:2:1 This Scheme has the full support of the Council

6:2:2 The Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council.

Timetable: *From the date of Scheme approval.*

6:3 The Translation Service

6:3:1 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.

6:3:2 If the staff are not bilingual, or cannot complete the work within the timescale, the Council will outsource the work to an external translator.

6:3:3 The Clerk will be responsible for arranging simultaneous translation facilities as required by the Council.

Timetable: *From the date of Scheme approval.*

6:4 Monitoring

6:4:1 Responsibility for monitoring the Scheme will rest with the Clerk of the Council.

- 6:4:2 The Council will receive a brief annual report on the implementing of the Scheme that will be displayed locally (e.g. the local press) with a copy being sent to the Welsh Language Board. The Council will also invite local residents to offer their views on the service and how it could be improved by making a copy of the report available in the Council offices.
- 6:4:3 The report will deal with every aspect of the scheme.
- 6:4:4 The Council will welcome suggestions from the public regarding improvements to any aspect of the scheme (via letter or telephone).

Timetable: *From the date of Scheme approval.*

6:5 **Publicity**

- 6:5:1 The Council will publicise the Scheme regularly.

Timetable: *From the date of Scheme approval.*

6:6 **Contacting the Council**

- 6:6:1 Any comments, complaints or suggestions regarding the scheme should be addressed to the Clerk to the Council.