

Welsh Language Scheme 2008-2011, Updated Action Plan 2011 - 12

Project	Advice & Guidance		
Senior Sponsor	Assistant Chief Executive – Performance		
Milestone	Responsible	Date	
<p>Development of advice and guidance for third parties on the implementation of the Welsh Language Scheme.</p> <p>Updated Action 2011-12 We will</p> <ul style="list-style-type: none"> • revise the advice and guidance leaflet to third party contractors • create an electronic version • incorporate the guidance into the standard electronic format for tenders and in the vendor assessment pack 	Procurement	September 2011	
<p>The council's Best Practice Guide to Consultation, published internally to assist managers and staff with engagement activity will contain specific guidance on undertaking engagement bilingually.</p> <p>Updated Action 2011-12 The Welsh Government has developed new guidance for consultation that the authority has contributed to through the consultation officers' network. This will be adopted locally as it will promote consistent practice across Wales and incorporate the latest good practice. This guidance has been prepared by Participation Cymru and was provided to councils in July 2011.</p> <p>We will</p>	Corporate Improvement Officer/ CEMG to cascade new guidance and highlight equalities and Welsh language elements	October 2011	

<ul style="list-style-type: none"> • review the guidance against our Welsh Language Scheme • identify areas where we feel further guidance is needed • distribute the additional guidance with the overall guidance for consultation 		
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Project	Website Development		
Senior Sponsor	Assistant Chief Executive – Performance		
Milestone	Responsible	Date	
<p>Continual translation process. Reviewing sections at a time. No new pages are now allowed on the website until a Welsh translation is also provided. Pages remaining in English only will not be transferred onto the new website when the new SharePoint system comes on line in December. From this point on, only those pages which a specific valid agreed reason will be published in English only.</p> <p>Updated Action 2011-12 We will</p> <ul style="list-style-type: none"> • work with directorates to ensure that the Trent jobs search function, and the micro sites for tourism, Porthcawl Pavilion and leisure services information is provided bilingually 	Web Development Manager	31 March 2012	

Project	Recruitment advertising		
Senior Sponsor	Head of Human Resources		
Milestone	Responsible	date	
Bilingual advertising of all posts for which Welsh language skills are deemed essential or desirable.	HR management		

<p>Updated Action 2011-12 We will</p> <ul style="list-style-type: none"> • provide the facility for applicants to apply on line in Welsh and implement bilingual recruitment advertising (with the exception of teaching posts) • launch managers' guidelines on recruitment and selection which include specific guidance on recruitment and the Welsh language • update training modules in managers' recruitment and selection training to include Welsh language issues (face to face training and e-learning) • provide the facility for applicants for teaching posts to apply on line in Welsh 		<p>September 2011</p> <p>September 2011</p> <p>September 2011</p> <p>March 2012</p>
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Project	Staffing & Training		
Senior Sponsor	Head of Human Resources		
Milestone	Responsible	Update	
<p>Following the Training Needs Assessment questionnaire distributed to Group Managers across the council in 2010, the results were analysed and used as the basis for the Welsh Language Skills Strategy.</p> <p>The objective of the Skills Strategy is to identify opportunities for staff to improve their Welsh language skills for use within their work roles.</p> <p>Updated Action 2011-12 We will</p> <ul style="list-style-type: none"> • work with managers to progress the skills strategy; confirm staff in need of training and the levels of training needed – beginner, improver, and further support for Welsh speaking staff in reading, speaking and writing Welsh 	<p>Lead: HR management – training coordinator</p> <p>Support: Corporate Improvement Officer</p>	<p>November 2011</p>	

<ul style="list-style-type: none"> • develop a training plan and resource this • identify and commission appropriate training support • monitor and evaluate outcomes of training and use these to improve future plans 		
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Project	Customer Service		
Senior Sponsor	Head of ICT and Property		
Milestone	Responsible	Date	
<p>To continue to improve and monitor the service to customers through the medium of Welsh we will</p> <ul style="list-style-type: none"> • develop a daily report for the telephone contact centre to be included in the half yearly monitoring reports to the Cabinet Committee - Equalities. This will show the number of customers selecting the Welsh queuing option and the number who continue their contact with BCBC in Welsh i.e. the call would be directed to a Welsh speaking customer advisor • develop role play/ training opportunities to test systems and staff skills in conjunction with Menter Bro Ogwr to support Welsh speaking staff in the Customer Service Centre 	<p>Customer Service Manager</p> <p>Customer Service Manager/ CIT/ Training</p>	<p>November 2011</p> <p>November 2011</p>	

Project	Performance Measurement		
Senior Sponsor	Assistant Chief Executive – Performance		
Milestone	Responsible	Date	
<p>Updated Action 2011 – 12</p> <p>We will</p> <ul style="list-style-type: none"> • review current data collection system for Welsh Language Board performance indicators 	<p>Corporate Improvement Team</p>	<p>June 2012</p>	

<ul style="list-style-type: none"> • update systems to ensure required information is collected and reported 		
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Project	Commissioning and Procurement		
Senior Sponsor	Head of Procurement		
Milestone	Responsible	Date	
<p>Update Action 2011 – 12 We will review existing practice in light of the new guidance from the Welsh Language Board and establish objectives and a timetable to implement agreed changes.</p> <p>We will :</p> <ul style="list-style-type: none"> • include the WLA requirements in the council's Contract Procedure Rules, specifically in relation to the advertising of tenders, specification, evaluation and award • promote the Welsh Language Act in all vendor appraisal and tender documentation. This will form part of a tender pack which includes guidance to providers, and will also include an equalities and environmental statement • develop and include a similar policy as part of the Welsh Purchasing Consortiums standard documentation • include the requirements of the WLA in all Procurement training undertaken in Bridgend Council • promote the scheme on the council's internal and external websites 	Head of Procurement	December 2011 ongoing process commencing September 2011 December 2011 December 2011 December 2011	