

From: Tracy Gilmartin <tgilmartin@onevoicewales.wales>
Sent: 14 April 2026 15:10
To: Tracy Gilmartin <tgilmartin@onevoicewales.wales>
Subject: Launch of the One Voice Wales Civility and Respect Pledge

LAUNCH OF THE ONE VOICE WALES CIVILITY AND RESPECT PLEDGE

Dear Chair/Clerk,

Civility means politeness and courtesy in behaviour, speech and in the written word and these are fundamental to the success of councils in Wales. Examples of ways in which you can show respect are by listening and paying attention to others, having consideration for other people's feelings, following protocols and rules, showing appreciation and thanks and being kind to each other.

It is acknowledged that a culture built around these essential values is a feature of how many councils operate but it is well known that for some councils this is not the case which is exemplified through high numbers of complaints being submitted to the Public Services Ombudsman for Wales, grievances submitted to councils by employees and lost work time caused by workplace stress illnesses.

The civility and respect pledge sets out a number of important commitments designed to create an environment conducive to effective working avoiding many of the issues that can adversely impact on the general performance of councils.

It is vital that committing the council to high standards of behaviour by completing and signing the pledge has a lasting impact and it is strongly recommended that the process is given a prominent place on council agendas possibly followed up with media coverage. It is suggested that the pledge could also be framed and displayed in meeting rooms to remind everyone of what they have committed themselves to for the current and long-term future.

One Voice Wales would strongly encourage you to complete and sign the pledge and to let us have a copy of the signed version so that we can retain a central register of those councils who have made this important commitment.

You should email a copy of the signed pledge to Wendi Patience
wpatience@onevoicewales.wales

Yours faithfully,

Lyn Cadwallader
Chief Executive

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The principal representative body for Community and Town Councils in Wales
Y prif gorff cynrychioli ar gyfer Cynghorau Cymuned a Thref yng Nghymru.