Web Development Project **Our Response to the Welsh Language Verification Exercise** **September 2010**

We have been asked by the Welsh Language Board to respond to six questions:

1.   **Submit an explanation of the timetable that the Council has been working to in order to implement its commitment to translate the static sections of the website.**

Our Response:

In mid 2009 a corporate project was set up to develop the capacity and overall design of the Bridgend website. The Project Implementation Document (PID) identified that translation of the web site was a key deliverable of the project:

3.11 To implement bilingual facilities: to ensure that the site is compliant to bilingual accessibility guidance. A planned approach to the identification of pages to be translated.

In September 2009 a major clean-up exercise of existing web content was done prior to the commencement of the translation exercise.

On 20th November 2009, all existing "service information" on the website was sent in batches to the three external translation services with an estimated turn-around of two months.

Below is the project's schedule for translation:

Date	Milestone/Activity
September - November 2009	Service clean up of existing web content
20th November 2009	Cut-off date for content review by the Services
December 2009	Filter all excluded content: minutes, agendas, reports, press releases, pdfs, presentations, etc
17th November 2009	Batch sent to Ewrolingo translators
26th November 2009	Batch sent to Tegwen Williams translators
8th December 2009	Batch sent to Calan translators
10th - 18th January 2010	Tegwen Williams translation received and published
5th February 2010	26th Calan translation received and published
26th February 2010	We sent an email to all Services to advise: "From the 1st March 2010, all public content published through the Stellent content management system, with the exclusion of Cabinet & Committee and Job vacancies will need to be translated into Welsh."
2nd March 2010	Chasing up Ewrolingo translators for outstanding translation from November 2009
3rd March 2010	Ewrolingo translation received and published

11th April 2010	Final translation received from Ewrolingo
17th May	Further batch sent to Calan translation
19th May	Further batch sent to Tegwen Williams
10th - 15th June	Tegwen Williams translation received and published
18th June	Calan translation received from
5th July	Calan translation received and published
30th July	Final batch sent to Ewrolingo
3rd September	Final batch received from Ewrolingo

In Summary:

Over the last 9 months we have sent over 1000 documents for translation which comprises of more than 250,000 words at a cost of £17,000

2. Explain the barriers that have prevented the Council from translating all of the website's static sections, as required by the Welsh Language Scheme.

Our Response:

2.1 Funding:

Funding was agreed at an initial sum of £10,000

When it became apparent that there was still a substantial amount of pages awaiting translation from the initial batch identified, an additional sum of £3500 was agreed in April 2010.

2.2 Quotation Differential:

In May 2010, we realised that all 3 of our authorised external translation services provide a quotation to us based on the English content sent to them; however they invoice us for the number of Welsh words returned to us.

There was difference in the two figures, which has caused an over-spend in excess of £2,000.

2.3 Time taken by External Translators:

Our primary translators Ewrolingo, estimated that it would take 2 months to translate and proof read 12,000 words. It actually took them 7 months to return the work to us.

2.4 Lack of engagement by Services.

From the 1st March 2010, a corporate decision was made to enforce the translation of all service content on the website. Our current content management system does not enforce the publishing of two versions of each webpage, so adherence to this new ruling proved difficult to monitor.

However, from September 2010, we made a decision to develop the existing content management system to reject any new English service content without the corresponding Welsh version. This will come into effect in October 2010.

We have since emailed all users in Bridgend as a reminder to translate any "service information" and to link this to the English version.

3.   **Provide statistics on the number of Welsh language pages on the website and how the current situation compares with the situation when the current scheme was adopted.**

Current Statistics:

Date	Number of Web Pages
When we signed the Welsh Language Strategy in 2009	190
When the update for translation was reported to Cabinet: 19/07/10	820
Navigation menus (*pending*)	103
Current Total at 23/09/10: (*this figure excludes the whole of the Business Zone which is fully bilingual*)	**1125**

4.   **Explain the arrangements that exist to translate the more *dynamic* sections of the website and any obstacles that exist to fulfilling that commitment.**

Response:

News articles & press releases on the Home Page = all fully bilingual

Jobs = The external software supplier is based in England and has advised that the application is not available in Welsh. Our internal team responsible for managing the Jobs Search application has advised that it will take 6 weeks FTE to build.

Powys Council had originally agreed to take the lead with the translation of the application. They no longer view this as a priority and will not be following this through in the short-tem. We therefore have no support with regards to duplicating this system in Welsh.

Payment Engine = The external software supplier is based in England and has advised that the application is not available in Welsh. We are unaware of any short-term commitments.

5.   **Explain the barriers that have prevented the Council from adopting a continual translation process**

Response:

The main barriers were:

- The amount of time taken by our external translation suppliers to translate, proof-read were wholly under-estimated.

- There are 1801 existing English service pages which are **not** translated, this would cost a minimum of £73,000; we do not have this funding available.

- The website is made up of separate micro-sites, each having their own management and design styles. The Tourism and Leisure section which includes Bryngarw House, the What's On database and the Grand Pavilion are not translated and do not conform to the corporate website guidelines. This has made it impossible to enforce bilingual web content on the micro-sites. (The Business Zone is also excluded form the corporate governance but is totally bilingual.)

- The online applications for job searches (Trent) and payments (Civica) are both designed and managed by external software houses based in England. They have advised that they do not have any plans to translate the applications in the near future.

In Summary:

The council understands that some milestones in the Welsh Language Scheme have slipped. However, the council has taken positive action through its web development project to improve the Welsh Language website. A substantial commitment has been made, both in terms of resources and also in developing mechanisms within the content management system to enforce translation when publishing material on the website. Staff have been issued with clear directions to support this.

Responsible Officer: Elizabeth Jones, Principal Officer - Programmes & Projects