

Appendix A – Key Milestones

Project		Advice & Guidance	
Milestone	Responsible	Update	
<p>The Council's Best Practice Guide to Consultation, published internally to assist staff through this process, will contain specific guidance on conducting consultation bilingually.</p> <p><b>October 2008</b> <b>Revised to February 2011</b></p>	<p>Policy &amp; Performance Management Officer</p>	<ul style="list-style-type: none"> <li>○ This action was delayed due to the ill health of the lead officer which affected progress with work on the Citizen Engagement Strategy..</li> <li>○ Guidance on how to conduct consultations bilingually will be included in a new consultation toolkit that is currently being drafted and will be available by February 2011.</li> </ul>	

Project		Website development	
Milestone	Responsible	Update	
<p>Continual translation process throughout 2009. Reviewing sections at a time.</p> <p><b>December 2009</b></p>	<p>Web Development Manager</p>	<ul style="list-style-type: none"> <li>○ In mid-2009 a corporate project was initiated to develop the capacity and overall design of the BCBC website. The Project Implementation Document (PID) identified that translation of the website was a key deliverable of the project.</li> <li>○ In September 2009 a major clean-up exercise of existing web content was done prior to the commencement of the translation exercise.</li> <li>○ In 2010 we have translated more than 1290 web pages/250,000 words at a cost of £17,000.</li> <li>○ Staff have been issued with instructions to produce all new website content in Welsh and English. Technical changes have been made to the Content Management System to ensure that all new materials are loaded in both languages.</li> <li>○ Progress will also be reported to the Community Safety and Governance Committee on 22 December 2010.</li> </ul>	

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Project		Recruitment advertising	
Milestone	Responsible	Update	
All recruitment advertisements will be bilingual.  <b>April 2010</b> <b>Revised to December 2010 in the Skills Strategy</b>	Human Resources.	<ul style="list-style-type: none"> <li>○ “Welsh essential” posts are already advertised in Welsh, with Welsh language recruitment literature, in line with the commitment in the council’s Welsh Language Scheme.</li> <li>○ The timescale for implementing bilingual advertising for all other posts has slipped, but Human Resources has agreed a plan to implement bilingual advertising for all posts, and bilingual recruitment literature for Welsh essential and desirable posts, by December 2010</li> </ul>	
Introduction of bilingual recruitment literature for applicants, such as application forms, job descriptions etc.  <b>April 2010</b> <b>Revised to December 2010 in the Skills Strategy</b>	Human Resources.		

Project		Staffing & Training	
Milestone	Responsible	Update	
Authority-wide linguistic needs assessment to identify where Welsh language skills are essential or desirable.  <b>October 2008</b> <b>Revised to March 2010 in the Skills Strategy</b>	Lead: PPMU.  Support: Human Resources.	<ul style="list-style-type: none"> <li>○ A survey of managers was conducted in March-April 2010, which included questions to ascertain where there are services being provided to Welsh-speaking customers, and where there are posts around the authority where Welsh language skills have been identified as essential or desirable.</li> <li>○ Further guidance will be produced for managers as the Welsh Language Skills Strategy is implemented. This will advise managers how to consider linguistic skills in the vacancy management process.</li> </ul>	

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<p>Authority-wide linguistic skills audit to update the database of staff with Welsh language skills and to identify any shortfall in provision.</p> <p><b>April 2009</b>  <b>Revised in the Skills Strategy – a pilot exercise to be conducted by March 2011.</b></p>	<p>Lead: Human Resources.</p> <p>Support: PPMU</p>	<ul style="list-style-type: none"> <li>○ The TRENT system already holds data on the linguistic skills of staff, but we cannot be confident that this data is comprehensive or robust.</li> <li>○ The Welsh Language Skills Strategy contains a commitment to update records on the TRENT database, using a revised equal opportunities monitoring form. The Human Resources service will pilot a revised form by March 2011, before rolling-out to full implementation.</li> </ul>
<p>Development of a Welsh Language Skills Strategy.</p> <p><b>October 2009</b></p>	<p>Lead: PPMU.</p> <p>Support: Human Resources.</p>	<ul style="list-style-type: none"> <li>○ A Welsh Language Skills Strategy was drafted and shared with the Welsh Language Board. Feedback has been received which has helped finalise a strategy, and will be a useful reference point as the council implements it.</li> </ul>
<p>Implementation of Skills Strategy.</p> <p><b>April 2010</b></p>	<p>Lead: PPMU.</p> <p>Support: Human Resources.</p>	<ul style="list-style-type: none"> <li>○ A number of elected members and staff have enrolled to continue their studies with the University of Glamorgan Welsh for Adults Centre. We are currently investigating development opportunities for fluent Welsh speaking staff members. A focus group with fluent staff was held in November 2010.</li> </ul>

Project	Customer Service		
Milestone	Responsible	Update	
<p>Implementation of a bilingual service via the Council's Single Phone number.</p> <p><b>December 2010</b></p>	<p>Customer Services Manager</p>	<ul style="list-style-type: none"> <li>○ The Telephone Contact Centre is advancing however the 'go live' date has been moved to early April 2011 due to the interdependency with 'Improve your Space' (to provide the accommodation) and 'Workwise' (to provide the staff and streamlined processes) projects.</li> <li>○ The target of providing a bilingual service is being proactively addressed both in terms of providing the staff and the systems needed to do this.</li> </ul>	

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Project	Commissioning and Procurement		
Milestone	Responsible	Update	
Review of status of Welsh language in commissioning and procurement processes.  <b>No target date</b>	Lead: Procurement  Support: PPMU	<ul style="list-style-type: none"> <li>○ The Welsh Language Board has published draft guidance to support us in this area of work. The Council responded to the consultation on that draft by the October deadline. Once final guidance is published, the Council will need to take action accordingly.</li> </ul>	
Advice and guidance on language equality in commissioning and procurement  <b>No target date</b>	Lead: Procurement  Support: PPMU		
Incorporation of the Welsh language into the tendering documents, contracts, agreements and conditions.  <b>No target date</b>	Lead: Procurement  Support: PPMU		
A rolling programme of sample reviews for third party contractors to monitor compliance with the scheme.  <b>No target date</b>	Lead: Procurement  Support: PPMU		