

Milestones for 2008-09

<b>Project</b>	<b>Advice &amp; Guidance</b>		
<b>Senior Sponsor</b>	Assistant Chief Executive – Corporate Development & Partnerships.		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
Development of advice and guidance for staff on the implementation of the Welsh Language Scheme.	Policy & Performance Management Officer	October 2008	
Development of advice and guidance for managers on the implementation of the Welsh Language Scheme.	Policy & Performance Management Officer	October 2008	

<b>Project</b>	<b>Website development</b>		
<b>Senior Sponsor</b>	Assistant Chief Executive – Corporate Development & Partnerships.		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
Translation of static sections of English site, beginning with 'About Us'.	Web Development Manager	May 2008	
Review of progress. Selection of other areas for translation. Review costs.	Web Development Manager	June-July 2008	
Begin process discussions with other departments. Use info from above.	Web Development Manager	August-September 2008	
Continue translation process in designated areas.	Web Development Manager	August-November 2008	
Review costs to date. Estimate costs for whole site.	Web Development Manager	End of November 2008	
Establish process to allow departments to translate more “dynamic” areas	Web Development Manager	December 2008	
Overall review of progress over previous eight months.	Web Development Manager	End of December 2008	
Continual translation process throughout 2009. Reviewing sections at a time.	Web Development Manager	Throughout 2009	

<b>Project</b>	<b>Customer Service</b>		
<b>Senior Sponsor</b>	Executive Director – Strategic Change		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
Adoption of Corporate Values – the “FACE of Bridgend”/“GWEDD Pen-y-bont ar Ogwr”.	Assistant Chief Executive – Corporate Development &	Completed.	

## Milestones for 2008-09

	<b>Partnerships</b>	
Adoption of a Customer Services Charter, to include a commitment to Welsh language provision	Head of ICT & Customer Contact	September 2008
Implementation of new Customer Records Management system – to include language preference	Customer Services Manager	September 2008
Implementation of a bilingual service via the Council's Customer Service Centre	Customer Services Manager	TBC
Implementation of a bilingual service via the Council's Single Phone number	Customer Services Manager	TBC

<b>Project</b>	<b>Recruitment advertising</b>		
<b>Senior Sponsor</b>	Head of Human Resources.		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
Welsh language advertising of all posts for which Welsh language skills are deemed essential.	HR management.	September 2008	

<b>Project</b>	<b>Staffing &amp; Training</b>		
<b>Senior Sponsor</b>	Head of Human Resources.		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
A pilot Welsh language skills audit be carried out within an agreed service area (social care).	PPMU, Adult Services	Ongoing, in conjunction with Welsh Language Board	
Authority-wide linguistic needs assessment to identify where Welsh language skills are essential or desirable	Lead: Employee Relations Manager (HR)  Support: PPMU	October 2008	

<b>Project</b>	<b>Performance Measurement</b>		
<b>Senior Sponsor</b>	Assistant Chief Executive – Corporate Development & Partnerships.		
<b>Milestone</b>	<b>Responsible</b>	<b>Target date</b>	
Identify owners for Performance Indicators.	PPMU	July 2008	
Identify capacity and resource issues.	Lead: PPMU	July 2008	
Confirm system for collection.	Lead: PPMU	July 2008	
Introduction of quarterly collection.	Lead: PPMU	December 2008	
Annual reporting.	Lead: PPMU	April 2009	