

BRIDGEND COUNTY BOROUGH COUNCIL

CYNGOR BWRDEISTREF SIROL PEN-Y-BONT AR OGWR

CORRESPONDENCE USING THE WELSH LANGUAGE

SCOPE STATEMENT

This guidance will apply to Bridgend County Borough Council employees and Cabinet / Council members who receive correspondence through the medium of Welsh.

Date of Issue : September 2019

1. The Welsh Language Standards specify:

Standard 1

If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.

2. This guidance has been produced to outline the expectations of all staff when dealing with correspondence received through the Welsh language.

- Our commitment to excellent customer service in both Welsh and English is set out in [Our Promise to you](#).
- Our [Welsh Language compliance document](#) outlines the standards that apply to us and how we will ensure compliance with these.
- Correspondence is defined as any written communication with the council, by letter, email or online form.
- Where the correspondence is in Welsh, all subsequent correspondence must be sent using the Welsh language, unless it is explicit that the recipient does not require a response in Welsh.
- Arrangements should be made to translate Welsh correspondence either via the Directorate Welsh Language Champions, or using the [NPS framework](#).
- Where a response is required translation into Welsh must be arranged using the [NPS framework](#). (Unless the recipient, as a Welsh speaker, is able to respond in Welsh without the requirement for translation).
- The length of time it would take to translate correspondence, or respond to correspondence into the Welsh language, cannot be used as a reason for any delay in responding.
- If correspondence is received via 'Talktous', the automatic response sent by the system is not considered a sufficient holding response. An additional holding response may be required, in the appropriate language, if the request is complex.
- If there is a delay in responding due to the complex nature of the request (either in Welsh or English) the following standard response could be used:

English standard response

Dear **INSERT NAME**

Thank you for your correspondence date **INSERT DATE**. I am not able to respond fully at this stage, but wanted to assure you that your correspondence

has been received and is being dealt with. I will provide a further response in due course.

Regards

Your Signature

Welsh standard response

Annwyl **INSERT NAME**

Diolch am eich gohebiaeth dyddiedig **INSERT DATE**. Ni allaf ymateb yn llawn ar hyn o bryd, ond hoffwn eich sicrhau bod eich gohebiaeth wedi dod i law a'i bod yn cael sylw. Byddaf yn darparu ymateb pellach maes o law.

Yn gywir

Your Signature