

Welsh Language Scheme – Action Plan and Monitoring Requirements

The Council is required, by a Notice served by the Welsh Language Board, to adopt a Welsh Language Scheme which is designed to promote use of the Welsh Language. An integral part of the Scheme is an Action Plan which shows the detailed action necessary and implementation timetable for each clause of the Scheme. When approved by the Welsh Language Board the Scheme and Plan will be published and submitted for wider consultation for a period of thirteen weeks. When the Scheme is finally implemented sometime during 2011 the Council will have to monitor its actions to verify compliance and produce and publish an annual report accordingly.

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Clause	Action Arising	Method / Monitoring Considerations
1. OPENING STATEMENT		
1.1 The Council has adopted the principle that in the conduct of public business in Wales it will treat as far as possible Welsh and English on a basis of equality. Where it is not possible to treat the languages equally it will proactively seek to address this within the constraints of the Council's finances. This scheme sets out how the Council will implement that principle in the provision of services to the public.		
1.2 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, as far as practically possible, offer the public the right to choose which language to use in dealings with the Council.		

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<p>1.3 The Council aims:</p> <ul style="list-style-type: none"> • 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. Where Council services are delivered by a partner organization or agent the Council will seek to ensure that service users can access that service through the medium of Welsh or English. • in principle and where practical to encourage the use of the Welsh language in the community • in principle and where practical to encourage others to use the Welsh language in the community. 	-	-
2. SERVICE PLANNING AND DELIVERY		
2.1. New Policies and Initiatives		
<p>2.1.1. In devising new policies and initiatives the Council will:</p> <ul style="list-style-type: none"> • 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. 	<ol style="list-style-type: none"> 1. The Council will include a standard "Welsh Language Scheme" paragraph within all reports to committee to identify any implications the item under discussion has on the Welsh Language Scheme. 2. Where issues are known or found to be complex then they will be referred to the Welsh Language Sub-committee for more detailed examination, advice and report back. 3. Town Clerk to consider the implications of issues as they arise and act in accordance with the approved Welsh Language Scheme or report to Council, and/or the Welsh Language Board as necessary, if further advice is required. 	<ol style="list-style-type: none"> 1. The standard report template will be amended to include a standard "Welsh Language Scheme" paragraph to identify any implications the item under discussion has on the Welsh Language Scheme. 2. Record the number of instances which affect the Scheme via the minutes. 3. Identify any occasions when a matter has been referred to the WLB. 4. Confirm that all Members of the Council have, on first appointment, been issued with a copy of the Council's Welsh Language Scheme. This will become part of the information pack given to any new Member and all Members following the four yearly elections. For this purpose a master

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<ul style="list-style-type: none"> • 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 	<ol style="list-style-type: none"> 4. Town Clerk to ensure any decisions are actioned by way of appropriate written staff procedures and instructions. 5. Town Clerk to ensure that the Scheme will become part of the information pack given to any newly appointed Member and all Members following the 4 yearly elections. 6. Financial and resource implications – are dependant upon new issues as they arise and will be identified in the same report. 	<p>list of all documents to be issued is maintained.</p> <p>5. Confirm that any actions arising out of Council decisions have been applied. An existing Council minutes database records all necessary actions arising and this will be used to monitor progress.</p>
2.2. Standards of Quality		
<p>2.2.1. Services provided in English or Welsh will be of an equally high standard and equally prompt.</p>	<ol style="list-style-type: none"> 1. The sub committee to determine a rolling programme of work over the life of the Scheme to consider implications for civic events with priority given to the larger events. 2. Council to be encouraged to influence an increase in use in Welsh by organisations supported for events e.g. bilingual messages of support. 3. Procedural implications – to be encompassed within individual event file notes. 4. Financial implications – unknown at this moment but likely to include additional translation and production costs. 5. Resource implications - translation issues may impact upon other work required. 	<ol style="list-style-type: none"> 1. The Sub-Committee to systematically review individual civic events over the life of the scheme to consider Welsh language implications. The Sub-Committee will be required to identify and undertake a programme of work from 2011/13 and this will be agenda'd and action will be minuted. Relevant responsible officers will be involved in discussions. 2. To identify and count bilingual messages of support for programmes flyers etc to organizations delivering events which the Council supports financially
3. DEALING WITH WELSH SPEAKING PUBLIC		
3.1. Written Communication		
<p>3.1.1. The Council will welcome correspondence in either English or Welsh</p>	<p>See 5.5.1</p>	<p>See 5.5.1</p>

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<p>3.1.2. Correspondence through the medium of Welsh will not lead to any delay.</p>	<ol style="list-style-type: none"> 1. Town Clerk to arrange for prompt translation 2. All welsh correspondence must be sent for translation on the day of receipt. 3. Financial implications – translation costs 4. Resource implications – staff to arrange translation of Welsh correspondence which becomes “urgent” and this may impact upon other work required. 	<ol style="list-style-type: none"> 1. Record the number of instances of correspondence received by date and sent for translation and the turnaround time. All welsh correspondence must be sent for translation on the day of receipt. An existing mail inwards database will be modified to record these instances and act as the prompt to initiate a formal Council work order to translate. For speed and convenience instructions will be issued via email and an audit trail will be maintained by establishing a specific folder for all such correspondence.
<p>3.1.3. Every correspondence received in Welsh will be answered in Welsh.</p>	<ol style="list-style-type: none"> 1. Town Clerk to arrange for prompt translation of English reply into Welsh 2. All English replies to welsh correspondence must be sent for translation on the day of completion. 3. Financial implications – translation costs 4. Resource implications – translation into Welsh becomes “urgent” and may impact upon other work required <p>Note: the sub committee has clarified that where a Member receives correspondence in Welsh via the post or email then they should refer it to the Town Clerk for appropriate action under the scheme if they are unable to deal with the matter in Welsh themselves.</p>	<ol style="list-style-type: none"> 1. Record the number of instances of Welsh responses being issued and this will need to be linked precisely to incoming mail within 3.1.2 above. Upon receipt back of a translated welsh item of correspondence dealt with under 3.1.2 the nature of the enquiry in English will have been established. This will dictate the speed by which a response is given i.e. it will be dealt with as any other item of english mail of that type. As in 3.1.2 above all mail inwards including email will be recorded via an existing mail inward database. This will be modified to record these instances and act as the prompt to initiate a formal Council work order to translate. For speed and convenience instructions will be issued via email and an audit trail will be maintained by establishing a specific folder for all such correspondence

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<p>3.1.4. 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</p>	<p>1. Town Clerk to note expressed requirements to correspond in Welsh. Establishment of a central database of Welsh language preferences</p> <p>2. Procedural implications – All staff to be notified of these requirements as they arise.</p> <p>3. Financial implications – translation costs, cost of developing a database</p> <p>4. Resource implications – management and monitoring of the database may impact upon other work required.</p> <p>Note: the sub committee has clarified that where a Member is in this position then they should refer it to the Town Clerk for appropriate action under the scheme if they are unable to deal with the matter in Welsh themselves.</p>	<p>1. Record any and all instances and act upon all expressed Welsh language preferences. The existing mail inwards database referred to in 3.1.2 above will be modified to note the initial expressed language requirements and any Welsh correspondence thereafter.</p>
<p>3.1.5. All correspondence with a member of the public will be initiated in his/her preferred language if known</p>	<p>See 3.1.4</p>	<p>See 3.1.4</p>
<p>3.1.6. All circular or standard letters to the public will be bilingual.</p>	<p>1. Town Clerk to oversee this requirement</p> <p>2. Procedural implications – All staff to be made aware of this requirement and with emphasis on timetables for production to allow for additional stages.</p> <p>3. Financial implications – costs of translation and publication, may need more specialist design consideration</p> <p>4. Resource implications – lead in times for most projects will need to be longer to allow for additional consideration of Welsh.</p>	<p>1. Where it has been identified that a letter to the public is to be issued then it must be translated and issued bilingually. Staff should seek the advice of the Town Clerk where necessary. The Council will record the type and number of occasions as they arise.</p>

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3.1.7. The Council will make arrangements to translate correspondence as needed in order to respond to correspondence promptly and in the original language.	See 3.1.3	See 3.1.3
3.1.8. The Clerk of the Council will be responsible for translating correspondence.	See 3.1.3	See 3.1.3
3.1.9. 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	See 3.1.1 and 5.5.1	See 3.1.1 and 5.5.1
3.2. Telephone Calls		
3.2.1 The Council will welcome telephone calls in Welsh or English although not currently able to respond to Welsh language telephone calls in Welsh the Council will seek to address this when appointing new staff in future	<ol style="list-style-type: none"> 1. Town Clerk upon staff vacancies arising 2. Town Clerk to determine Welsh language requirements and incorporate within person specification for the post. 3. Financial implications - none 4. Resource implications - none 	<ol style="list-style-type: none"> 1. To consider this issue when appointing staff. To record action taken at the time. Until a staff position becomes vacant there will be nothing to monitor.
3.2.2. The Town Council is not currently in a position to respond to Welsh speaking members of the public by telephone. However it will, in the spirit of the objectives of this policy, undertake to provide a bilingual initial greeting to telephone callers. If the caller then commences to speak in Welsh the Officer will advise that he/she does not speak welsh, unfortunately the Town Council does not currently employ anyone able to communicate verbally in Welsh and the caller can choose to either continue the conversation in English or alternatively write to the Council in Welsh and a response will then be issued in Welsh to them.	<ol style="list-style-type: none"> 1. Town Clerk to arrange a staff consultation exercise incorporating a meeting with the sub-committee. 2. Town Clerk to write up procedure notes which will identify appropriate action 3. Financial implications – minimal 4. Resource implications – basic (not full welsh language) training / guidance for staff, staff time to undertake training 	<ol style="list-style-type: none"> 1. The Town Clerk has sought advice on the specific greeting to be used and a procedure note will be issued to staff. 2. Town Clerk to consult with staff appropriately and note when this has been done. 3. To record instances of Welsh phone calls received and the outcome. A new document and file will be created for this purpose.

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<p>3.3 Council Meetings <i>[namely the Council's regular meetings, which are open to the public, but where the public are not part of the meeting.]</i></p>		
<p>3.3.1. The notice and agenda for the Council's meetings will be available bilingually on request 3.3.2. A bilingual version of the minutes will be available to the public on request</p>	<p>1. This action refers to Council, Finance and General Purposes and Planning Committees only. Although this part of the scheme requires provision of bilingual papers "on request" the Council, under its Freedom of Information Publication Scheme, already issues its agendas and minutes publicly and makes them available on its web site. In order to treat both English and Welsh on the basis of equality therefore the Council will need to publish bilingual Agenda's and Minutes simultaneously. To achieve this, the Agenda for the Council Meetings will need to be finalised earlier than is currently the case and then translated. Only when both the English and Welsh versions are available should they be issued or published. This will require the deadline for items to be included on the Agenda to be more strictly observed and to be earlier than is currently the case to ensure sufficient time is allocated to undertake the translation. It was agreed that the deadline for Agenda Items be 11:00 a.m. one week prior to the meeting being held (i.e. normally 11:00 a.m. on a Wednesday morning)</p> <p>2. Town Clerk to change procedures to encompass these requirements.</p> <p>3. Financial implications – the cost of translation is expected to be the most</p>	<p>1. Town Clerk to issue a procedure note regarding the new timetable and requirement to translate. Members are deemed to be notified by approval of the Scheme. To record the number and date of translated documents undertaken and the turnaround time.</p> <p>2. To record any instances where translation was not possible or delayed and where bilingual documents were not sent out together</p> <p>3. As this is expected to be the major bulk of translation work a specific set of documents will be established and maintained to monitor all work orders issued. This will provide a proper audit trail for financial regulations and any translation quality issues that arise. For speed and convenience instructions will be issued via email and an audit trail will be maintained by establishing a specific folder for all such correspondence.</p> <p>4. Providing appropriate future revenue budgets to pay for this work.</p> <p>5. To upload translated documents to the web site as soon as is practical.</p> <p>6. The Town Clerk has stated that this would result in amendment to office practices not directly related to the preparation of the Agendas/Minutes and this was likely to have an, as yet, undetermined impact on service delivery. A mechanism will need to be developed for monitoring and recording these secondary</p>

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	<p>significant financial implication of compliance with the Welsh Language Scheme</p> <p>4. Resource implications – staff time to arrange and manage translations within a strict time deadline which becomes “urgent” and may impact upon other work required</p>	<p>impacts on general service delivery arising from adoption of the Scheme.</p>
<p>3.3.3. 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</p>	<p>This is understood and accepted as it is very similar to the requirement under Clause 3.1.3 and 3.1.4</p>	<p>See 3.1.3 and 3.1.4</p>
<p>3.4. Public Meetings organised by or on behalf of the Council (Not Formal Regular Meetings of the Council or its Committees) <i>[namely meetings the Council arranges with the public, for example, road diversion, or improve facilities</i></p> <p>3.4.1. Any public meeting that is held to discuss the Welsh Language, Welsh medium education, Council Tax or any information regarding local elections/by-elections will be bilingual.</p> <p>3.4.2 All publicity for public meetings will be bilingual, and appropriate translation arrangements will be made.</p> <p>3.4.3. The Council will provide translation facilities for public meetings arranged by or on behalf of the Council.</p> <p>3.4.5. 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</p>	<p>1. These clauses relate to public meetings and not formal regular meetings of the Council and based upon past experience have been, and are expected to be, rare. The practical implications within the clauses are understood and accepted.</p> <p>2. Town Clerk to change procedures to encompass these requirements.</p> <p>3. Financial implications – the cost of translation is estimated to be £250 on average per meeting but actual requirements are expected to be nil.</p> <p>4. Resource implications – staff time to arrange and manage meeting facilities and translations</p>	<p>1. Town Clerk to make the necessary arrangements whenever a public meeting is required. To record instances and the arrangements made at the time.</p>

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3.5. Face-to-Face Meetings with the Public		
3.5.1. 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 in Welsh to do so with a bilingual officer. If none of the officers can 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.	<ol style="list-style-type: none"> 1. The implications are understood and accepted. However given the current lack of Welsh language speaking ability within the office, in practical terms Welsh speakers will have to make their enquiry in written form if they want to use Welsh. 2. Town Clerk to change procedures and issue instructions to staff to encompass these requirements. 3. It is accepted that Welsh language letters and emails direct to Councillors probably fall within this requirement. 4. Financial implications – none. 5. Resource implications – none. 	<ol style="list-style-type: none"> 1. Town Clerk to issue a staff procedure note. 2. To record the number of instances where a Member of the Public wishes to converse in Welsh 3. Town Clerk to issue a procedure note to Members to advise them to refer any Welsh email enquiries to the Council for translation and resolution
3.6. Other Dealings with the Public		
3.6.1 When the Council contacts the public via information technology, namely computers, or email this information will be available in Welsh and English for the public. Over the life-span of the Scheme the Council will introduce the translation of the permanent elements of its Web-Site with an aim to the Web-site becoming eventually fully bilingual.	<ol style="list-style-type: none"> 1. Firstly the Council will need to have bilingual contact details for its emails and this can be achieved very easily with no financial or other implications. 2. Secondly the Council will work towards creating a bilingual website. This will have significant design and therefore cost implications. It is thought that this can be encompassed within a “new” site as the Council’s current site is several years old and fairly recently has been identified for review. An initial exploratory meeting with the Council’s current web designer was held in September 2010. There will be other meetings to be held with public, project and community bodies such as, probably, North 	<ol style="list-style-type: none"> 1. To arrange emails to be changed to include bilingual contact details 2. To move towards having a bilingual web site during the life of the Scheme. This will be an action for the Welsh Language Sub-Committee during 2011/13 and evidenced via its agendas and minutes. 3. This is a significant financial requirement and an in principle budget of £10,000 has been established to achieve this.

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	<p>Wales Coast Regeneration Area, Denbighshire County Council, BRAND, Community Agency, DVSC, Menter Iaith to consider wider issues before a partnership project (probably) can be formulated.</p> <p>3. Town Clerk to arrange for email templates to be changed to encompass Welsh details.</p> <p>4. Town Clerk to review the Council's website provision which will take several meetings and many months to complete.</p> <p>5. Financial implications – there will be significant costs to achieve a full re-design and translation of the website. The Council has allocated £10,000, in principle only, for a project budget, but this is subject to further consideration. Ongoing maintenance and updating of the web site are not known at this stage.</p> <p>6. Resource implications – ongoing maintenance of the website, arranging future translations, etc.</p>	
4. THE COUNCIL'S PUBLIC FACE		
4.1. Corporate Identity	As below	
4.1.1. The Council's corporate identity will be bilingual.	See 5.5.1	See 5.5.1
4.1.2. The name and address of the Council will appear bilingually on official headed paper, fax papers and compliment slips, and any other promotional material	See 5.5.1	See 5.5.1

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<p>4.2. Signage [This guideline is relevant to the Council office signs, and if an office exists, any external public signs.]</p>	<p>The principle of this requirement is understood – see 4.2.1</p>	<p>See 4.2.1</p>
<p>4.2.1. 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 this is not practical, the Welsh version will appear first. The size, quality, legibility and prominence of text will be equal in Welsh and English</p>	<p>Actions with responsibilities: Current signs can remain but as and when new signs are to be introduced or existing signage replaced then the Sub-Committee be required to examine the issue in more detail to ensure a consistent and appropriate approach Procedural implications – Town Clerk to arrange for reports to be submitted as appropriate. Financial implications – minimal. Resource implications – minimal.</p>	<p>1. Current signs can remain but as and when new signs are to be introduced or existing signage replaced then the Sub-Committee be required to examine the issue in more detail to ensure a consistent and appropriate approach. 2. Town Clerk to arrange for reports to be submitted as appropriate. To note any action taken at the time</p>
<p>4.3. Publishing and Printing Material</p>	<p>The principle of this requirement is understood – See 2.2.1</p>	<p>See 2.2.1</p>
<p>4.3.1. All 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 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.</p>	<p>1. Council to include a standard paragraph within all reports to committee to identify any impact on the Welsh Language Scheme 2. Town Clerk to ensure that annual events are compliant with the Scheme 3. Financial implications – cost of translation and additional design and publication costs are likely to arise dependent on the nature of the document concerned. 4. Resource implications – increased administration work in arranging translation, and ensuring compliance.</p>	<p>1. A review of current arrangements for current events did not identify any instances of non compliance. A Standard paragraph will be incorporated within all future reports to committee to identify any new impact on the Welsh Language Scheme. To note any action taken at the time 2. To make grant application and advice forms bilingual by 30th November 2011 for the 2012 Grant Scheme</p>

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4.3.2 If Welsh and English versions are published separately they will appear simultaneously, be distributed together and be equally accessible	The principle of this requirement is understood – See 4.3.1	See 4.3.1
4.3.3. 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)	<ol style="list-style-type: none"> 1. Town Clerk to ensure appropriate written staff procedures and instructions are issued. 2. Papurau Bro to be included on list of recipients. 3. Financial implications – Cost of translation 4. Resource implications – Increased administration work 	<ol style="list-style-type: none"> 1. Town Clerk to issue appropriate written staff procedures and instructions to ensure that all future public notices and press releases are bilingual. To note all instances of action taken 2. It is a requirement that Papurau Bro is included on list of recipients and this needs to be evidenced.
<p>4.3.4 All advertising and publicity activities will be bilingual except</p> <ul style="list-style-type: none"> - if producing publicity material specifically designed for distribution outside of Wales (such as marketing and publicity material) it may be English only depending on the nature of the event being publicised. - If producing advertisements for a Welsh only publication (such as Papurau Bro) then the advert will be in Welsh only. 	<ol style="list-style-type: none"> 1. Town Clerk to ensure appropriate written staff procedures and instructions are issued. 2. Messages of support to be provided in bilingual format. 3. Paid for “support” advertisements to be bilingual. 4. Financial implications – increased costs in terms of translation and advertising costs. 5. Resource implications – increased administration work 	<ol style="list-style-type: none"> 1. Town Clerk to issue appropriate written staff procedures and instructions to ensure that all future advertising and publicity activities are bilingual. To note all instances of action taken 2. It is a requirement that Papurau Bro is included on list of recipients and this needs to be evidenced.
4.3.5 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	See 4.3.3	See 4.3.3

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4.3.6 Job advertisements will appear in the English language in English publications, apart from where bilingual skills are desirable then the advert will be bilingual. Advertisements will appear in Welsh only in Welsh language publications.	<ol style="list-style-type: none"> 1. Town Clerk to ensure appropriate written staff procedures and instructions are issued 2. Formal determination required as to specific posts being welsh “desirable” or “essential” 3. Financial implications – increased cost in terms of translation and advertising 4. Resource implications – increased administration work 	<ol style="list-style-type: none"> 1. Town Clerk to identify Welsh language requirements for any new post as per 3.2.1. To note all instances of action taken 2. Town Clerk to place press advertisements for jobs as per 4.3.3 and this needs to be evidenced
4.4 Statutory and promotional functions		
4.4.1 The Council in administrating its scheme for providing financial assistance to local organizations will require the organisation to demonstrate how they promote the welsh language in their activities	<ol style="list-style-type: none"> 1. Town Clerk to ensure that the grant application from includes an appropriate question. The answer to this question will not be used to determine the application for grant. 2. Procedural implications - none 3. Financial implications - none 4. Resource implications - none 	<ol style="list-style-type: none"> 1. Town Clerk to ensure that the grant application form includes a question to demonstrate how the applicant organization promotes the welsh language in their activities - by 30th November 2011 for the 2012 Grant Scheme.
4.4.2. When the Council is consulted on planning applications, the Council will encourage applicants to erect bilingual signs in locations such as offices, businesses and shops and supermarkets by referring to the linguistic nature of the area.	<ol style="list-style-type: none"> 1. Town Clerk to ensure that a standard paragraph is incorporated within the schedule of planning applications reports to committee to identify any such issues. 2. Financial implications - none 3. Resource implications - none 	<ol style="list-style-type: none"> 1. Town Clerk to ensure that a standard paragraph is incorporated within the schedule of planning applications reports to committee to identify any such issues
4.4.3. 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. The Council will ask the opinion of the Welsh Place Names Standardisation Panel in any cases of uncertainty	<ol style="list-style-type: none"> 1. Town Clerk to ensure that a standard paragraph is incorporated within the schedule of planning applications reports to committee to identify any such issues. 2. Financial implications - none 3. Resource implications - none 	<ol style="list-style-type: none"> 1. Town Clerk to ensure that a standard paragraph is incorporated within the schedule of planning applications reports to committee to identify any such issues

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<p>4.5. Services by Other parties 4.5.1. 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.</p>	<p>1. Town Clerk to ensure any decisions are actioned by way of appropriate written staff procedures and instructions. 2. Financial implications – principally signage and translation issues already covered within other clauses of the scheme. 3. Tynwydd Community Centre Management agreement issues have yet to be determined.</p>	<p>1. A review of current arrangements did not identify any instances of non compliance. To note any future changes that might impact upon Welsh language. 2. It was noted that the management arrangements for Tynwydd Community Centre were governed by an agreement which was anticipated to be reviewed during 2010/11 and that the Welsh Language implications should be incorporated accordingly. To monitor progress achieved towards reviewing this agreement. This will be an action for the Welsh Language Sub-Committee during 2011/13 and evidenced via its agendas and minutes</p>
<p>4.5.2. The Third party will need to confirm that it has complied with the relevant aspects of the Scheme by letter.</p>	<p>The principle of this requirement is understood - See - 4.5.1</p>	<p>See 4.5.1</p>
<p>5. IMPLEMENTING AND MONITORING THE SCHEME</p>		
<p>5.1. Staffing 5.1.1 When appointing staff and officers the Council will determine whether the ability to speak welsh is desirable or essential depending on the requirements of the post and will indicate such within the Job Description. 5.2. Administrative Arrangements 5.2.1 This scheme has the support of the Council 5.2.2. The Clerk will be responsible for implementing the Scheme on a day-to-day basis within the Council.</p>	<p>1. Town Clerk, upon staff vacancies arising, to determine welsh language requirements and incorporate within person specification for the post. 2. Financial implications - none 3. Resource implications - none</p>	<p>1. Town Clerk to identify Welsh language requirements for any new post as per 3.2.1. To note action taken as circumstances dictate</p>

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5.3. The Translation Service		
5.3.1. 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.	<ol style="list-style-type: none"> 1. The sub-committee has approved the use of a select list of accredited translators within the provisions of the Council's Financial Regulations. 2. Town Clerk to issue a procedural note to all staff 3. Financial implications – anticipated at about £6,000 per annum 4. Resource implications – additional procedures may impact upon project timetables and turnaround 	1. All work instructions will be controlled and quality monitored as per 3.1.2; 3.1.3; and 3.3.1
5.3.2. If the Clerk cannot complete the work within the timescale, the Council will employ an external translator.	The Town Council is not able to translate in-house so external translators will have to be used in all cases - See 5.3.1	See 5.3.1
5.3.3. The Clerk will be responsible for arranging simultaneous translation facilities for all the Council's needs	See 3.4.3	See 3.4.3
5.3.4. 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	See 3.4.3	See 3.4.3
5.4. Monitoring		
5.4.1. Responsibility for monitoring the Scheme will rest with the Clerk of the Council.	<ol style="list-style-type: none"> 1. Town Clerk to document all Officer, Member, Committee etc etc requirements in due course as decisions are taken. 2. Financial, resource implications – subject to approval by FGP committee. 3. All necessary additional expenditure and resources need to be recorded for monitoring purposes. 	1. Town Clerk to undertake all necessary practical arrangements to monitor activities of the Scheme clause by clause. This will be evidenced by progress on each clause as identified within the Scheme.

Welsh Language Scheme – Action Plan and Monitoring Requirements

Clause	Action Arising	Method / Monitoring Considerations
	4. Town Clerk to establish and manage appropriate records and documentation for each clause to facilitate monitoring.	
5.4.2. 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, papurau bro etc) with a copy being sent to the Welsh Language Board. Also the Council will invite local residents to offer their views on the service and how it could be improved, by placing a copy of the Report in a public place	<ol style="list-style-type: none"> 1. Town Clerk to prepare an annual report for Council and publicise / advertise it accordingly. A sample report will be submitted to the meeting on 4th November n.b. - possibility of using "County Voice" for publicizing the scheme – to include a feedback form. 2. Financial implications - cost of adverts, translation and publishing hard copies 3. Resource implications – staff and committee time to collate responses and consider report. 4. The sub-committee to review monitoring information pre and post publication. 	<ol style="list-style-type: none"> 1. Town Clerk to prepare and publicise an annual report of the Scheme by the twelve month anniversary of its implementation date. 2. Submit to Council 3. Publicise it accordingly 4. Consider any feedback – but see 5.4.3
5.4.3. The Report will deal with every aspect of the Scheme.	<p>See 5.4.2</p> <p>At the meeting held on 02.09.10 (Min no 23) Mrs. Stephen (Menter Iaith) advised that <u>"evaluation of the impact of the scheme on Rhyl is not required from the monitoring of the Scheme"</u></p>	Thus the monitoring requirements should be restricted to factual recording of compliance.
5.4.4. The Council will welcome suggestions from the public (by letter or telephone communication) regarding improvements to any aspect of the Scheme	See 5.4.2	See 5.4.2
5.5. Publicity		
5.5.1. The Council will "publicise" the scheme via its general statement of intent on correspondence and its web site "correspondence is welcome in either Welsh or English". Where the Council is able to	<ol style="list-style-type: none"> 1. Town Clerk to change letterheads, compliment slips and the web site 2. Financial implications – translation costs will be minimal, web site changes are part of a major overhaul of the web site which is 	<ol style="list-style-type: none"> 1. New compliment slips, emails, letterheads, and summons letters for meetings have been designed but not yet finalised. 2. Web site changes – see 3.6.1

Welsh Language Scheme – Action Plan and Monitoring Requirements

Clause	Action Arising	Method / Monitoring Considerations
develop a service in Welsh in some specific way then it will advertise it appropriately.	encompassed within clause 3.6.1 3. Resource implications – none	
5.6. Contacting the Council		
5.6.1. Any comments, complaints or suggestions regarding the Scheme should be addressed to the Clerk of the Council	1. Town Clerk to report back in the future with regard to the decision – <i>“the Council should establish a “complaints” protocol for dealing with enquiries, questions etc and such correspondence whether in Welsh or English”</i> <i>However see also the consultation document from Welsh Assembly Government which might lead to a model protocol.</i> 2. Financial implications - minimal 3. Resource implications – minimal.	1. The Council should establish a general “complaints” protocol for dealing with enquiries, questions etc and such correspondence whether in Welsh or English. Note: The Welsh Assembly Government has issued a consultation document on this matter and this might lead to a model protocol. Further action will be suspended until the results of this are known.
6. TIMETABLE		
The Council will develop an Action Plan from which it will identify a timetable for the introduction of elements of the Scheme which it cannot implement immediately on approval of the Scheme. The Action Plan/Timetable will be submitted to the Welsh Language Board and will become an integral part of the overall scheme.		
Consultation	1. Town Clerk to prepare the final scheme and action plan as a consultation document and write to Welsh Language Board. 2. Following approval Town Clerk to undertake a consultation exercise. 3. Financial implications – cost of translation – estimated at £300 (6,000 words @ £50 per 1,000), cost of advertising estimated at £300, cost of publishing and providing hard copies of scheme estimated at £not known, cost of	1. Town Clerk to submit the approved Scheme for consultation. Following approval by the WLB the Scheme will be issued for formal consultation over a period of 13 weeks. 2. Following consultation there will be a subsequent report required to consider any representations received. 3. The following organizations and people will be consulted – Welsh Language Board, All Rhyl Primary and Secondary Schools, Ysgol Glan

Welsh Language Scheme – Action Plan and Monitoring Requirements

Clause	Action Arising	Method / Monitoring Considerations
	<p>publishing and providing on-line, digital and email copies of the scheme will be minimal</p> <p>4. Resource implications. It is recognized that the scheme places additional and ongoing responsibilities and workloads upon all staff. These will need to be put into effect by a number of documented procedural changes. Whilst there will be some specific responsibilities assigned to particular staff, being a small work unit, all the changes will need to be understood and operated by all the staff. The Council appreciates that the Scheme requires some specific actions and timetables to be followed and these will have an impact upon the delivery of other work from time to time and require lead in times for particular pieces of work to be lengthened.</p>	<p>Clwyd, Denbighshire County Council, Menter Iaith Denbigh, Community Agency, D.V.S.C., Rhyl Business Group, Local Organisations that are on the Council's agenda and minutes distribution list, the local MP, the local AM, the general public and -</p> <p>Methods and places for consultation will be – Rhyl Journal public notice, Papurau Bro public notice, Rhyl Library, all Town Council Notice Boards, Town Council Web Site.</p>