



Welsh Language Translation Guidance

2016

**WORKING TOGETHER
FOR THE GOOD OF ALL**



WELSH LANGUAGE TRANSLATION GUIDANCE 2016

This document is supplementary guidance to the Council's current **Strategic Equality Plan**, specifically Strategic Equality Objectives 4 - Improving Communication Access and 6 - Compliance with the Welsh Language Standards. It has been produced to provide additional, detailed information and advice to staff on matters relating to bilingual translation and publication.

This in order to help staff members comply with the requirements of the Welsh Language (Wales) Measure 2011, specifically the Welsh Language Standards in force from 2016 under the Welsh Language Standards Regulations (No.1) 2015.

This supplementary guidance should also be considered alongside other Equalities issues such as font size and type, the colour of the font and backgrounds etc., in conjunction with the **Guidance on Equalities in Designing and Printing** document.

As a general guide for all publications, the size, quality, legibility and prominence of the text, displays, logos etc. will respect the principle of language and other wider equality issues. Advice can be obtained from the Equalities and Welsh Language Team or from the Communications Team, all based at Penallta House.

This document contains 4 sections of information -

- **Section 1** - The Corporate Language Statement
- **Section 2** - General Principles of the Welsh Language Standards
- **Section 3** - Translation Categories:
 - A - Bilingual
 - B - Separate English and Welsh Versions
 - C - English Only
- **Section 4** - Translation Request Timescales and Guidance

Further information on the Council's Equalities and Welsh Language work can be found on the Council's web site at www.caerphilly.gov.uk/equalities and on the Equalities and Welsh Language portal, accessible for staff via the Intranet homepage.

Section 1 - The Corporate Language Statement

A standard statement must be included on all publications, though the wording can be amended to reflect the type of document involved (i.e. this leaflet, this booklet, this report etc.). It can also be placed in various locations to work with the design, such as at the bottom of the index page, or inside the front or back cover.

A version will appear on all corporate letterheads and also as part of the disclaimer that is automatically included with all outgoing emails.

A)

Bilingual documents must state the following on the English side:

**Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.
This publication is available in other languages and formats on request.**

Bilingual documents must state the following on the Welsh side:

**This publication is available in other languages and formats on request.
Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.**

B)

Where separate documents or monolingual versions are being produced, they must state the following:

The phrase for an English only version is:

**Mae'r cyhoeddiad hwn ar gael yn Gymraeg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais.
This publication is available in Welsh. It is available in other languages and formats on request.**

The phrase for a Welsh only version is:

**This publication is available in English. It is available in other languages and formats on request.
Mae'r cyhoeddiad hwn ar gael yn Saesneg. Mae ar gael mewn ieithoedd a fformatau eraill ar gais.**

Section 2 - General Principles of the Welsh Language Standards

The underlying principle of the new legislation and regulations is that in Wales, Welsh has equal legal status with English and that the Welsh language must not be treated less favourably than the English language.

This means that many of the Standards change current bilingual practice in some ways.

Caerphilly CBC has implemented Welsh Language Schemes since 1998 and much of what is now required is common practice. There are important changes happening however as a result of the Standards, and also possible penalties for non-compliance that did not exist under the previous system of Welsh Language Schemes.

The 172 Standards with which the Council must comply are shown in the legal Compliance Notice, a copy of which is available on the Equalities and Welsh Language Portal on the Council's Intranet, and on the external website for information.

In summary however, the following principles apply in terms of translated material across the board:

- All publications must be available at the same time in both languages with no delay, i.e. sent out at the same time. There is no scope for sending a Welsh version out a few days after the English version, so service areas need to plan translation time into their production schedules far more than has happened since 1998.
- All new and replacement signage, whether road signs, information signs, staff signs etc. must be fully bilingual but with the Welsh above the English, or on the left not the right - in other words this is the reverse of what is current practice.
- With any advertisements in the media, (job adverts, property notices, planning applications etc.) the same principle applies - fully bilingual but with the Welsh above the English, or on the left not the right.

Section 3 that follows gives some greater detail to specific examples. It covers a wide range of issues but if you have any queries or find that you are doing something you feel is not covered by this Guidance, please email cymraeg@caerffili.gov.uk for advice and the Equalities and Welsh Language Team can update this guidance if necessary.

Section 3 - Translation Categories

Category A - Fully Bilingual

Items

Additional Notes

Advertisements	
Auto-Signatures on Emails	Job titles, any postal and email addresses, corporate disclaimer, Twitter/Facebook links etc.
Acknowledgement Cards	Back-to-back wherever possible.
Booklets	Fully bilingual unless due to the number of pages they then become too bulky - if a booklet has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a Category B item.
Branding of Council Projects and Initiatives	e.g. logos, straplines, project titles.
Brochures	Fully bilingual unless due to the number of pages they then become too bulky - as a guide, if a booklet has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a Category B item.
Business cards	Back-to-back.
Calling Cards	Both languages on the same side - templates are available from the Equalities and Welsh Language Team.
Compliment Slips	Both languages on the same side.
Circulars	Fully bilingual unless the language choice of the audience is known.
Council's Corporate Identity	This includes its name, address, logo, motto, visual identity (e.g. signage, branding), standard departmental information. Both languages must be equal in size and prominence.

Category A - Fully Bilingual (continued)

Items

Additional Notes

Displays and Exhibitions	Large background stands (e.g. nomadics) must be fully bilingual. Displays may include items of literature that are not the responsibility of the Council and which may not be available in Welsh, or not yet produced bilingually, or in Welsh only. You must ensure Welsh versions of literature wherever possible.
Executive Summaries	
Fax Transmission Sheets	A bilingual template is available on the Intranet as an example.
Flyers	
Forms for the public	Bilingual unless due to their complexity separate versions would be more practical. Please ask for advice.
General correspondence with individuals or groups listed on a database	The correspondence will be fully bilingual but separate versions will be produced <i>only</i> where the language choice of those on the database has been noted.
Identity Badges	Both languages on the same side.
Invitations	Depending on the design, both languages on the same side or back to back.
Job Advertisements	
Job Application Forms	
Leaflets	
Letterheads	
Licences	Fully bilingual but separate versions will be produced <i>only</i> where the language choice of those on the database has been noted.
Maps	Other than any OS produced maps that are outside the remit of the Council to amend.
Passes	

Category A - Fully Bilingual (continued)

Items

Additional Notes

Permits	
Plasma Screens	
Posters (Internal and External)	Fully bilingual with both languages on the same side.
Press Releases	Bilingual unless due to the publication this is not feasible. Please ask the Equalities and Welsh Language Team or Communications for advice.
Public address systems	e.g. live announcements at events, or automated fire alarm systems, lift messages etc.
Public notices	Any and all legal notices from any service area being published with information for the public. See also Section 2 for the General Principle concerning notices.
Publicity material	
Questionnaires and Surveys	Small and non-technical surveys must be fully bilingual. If the questionnaire or survey is aimed at individuals or groups whose language choice is already known, appropriate language versions can be provided under Category B . Online surveys are by nature separate versions but must show a link to the other language option from the outset.
Signs	New and replacement internal and external signage whether permanent or temporary including but not exclusive to: fire exits, Health and Safety signs, corporate building signs, tourist information signs, highway signs, road signs, marketing signs, car parking machines, pelican crossing controls, bus stops, parks and public information signs. See also Section 2 for the General Principle concerning signage design.
Standard Letters to the Public	Fully bilingual, where the language choice of the recipients is not known.
Stickers	

Category A - Fully Bilingual (continued)

Items

Additional Notes

Strategies / Policies / Plans / Schemes	Separate versions will only be produced where due to their size, these documents would become too bulky e.g. if the bilingual version would be over 50 pages. Separate pdfs for the web or for emailing however should be normal practice.
Tickets	
Vehicle Markings and Signage	Standard practice is English on one side of the vehicle, Welsh on the other but this can be changed, depending on the design e.g. if the logo or branding is fully bilingual.
Warning Signs and Notices	See also Section 2 for the General Principle concerning signs and notices.

Category B - Separate English and Welsh Versions

Items

Additional Notes

Booklets	If a booklet has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a Category B item. If there are less than 30 pages in total, it becomes a Category A item.
Committee papers	Agendas must be translated, minutes and supplementary papers need not be unless requested and/or fall under any other requirements to publish the report (i.e. a council policy affecting the public).
Complaints	Dealt with in the language and format of the original contact, and to the same corporate timescales.
Consultation documents and working drafts	If a draft has more than 15 pages in one language and so becomes over 30 bilingually, then it can be classed as a Category B item. If there are less than 30 pages in total, it becomes a Category A item.
Contract and tender documentation	See also the Procurement and Commissioning Guidance document and refer to Procurement or the Equalities and Welsh Language Team for further support.
Displays and Exhibitions	Some pop-ups or stands may be done as separate versions depending on the size and design, however both must be prominently displayed at the same time.
Downloadable documents, forms etc.	As the Council's website develops, any document or form available to download can be hosted on the relevant page in the relevant language - service areas will need to ensure they have requested pdf copies of any material designed by the Council's Graphic Design team for example.
Forms for the public	Separate versions will be produced where due to their complexity this would be more practical.

Category B - Separate English and Welsh Versions (continued)

Items

Additional Notes

Freedom of Information requests	Dealt with in the language and format of the original contact, and to the same timescales for response as English language complaints. Any related documentation provided will be done so in the language of the original work and only translated on request.
General correspondence with individuals or groups listed on a database	Separate versions will be produced <i>only</i> where the language choice of those on the database has been noted, otherwise the correspondence will be fully bilingual.
Job Application packs	Where candidates have expressed a language preference, the information (e.g. job description, terms and conditions and all Personnel information) will be provided in that language.
Letters to Schools	Where individual letters are sent out, the language medium of the school is known therefore the letter will be sent out appropriately.
Literature to schools	This covers general printed information aimed at schools, enough copies will be made in Welsh for the needs of the Welsh schools, whether from the Council or from other organisations, as they will also be providing Welsh or bilingual materials themselves. You must ensure that such organisations have provided Welsh or bilingual versions if the Council is distributing the information on their behalf.
Questionnaires and Surveys	Where these are large due to their complex or very detailed nature, or are to be put online, these will be made available as separate English and Welsh versions, and a language choice must be offered to those who will be completing the survey. If the questionnaire or survey is smaller or less technical, the it must be classed as a Category A item.
Social Media and Email	If any comment or email is sent in English or Welsh, it will be replied to in the language of the original contact. Where a Facebook post or Twitter message is made - posted bilingually including images where relevant (i.e. of signage, branding etc.)

Category B - Separate English and Welsh Versions (continued)

Items

Additional Notes

Software and Operating Systems	The planning and purchasing of computer software and operating systems will take into account the need to produce bilingual material and record Welsh information. Where existing computer systems cannot be adapted to meet the requirements of the scheme, the need will be met on a renewal and replacement basis. This will be made clear in specification for new or replacement software. The Equalities and Welsh Language Team and IT can provide further guidance.
Strategic Equality Plan internal supplementary guidance documents	These will be made available as pdf copies for the Intranet and Internet and for general distribution to relevant staff. Separate English and Welsh versions will be produced as pdf versions.
Street Name Plates	Since 2010, the council has a 50/50 approach to street name plates i.e. 50% of new streets will be named in English only and 50% in Welsh only. The Gazetteer will be recorded bilingually however.
Websites and Web pages	<p>Each English page must have a Welsh equivalent, with a language navigation button, and will include any downloadable documentation, feedback forms etc. in the relevant language.</p> <p>Domain names, web addresses and email addresses for any council website must be available in both languages, for example the council's domain name www.caerphilly.gov.uk is also available as www.caerffili.gov.uk, so every staff member's individual email address is also able to be translated as the mail is delivered to the same inbox either way.</p> <p>The Council's generic email addresses, such as complaints@caerphilly.gov.uk are also available in Welsh as cwynion@caerffili.gov.uk for example.</p>

Category C - English Only

Items

Notes

Accounts	i.e. internal financial records, not public notices etc. Unless requested. Any documents published for public information online or as hard copy must be classed as Category A or Category B depending on the document size.
Conference handouts supplied by other bodies or individuals	You must request Welsh or bilingual versions from other bodies or individuals - English only is allowed where they cannot provide the material in that format.
Historical/archive information	Unless requested.
Internal circulars	Unless requested.
Internal reports	Unless requested.
Intranet	The Council's Intranet is in English only but will host bilingual versions of key HR documents and information about Welsh Language issues. i.e. the supplementary guidance, training information, translation guidance etc. There is a dedicated Welsh language page in the Equalities and Welsh Language Portal aimed at Welsh speakers and advanced learners.
Research papers	Unless requested.

Section 4 - Translation Requests Timescale Guidance

Translation time must be built in to any project work so that once the publication date has been set, the English version can be written in time to allow for the translation to be completed within a realistic timescale.

The translators must receive the **FINAL** English version to translate, as amendments are often made during or after the translation process without notifying the translators. This is often the cause of unnecessary delays and/or errors in the final document.

To alleviate the pressure of producing accurate bilingual documents at a moment's notice, the following guidelines have been set up. The translation service receives on average 50 items of work per week and these guidelines are intended to help manage that workload.

- For the translation of **up to 200 words or 1 page** (e.g. posters, a standard letter, flyers etc.) you must allow **at least 4 hours** before expecting the work returned.
- If you have an advertisement or notice of any kind to be placed in a paper, please remember that we need translation time before the newspaper's deadline. You must allow **at least 24 hours** before expecting the work to be passed on to the Communications Unit.
- For the translation of between **200 and 500 words or 2-4 pages** (e.g. a circular, leaflet etc.) you must allow **at least 48 hours** before expecting the work returned.
- For work between **500 and 2000 words or 5-10 pages** (e.g. a larger leaflet, small document etc.) you must allow **at least 4 working days** before expecting the work returned.
- For the translation of a document that is **more than 2000 words or 10 pages** you must allow **at least 7 working days** before expecting the work returned.
- For any larger translation work e.g. major publications, these could take **a minimum of 10 working days** to be completed and you should contact the translators who will be able to give you an idea of the return date. As a rough guide we suggest you divide your total word count by 500 words per day to give you an indication of the possible time the work will take to translate and proof-read - i.e. a 10,000-word document would be estimated at 20 working days. It may be completed sooner, but you need to bear in mind the other work already being undertaken by the team.

We will still endeavour to translate short sentences via e-mail or phone immediately depending on existing workload, and also deal any unforeseen requests where it is not feasible to comply with the above guidelines.

If you have any queries regarding these guidelines, or if you have items you wish to translate, please email **cymraeg@caerffili.gov.uk** - the address to which all English/Welsh translations requests should be sent.

Equalities and Welsh Language Team – March 2016