

Welsh Language Standards

External and Internal Signage – Guidance for Contractors

The Council believes that respecting and meeting the language needs and preferences of our customers is central to good and effective customer care. We provide services to the most vulnerable people in our communities, where accessing services in an individual's first language is especially important. As a local authority, we recognise that we have a responsibility and a duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations. We have made a commitment to raise the visibility of the Welsh language and become a bilingual county.

We also have legal obligations under the Welsh Language (Wales) Measure 2011 which gave the Welsh language official status in Wales and introduced new duties for public bodies making clear exactly what they need to deliver in Welsh. These legal duties, making clear what we have to do in Welsh, are set out as Welsh language standards in a Compliance Notice.

All goods, works and services performed by contractors on behalf of the Council must comply with the relevant Welsh language standards. In cases of sub-contracting, the lead contractor is responsible for ensuring that all sub-contractors comply with the requirements of the relevant Welsh language standards. Contractors will only need to comply with standards which are relevant to the delivery of the goods, works or services for that particular contract.

If, as part of the contract, you will be displaying signs to be read by members of the public or Council employees, you will need to comply with the Welsh language standards for signs. Designing and displaying bilingual signage are legal duties with which the Council and our contractors must comply.

Welsh language standards 36, 61, 62, 63 141 and 142 specifically refer to signage and the order in which the languages are displayed. The full descriptions of these standards are provided in full in the appendix.

What is the requirement of a bilingual sign?

- Welsh must be positioned so it is read first i.e. above the English or to the left of the English.
- The Welsh text must be accurate. Remember Welsh accents, for example, **Tŷ** Dewi Sant and not **Ty** Dewi Sant.
- Welsh and English must have equal visibility and prominence.
- If logos are used they must also be bilingual.
- Welsh and English signs can be separate but our advice is to keep the sign bilingual i.e. the two languages on one sign. This avoids one sign being removed inadvertently or damaged, resulting in the Council breaching the standards if the Welsh sign was removed.

Welsh Translation Service

A Welsh translation service is available for businesses through Welsh Government. [Helo Blod](#) on Business Wales can provide:

- free translations up to 500 words per month
- text checking up to 1,000 words per year
- advice, guidance and support to help business use a little (or a lot) of Welsh
- laith Gwaith merchandise like lanyards and badges which let customers know which staff can speak or are learning Welsh

Tel: 03000 25 88 88 or visit their website [Helo Blod](#)

What type of signs need to be bilingual?

This will depend upon the contract with the Council, the specification in the contract and the type of contract whether for goods, works or services. Signage could include:

- External signage
- Internal signage
- Directional signage
- Place names (where a Welsh form is available). See the [Welsh Language Commission's](#) list of standardised place names to check the Welsh form.
- Health and Safety signage
- Door signs.
- Meeting room signs.
- Instructions.
- Notices- for example, informing employees that a workplace is being cleaned or not to use a piece of equipment.
- Signage at public events funded or part funded (minimum 50%) by the Council.
- Temporary signage except in an "emergency" as defined by the Civil Contingencies Act 2004.

Further Advice and support

[Bidding for Contracts and Grants: Welsh language considerations](#) - Welsh Language Commission

[Bilingual Design Guide](#) – Welsh Language Commissioner

Appendix 1

Relevant Welsh Language Standards

For “you” read Flintshire County Council

Standard 36

If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).

Standard 61

When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

Standard 62

When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.

You must comply with Standard 62 in every circumstance, except:

- temporary signs in an emergency

(“Emergency” has the same meaning given to it in section 1 of the Civil Contingencies Act 2004)

Standard 63

You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression

Standard 141

When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

Standard 142

When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.

You must comply with standard 142 in every circumstance, except:

- temporary signs in an emergency

("Emergency" has the same meaning given to it in section 1 of the Civil Contingencies Act 2004).

Standard 143

You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.