

12 October 2005

BWRDD YR IAITH  
GYMRAEG • WELSH  
LANGUAGE BOARD



Eich Cyf:  
Your Ref:  
C LL Everett  
Town Clerk  
Holyhead Town Council  
Town Hall  
Newry Street  
Holyhead, LL65 1HN

○ **WELSH LANGUAGE SCHEME**

I refer to your letter dated 7 October 2005, enclosing copies of Holyhead Town Council's Welsh Language Scheme.

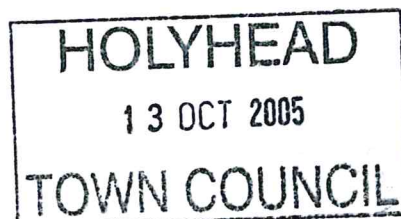
It gives me great pleasure to inform you that the Welsh Language Board has formally approved your Welsh Language Scheme in accordance with section 14(1) of the Welsh Language Act 1993. The date to note on your finalised Scheme therefore is 12 October 2005. It would be useful if you could display a copy of your Welsh Language Scheme on your new website.

I would like to take this opportunity to thank you and the Council for your cooperation during the process of developing the Scheme and to wish the Council well in implementing the document. If we may be of further assistance please do not hesitate to contact us.

We look forward also to receiving a copy of a brief annual report in accordance with section 6.4.2 of your Scheme.

○ Yours sincerely

**Dyfan Sion**  
Development Officer



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## HOLYHEAD TOWN COUNCIL'S WELSH LANGUAGE SCHEME

Welsh Language Scheme prepared under the Welsh Language Act 1993

This Scheme received the approval of the Board under section 14 (1) of the Act on [note the date]

### **1. OPENING STATEMENT**

Holyhead 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 Holyhead

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

### **2. INTRODUCTION TO HOLYHEAD TOWN COUNCIL**

Amongst the Council's main duties are:

- consider planning matters;
- suggest improvements regarding highways;
- work with the police to safeguard the community;
- provide Christmas lights every year;
- provide financial assistance for various voluntary organisations and charities;
- look after public seating and notice boards;
- Appoint representatives to numerous local and outside bodies.

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

The Council has 21 elected members, and the Clerk and Deputy Clerk works part time from the office both officers are Welsh speaking about 50% of members are Welsh speaking.

- the percentage of Welsh speakers in the Town is attached as per the 2001 Census.
- Mudiad Ysgolion Meithrin are active in Holyhead also the Urdd.
- Welsh medium education is provided by Ysgol Morswyn in Kingsland.

### **3. SERVICE PLANNING AND DELIVERY**

#### **3.1. New Policies and Initiatives**

3.1.1. 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.

#### **3.2. Standards of Quality**

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

### **4. DEALING WITH WELSH SPEAKING PUBLIC**

#### **4.1. Written Communication**

- 4.1.1. The Council will welcome correspondence in either English or Welsh.
- 4.1.2. Correspondence through the medium of Welsh will not in itself lead to any delay
- 4.1.3. Every letter received in Welsh will be answered in Welsh.

- 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.
- 4.1.6. The council will make arrangements to translate correspondence as needed in order to respond to Correspondence promptly and in the original language.

## **4.2. Telephone Calls**

- 4.2.1. The Clerk and Deputy Clerk will give a bilingual greeting and will welcome telephone calls to the office in Welsh or English.

## **4.3. Public Meetings organised by or on behalf of the Council**

- 4.3.1. Contributions are welcomed in either Welsh or English at public meetings held by the Council. This will be stated clearly in the notices that inform or publicise the meeting.
- 4.3.2. All publicity for public meetings will be bilingual, and will invite those attending to notify the Clerk of their language choice at least 5 days in advance so that appropriate translation arrangements can be made for non Welsh-speakers.
- 4.3.3. The Council will provide translation facilities for non Welsh-speakers, according to need, for public meetings arranged by or on behalf of the Council.
- 4.3.4. 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.

## **4.4. Council Meetings**

- 4.4.1. The Council's meetings are conducted bilingual.

- 4.4.2. The notice and agenda for the Council's meetings will be bilingual.
- 4.4.3. The minutes will be in English.
- 4.4.4. 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.

#### **4.5. Face-to-Face Meetings with the Public**

- 4.5.1. The Council will welcome meetings with the public in either Welsh or English, and will ensure that appropriate arrangements are taken to enable any member of the public to discuss matters with the Clerk in Welsh should they wish to do so.

#### **4.6. Other Dealings with the Public**

- 4.6.1. The Council contacts the public via modern technology namely computers and these mediums are available in Welsh and English for the public.

### **5. THE COUNCIL'S PUBLIC FACE**

#### **5.1. Corporate Identity**

- 5.1.1. The Council's name is Cyngor Tref Caergybi Holyhead Town Council.
- 5.1.2. The Council will adopt a bilingual corporate identity by October 2005
- 5.1.3. The name and address of the Council will appear bilingually on official headed paper, fax papers and compliment slips, and any other promotional material.
- 5.1.4. The Council's coat of arms includes a bilingual motto.

#### **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. The size, quality, legibility and prominence of text will be equal in Welsh and English.

#### **5.3. Publishing and Printing Material**

- 5.3.1. Publications aimed at the public, such as documents and explanatory material dealing with the Welsh language, Welsh medium education, Council tax, information about local elections/by-elections and

grants 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.

- 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 grants forms will be bilingual, and will specifically target papurau bro (monthly community papers).
- 5.3.4. Advertising and publicity activities dealing with the Welsh language, Welsh medium education, Council tax, information about local elections/by-elections will be bilingual.
- 5.3.5. Council advertisements and notices – to be placed in the press, on notice boards or any other medium will be bilingual.
- 5.3.6. Job advertisements will appear bilingually.

#### **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 need for applicants to describe how they intend to reflect the bilingual nature of the community and their audience in the activity(ies) 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
- 5.4.2. When the Council is consulted on planning applications, the Council will encourage applicants to erect signs bilingually in locations such as offices, businesses and shops and supermarkets by referring to the linguistic nature of the area.
- 5.4.3. When the Council is consulted on the naming of streets, developments and new estates, the Council will support the use of indigenous names.
- 5.4.4. Where only minor differences exist between the Welsh and English spelling of place, street, ward, or community names, the Council will support the adoption of the Welsh version.

#### **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 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.

- 5.5.2. The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by – letter.

## **6. IMPLEMENTING AND MONITORING THE SCHEME**

### **6.1. Staffing**

- 6.1.1. Some of the Council's staff that deals with the public are bilingual. When all posts become vacant some will be filled by bilingual staff so the Council can implement this Scheme.

### **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.

According to need, the Clerk will ensure that guidelines and instructions will be available to all who are involved in the implementation of the scheme.

### **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 Clerk cannot complete the work within the timescale, the Council will employ an external translator.
- 6.3.3. The Clerk will be responsible for arranging simultaneous translation facilities for all the Council's needs.
- 6.3.4. When needed, this facility will be available for all public meetings arranged by or on behalf of the Council, and in any other Council meeting if that is the decision of the Council.

### **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 implementing the Scheme that will be displayed locally (for example, the local press, local information boards, monthly papur bro and so on] with a copy being sent to the Welsh Language Board. Also the Council will invite local Welsh speaking

residents to offer their views on the service and how it could be improved, by placing a copy of the Report in the local library.

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 communication).

6.4.5 With the exception of clause 5.1.3, all clauses will be implemented on the date of the schemes approval by the Welsh Language Board.

**6.5. Publicity**

6.5.1. The Council will publicise the Scheme regularly through its notice boards.

**6.6. Contacting the Council**

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

Mr C L Everett Clerk of the Council Town Hall Newry Street Holyhead Anglesey Telephone number. 01407764608 Fax 01407765156

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[DBR/22-11-01]