



AGE CYMRU CEREDIGION WELSH LANGUAGE POLICY

Aim of the Scheme

We have adopted the principle that in the conduct of public business in Ceredigion we will treat the Welsh and English languages on an equal basis.

Objectives

- To enable everyone who uses a service or is in discussion with us to do so through the medium of Welsh or English according to the personal choice of the individual
- To ensure high quality service through the medium of Welsh
- To encourage others to promote and use the Welsh language
- To promote and facilitate the use of Welsh in the workplace.

We acknowledge that members of the public can express their opinions and needs better in their chosen language. We also acknowledge that enabling the public to use Welsh is a matter of good practice rather than a concession and that denying them the right to use their chosen language could place them in a disadvantaged position. We will therefore offer the public the right to choose which language to use when dealing with us in accordance with the principle above.

Correspondence

We welcome correspondence in Welsh and will reply in Welsh where time and resources allow.

Communication over the telephone

When members of the public call and wish to speak Welsh, we will make every endeavour to respond in Welsh or to transfer the call to a Welsh speaker. However, we do not have Welsh speakers in every office and the offer will be made to either continue the call in English or to ask a Welsh speaker to call back at a later time.

Our switchboard staff will answer telephone calls with a bilingual greeting.

Public Meetings

When we hold public meetings, including conferences and other similar events, we will explain to those present that they will be welcome to contribute through the medium of Welsh or English. There will be circumstances in which it will be appropriate on the basis of information to hold all the activities bilingually, in Welsh only or in English only.

The organiser will assess whether translation facilities are needed.

Other Meetings

We welcome meetings with the public in Welsh or English but due to the shortage of Welsh speakers, we cannot guarantee a face to face meeting in Welsh but every effort will be made to accommodate individual requirements.

Communicating with the public in other ways

We will consider the best ways of meeting the needs of Welsh speakers in whichever way we deal with the public.

We are committed to enabling the public to deal with us in Welsh through electronic communication on line or other media.

Publicity material and literature

We will make every effort to ensure that marketing material is available bilingually. At present we produce hundreds of leaflets and handouts and work is constantly going on to provide them in bilingual format.

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