

Welsh Language Standards Action Plan

	Action	Areas covered	Standard Ref. No.	Start Date	Finish Date
1.	Provide a briefing note for senior managers/elected members to be cascaded via CMT/DMT/team meetings	Correspondence Telephone calls Meetings/appointments Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	1-5 19/20/21 24-26b, 27a-d,30-34,65-66 35-38 43-50 58-59 44 42 69-70 81-82 87	Feb 16	Mar 16
2.	Provide a briefing for Business Cabinet/senior managers/other elected members	Correspondence Telephone calls Meetings/appointments	1-5 19/20/21 24-26b, 27a-d,30-34,65-66	Mar 16	April 16

		Public Events Publishing docs for the public Social Media responses Policies/strategies available to the public Licences/certificates Official notices Promotion of the Welsh language Public address systems	35-38 43-50 58-59 44 42 69-70 81-82 87		
3.	Compile a page on Staffnet to inform staff of their responsibilities.	As above.	As above.	Jan 16	Feb 16
4.	Inform staff via core brief and other methods.	As above.	As above.	Jan 16	Feb 16
5.	Ensure that all letter templates and Emails as well as responses tom the press indicate the availability of a Welsh language service and ensure that all staff use them	Correspondence (refers also to some Operational Standards)	7 Also relates to Operational Standards 134/135	Jan 16	Mar 16

6.	Provide 'Meet and Greet ' training to frontline staff	Tel calls/meetings	19,20,21,24-27	Feb 16	June 16
7.	Ensure that all staff use bilingual out-of office messages	Correspondence (refers also to operational standards)	7, Also relates to Operational Standards 134/138	Jan 16	Mar 16
8.	Ensure that all statements to the press are bilingual where possible.	Publishing Docs and forms	46	31 March 16	Ongoing
9.	Ensure that all leaflets, documents, statements and press releases, where issued in English include reference to the fact that a Welsh language version is available on request.	Publishing Docs and forms	46	31 March	Ongoing
10.	Arrange for support to begin process of making the whole website bilingual.	Website and on-line services	52-56	Jan 16	June 16
11.	Arrange for pre-entry of forms to be bilingual	Website and online services	51	Jan 16	June 16
12.	Ensure that all new or replacement signs and/or notices are bilingual with Welsh first.	Signs/notices	61-63	April 16	Ongoing
13.	Ensure that main reception areas provide a Welsh service with signage advising of the availability of that service.	Reception areas	64,67,68	April 16	Sept 16
14.	Invitations for grants must state that submissions can be made in Welsh and interviews must offered if requested.	Grants/Tenders	72-75	Jan 16	Mar 16

	There must be no delay if Welsh is used.				
14.(A)	Invitations to tender for contracts must be bilingual and must state that Welsh tenders are welcome. There must be no delay if Welsh is used.	Grants./Tenders	76-77a	April 16	Sept 16
15.	Assess every new education course offered to the public to evaluate the need to provide it in Welsh <u>and keep a record of the assessment.</u>	Education	84-86	Apr 16	Ongoing
16.	Translate agendas of all Council, Cabinet and Committee meetings	Democratic	41	April 16	Ongoing
17.	Translate minutes of Council, Cabinet and Committee meetings	Democratic	41	April 17	Ongoing
18.	Impact assessment, including consideration for Welsh language, to be completed on all new or amended policies.	Policies & research	88-97		Ongoing
19.	Establish project group to organise questionnaire for all staff	Linguistic skills and language preferences for forms and procedures	104, 127, 100, 101-103	Jan 16	June 16
20	Translate all HR policies	All HR policies	105 – 111	Jan 16	June 16
21	Raise awareness of staff in relation to offering Welsh language provision in relation to new contracts, complaints and disciplinary situations	Briefing	99, 114, 118	Jul 16	Sept 16
22.	Prepare page on staffnet & Core Brief	HR procedures	112 – 125, 141-143	April 16	May 16

	article informing Welsh speaking staff of their rights & providing support for learners.				
23.	Provide Welsh speaking staff with software for spelling & grammar checks & Welsh language interfaces where available.	ICT software	120	April 16	Ongoing
24.	Provide opportunities for Welsh language training for all staff during working hours	Training	130 -131	April 16	Ongoing
25.	Provide Welsh language awareness training	Training	132	April 16	September 16
26	Include Welsh language information in Corporate Induction	Training	133	April 16	Ongoing
27.	Assess all new and vacant posts for required level of Welsh and record as appropriate.	Review of procedures	136	April 16	June 16
28.	All relevant material relating to recruitment is available in Welsh and English.	Recruitment/selection procedures	137	April 16	June 16
29.	Prepare a policy on the use of Welsh internally	Awareness	98	Jul 16	Sept 16
30.	Intranet should be available in Welsh – homepage, new/amended pages and menus.	ICT/Communications team	122-126	March 16	Sept 16
31.	Specific HR courses to be provided in Welsh- <ul style="list-style-type: none"> - Recruitment and Interviewing - Performance Management - Complaints and Disciplinary procedures 	HR training	128	Sept 16	ongoing

	<ul style="list-style-type: none"> - Induction - Dealing with the public - Health and Safety 				
32.	Provide training on effective use of Welsh in HR meetings	Training	129	Sept 16	Oct 16
33.	Identify a Welsh speaker in each dept to act as a champion.			Mar16	May 16
34.	Welsh language complaints should be recorded.	Record keeping	147-150		ongoing
35.	Linguistic skills to be recorded and monitored	See Action 18	151-153		Sept 16
36.	All new and vacant posts to be assessed and recorded	See Action 26	154	Ongoing	
37.	Records to be kept of Welsh Language training			Ongoing	
38.	Documents to be published re Standards with which the Council must comply and the associated action plan		155,161,167,171.		
39.	Complaints procedure to be published		156,162,168		
40.	Annual report to be produced		158,164,170	Mar 17	
41.	5 year strategy to be compiled			September 16	