

Welsh Language Scheme

Like most public organisations in Wales the Council has a Welsh Language Scheme. Welsh and English have equal status under the law in Wales and you can choose either language when you communicate with the Council. Although it is a long-term goal to have Welsh speaking officers at all our centres we have not achieved this yet, but whenever possible, you will be put in contact with a Welsh or English speaking officer depending on the language you use when speaking or writing to us.

All the Council's publicity i.e. posters, leaflets, etc. should be bilingual or available in either language. If you write to us we will respond in Welsh or English according to the language of your letter. If you speak to us on the telephone in Welsh or English you should be put through to an officer speaking the same language where possible.

C2C provides a fully bilingual service. You can contact C2C for any service or enquiry (there are separate numbers for the English and Welsh lines).

On the day of your visit, the Council Officer will offer you an English or Welsh Tenant's Welcome Pack. If you choose Welsh then we'll ensure where possible that you receive a Welsh language service in the future.