

Correct Correspondence Checklist

Welsh Language Standards

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Correct correspondence Checklist – Welsh Language Standards

A number of recent complaints have meant that we need to confirm the rules regarding bilingual correspondence with all Council departments. As staff, you are ideally placed to ensure that everything is in place in your departments. Please contact your [Language Leaders](#) if you require any assistance.

Here is a ten-point checklist that will help protect your department from receiving complaints from the public or through the Welsh Language Commissioner:

1. Does everyone have a bilingual **e-mail signature** with Welsh first, and this logo  if they can speak Welsh and this one  if they are learning?

And does everyone, if they're Welsh speaking or not, have this sentence as part of their email signature?

Croeso i chi gysylltu gyda Cyngor Sir Gâr yn Gymraeg neu'n Saesneg / You're welcome to contact the Council through the medium of Welsh or English

Example:

Miriam Jones 

Swyddog Polisi Iaith Gymraeg / Welsh Language Policy Officer
Cyngor Sir Caerfyrddin / Carmarthenshire County Council

MJones@sirgar.gov.uk
01267 224651
Mewnol / Internal: 4651

Croeso i chi gysylltu gyda Chyngor Sir Gâr yn Gymraeg neu yn Saesneg
You are welcome to contact Carmarthenshire Council in Welsh or English

2. Does everyone have a bilingual out-of-office message in place, with the Welsh first?

Example:

Diolch am eich neges. Rwyf allan o'r swyddfa tan ddydd Mercher, 3 Mawrth ac fe atebaf mor fuan â phosib ar ôl i mi ddod yn ôl. Os ydy'n fater brys, gallwch gysylltu â

Thank you for your message. I am out of the Office until Wednesday, 3 March and I will answer as soon as possible after my return. If it's an urgent matter, please contact

3. Do your **paper and electronics forms** all include this sentence at the end?

Mae'r ffurflen hon ar gael yn Saesneg ac yn Gymraeg / This form is available in Welsh and in English

4. Does the department's **general e-mail box** / boxes follow the same rules as above with an e-mail signature reminding the public, 'Croeso i chi gysylltu gyda Chyngor Sir Gâr yn Gymraeg neu yn Saesneg / You are welcome to contact Carmarthenshire Council in Welsh or English'.
5. Does everyone start all **first correspondence** bilingually and answer a **Welsh e-mail or letter** or letter in Welsh?
6. Do you have a **customer record system** that records language choice, by asking, 'would you like correspondence in Welsh and English'?
7. Does everyone answer **e-mails** bilingually if you are not sure of the individual's language preference? Remember that we cannot assume that someone wants to answer in English only because they have written to us in English. If you are likely to correspond with someone frequently (in English or Welsh), ask what their preferred language is before you start corresponding and keep a record of the answer.
8. If there is **English correspondence** going out to an individual in English because you know their preferred language, is there a sentence at the end of the English e-mail reminding them, 'Croeso i chi gysylltu gyda Chyngor Sir Gâr yn Gymraeg neu yn Saesneg / You are welcome to contact Carmarthenshire Council in Welsh or English'. Remember that an e-mail signature does not always appear on your e-mail if you're replying to an email so you might need to copy and paste this sentence in.
9. If there is an email asking or **establishing a customer's preferred language**, do you save that email a specific file?
10. Does everyone **pass on information** on customers' preferred language when they send tasks from one member of staff to another?

If you'd like advice or assistance, please contact iaithgymraeg@sirgar.gov.uk. There are templates and lists of job titles etc available on the [intranet](#)