



## **RHAYADER TOWN COUNCIL WELSH LANGUAGE POLICY AND PROCEDURES**

### **Introduction and Scope**

The Council is committed to embracing and promoting the Welsh Language and Culture

The Council recognises that members of the public can express their views and needs better in their preferred language and 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 public at a disadvantage.

The Council will therefore offer the public the right to choose which language to use in dealings with the Council.

### **Policy**

The Council has adopted the principle that in the conduct of public business it will treat Welsh and English on the basis of equality. In fulfilling the aims of this Policy, the Council will:

- Treat Welsh no less favourably than English
- Welcome correspondence in Welsh or English
- Welcome phone calls in Welsh or English
- Welcome face to face meetings in Welsh or English

Over time, the Council will take further action to become more Bilingual.

Currently the Clerk is not bilingual and will therefore require support from the Welsh speaking Councillor in order to fulfil the following procedures

### **Procedures**

- Correspondence through the medium of Welsh will not in itself lead to any unreasonable delay
- Correspondence received in Welsh will be answered in Welsh following translation
- Phone calls received in Welsh will be answered in Welsh where possible. If the person taking the call is unable to speak Welsh, they will politely explain the situation and arrange for a Welsh speaker to return the call at an agreed time.
- Where required, documents published in English will be made available in Welsh on request.
- Public notices for elections shall be published in both English and Welsh

### **Policy review**

This Policy will be regularly monitored and reviewed:

- In accordance with changes in legislation or any changes made by the Council
- Following any issues or concerns raised with the Council
- In all other circumstances, annually

Last review August 2025