

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

<b>Project</b>	<b>Advice &amp; Guidance</b>		
<b>Senior Sponsor</b>	Assistant Chief Executive – Performance		
<b>Milestone</b>	<b>Responsible</b>	<b>Update</b>	
<p>Development of advice and guidance for third parties on the implementation of the Welsh Language Scheme.</p> <p><b>Updated Action 2011-12</b> We will:</p> <ul style="list-style-type: none"> <li>• revise the advice and guidance leaflet to third party contractors</li> <li>• create an electronic version</li> <li>• incorporate the guidance into the standard electronic format for tenders and in the vendor assessment pack</li> </ul> <p><b>by September 2011</b></p>	<p>Head of Procurement</p>	<ul style="list-style-type: none"> <li>• The advice and guidance leaflet has been reviewed. As it remains current, no revisions have been deemed necessary at this time.</li> <li>• An electronic version of the leaflet has been created</li> <li>• Hard copies of the leaflet have been sent to third party contractors applying for inclusion on our approved list. The electronic copy of the leaflet is now being sent as part of the Vendor Appraisal Questionnaire and is published on the external procurement website.</li> </ul>	

<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><b>Updated Action 2011-12</b> 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> <ul style="list-style-type: none"> <li>• review the guidance against our Welsh Language Scheme</li> <li>• identify areas where we feel further guidance is needed</li> <li>• distribute the additional guidance with the overall guidance for consultation</li> </ul> <p><b>by October 2011</b></p>	<p>HR Business Partner/ CEMG to cascade new guidance and highlight equalities and Welsh language elements</p>	<ul style="list-style-type: none"> <li>• The public engagement toolkit was made available on the intranet and advertised to staff via 'Message of the Day' in November 2011. The toolkit has since been reviewed against our Welsh Language Scheme, and some further guidelines have been identified as necessary. These additional points have now been incorporated into the 'accessible communications' section of the toolkit, and this update has been communicated to staff. CEMG representatives have also been charged with promoting use of the toolkit within their own directorates.</li> </ul>
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Project	<b>Website Development</b>	
Senior Sponsor	Assistant Chief Executive – Performance	
Milestone	Responsible	Update
<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><b>Updated Action 2011-12</b> We will</p> <ul style="list-style-type: none"> <li>• 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</li> </ul> <p><b>by 31 March 2012</b></p>	<p>Web Development Manager</p>	<ul style="list-style-type: none"> <li>• The Trent jobs search function is now available bilingually.</li> <li>• The Tourism and Porthcawl Pavilion micro-sites, along with the rest of the main BCBC website, need to be moved from Stellent and re-built in Microsoft SharePoint. It is anticipated that this process will be complete by autumn 2012. When the micro sites are re-launched in SharePoint, they will be available bilingually.</li> <li>• The external company which will take on the running of our leisure services in 2012 will be preparing and maintaining their own webpages. They will honour BCBC's commitment to provide this information bilingually. It is anticipated that BCBC will host one webpage on its own website, which will link to the externally maintained bilingual leisure services site.</li> </ul>

Project	<b>Recruitment advertising</b>	
Senior Sponsor	Head of Human Resources	
Milestone	Responsible	Update
<p>Bilingual advertising of all posts for which Welsh language skills are deemed essential or desirable.</p> <p><b>Updated Action 2011-12</b>  <b>We will</b></p> <ul style="list-style-type: none"> <li>• provide the facility for applicants to apply on line in Welsh and implement bilingual recruitment advertising (with the exception of teaching posts)</li> <li>• launch managers' guidelines on recruitment and selection which include specific guidance on recruitment and the Welsh language</li> <li>• update training modules in managers' recruitment and selection training to include Welsh language issues (face to face training and e-learning)</li> </ul> <p><b>September 2011</b></p> <ul style="list-style-type: none"> <li>• provide the facility for applicants for teaching posts to apply on line in Welsh</li> </ul> <p><b>by March 2012</b></p>	<p>HR management</p>	<ul style="list-style-type: none"> <li>• All three of these actions have been completed</li>   <li>• This action is on schedule for completion by the end of February 2012</li> </ul>

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><b>Updated Action 2011-12</b> We will</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• develop a training plan and resource this</li> <li>• identify and commission appropriate training support</li> <li>• monitor and evaluate outcomes of training and use these to improve future plans</li> </ul>	<p>Lead: HR management – training coordinator</p> <p>Support: HR Business Partner</p>	<ul style="list-style-type: none"> <li>• A detailed training plan is currently being developed, which focuses on provision of basic Welsh language training for front facing employees, including Customer Contact Centre and Telephone Contact Centre employees, and elected Members. The plan also focuses on provision of business Welsh/ Welsh in the workplace training for public; facing employees. Training providers are currently being identified. Links have been made with the Vale of Glamorgan’s Welsh Language Officer, and opportunities for collaboration are being explored. Welsh taster sessions are currently being offered to staff. Consideration is also being given to provision of Welsh language awareness training for senior level employees.</li> </ul>	

by November 2011		
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<b>Project</b>	<b>Customer Service</b>		
<b>Senior Sponsor</b>	Head of ICT and Property		
<b>Milestone</b>	<b>Responsible</b>	<b>Update</b>	
<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"> <li>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</li> </ul>	<p>Customer Service Manager</p>	<ul style="list-style-type: none"> <li>A daily report for the Telephone Contact Centre (TCC) has been developed. Between 1 June 2011 and 21 December 2011, the Welsh advisor queuing option was selected 223 times. Due to a current lack of Welsh speaking staff within the TCC team, only 2 of these were answered by a Welsh speaking advisor. A call back procedure has now been implemented to help address this situation. Callers who select the Welsh advisor queuing option but can't get through as none is available hear the following message in Welsh:            "We apologise but we currently do not have a Welsh Speaking advisor available. If you would like to arrange a call back from a Welsh speaking advisor please hold while we transfer you to an advisor."            No figures are currently available to confirm how many Welsh speaking callers are</li> </ul>	

<ul style="list-style-type: none"> <li>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</li> </ul> <p><b>by November 2011</b></p>	<p>Customer Service Manager/ HR Business Partner/ Training</p>	<p>selecting the call back option, and how many are choosing to continue their call in English instead. Call back figures will however be reported within the next monitoring report which Committee receives. A 'Welsh essential' post is also shortly to be advertised so as to increase the number of Welsh speakers within the team. The possibility of Welsh speaking staff in other teams taking messages when there is no Welsh speaking advisor available in the TCC is also being explored.</p> <ul style="list-style-type: none"> <li>Menter Bro Ogwr have provided Welsh speaking and learning customer service advisors with badges which indicate their level of fluency in the language, and encourage Welsh speaking customers to put those staff to the test by communicating with them in Welsh. Menter Bro Ogwr also informally monitor the availability of Welsh speaking staff within the Customer Contact Centre and Telephone Contact Centre, and provide feedback to the officers with responsibility for the equalities and Welsh language agenda.</li> </ul>
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<b>Project</b>	<b>Performance Measurement</b>		
<b>Senior Sponsor</b>	Assistant Chief Executive – Performance		
<b>Milestone</b>	<b>Responsible</b>	<b>Update</b>	
<b>Updated Action 2011 – 12</b> We will <ul style="list-style-type: none"> <li>• review current data collection system for Welsh Language Board performance indicators</li> <li>• update systems to ensure required information is collected and reported</li> </ul> <b>by June 2012</b>	HR Business Partner	<ul style="list-style-type: none"> <li>• These two actions are on schedule for completion by June 2012</li> </ul>	

<b>Project</b>	<b>Commissioning and Procurement</b>		
<b>Senior Sponsor</b>	Head of Procurement		
<b>Milestone</b>	<b>Responsible</b>	<b>Date</b>	
<b>Updated Action 2011 – 12</b> 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.  We will : <ul style="list-style-type: none"> <li>• promote the Welsh Language Act in all vendor appraisal and tender documentation.</li> </ul>		<ul style="list-style-type: none"> <li>• All new tender invitations use a 2 stage process with a pre-qualifying questionnaire</li> </ul>	



<p>This will form part of a tender pack which includes guidance to providers, and will also include an equalities and environmental statement</p> <p><b>ongoing process commencing September 2011</b></p> <ul style="list-style-type: none"> <li>• include the WLA requirements in the council's Contract Procedure Rules, specifically in relation to the advertising of tenders, specification, evaluation and award</li> <li>• develop and include a similar policy as part of the Welsh Purchasing Consortium's standard documentation</li> <li>• include the requirements of the WLA in all procurement training undertaken in Bridgend Council</li> </ul>	<p>Head of Procurement</p>	<p>(PQQ). The PQQ asks a number of questions relevant to the delivery of equalities and the Welsh Language Act and is based on a model used by Welsh Government. Additional project specific questions based on individual service requirements may be included, where appropriate.</p> <ul style="list-style-type: none"> <li>• The council's Contract Procedure Rules have not yet been amended, due to a delay in the adoption of an all Wales set. Revisions are being addressed with the intention of taking the amended version through the formal approval process in March 2012.</li> <li>• This has not been effectively addressed by the Welsh Purchasing Consortium (WPC). The WPC considers the requirements of the Welsh Language Act as part of a contract related business case developed before the tender is issued, but no amendments have yet been made to the standard tender documents.</li> <li>• Due to the delay in implementing changes to the Contract Procedure Rules, only limited training has taken place. A set of procurement guidance notes have been produced which cover the Welsh Language Act. These are</li> </ul>
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<ul style="list-style-type: none"> <li>• promote the scheme on the council's internal and external websites</li> </ul> <p><b>by December 2011</b></p>		<p>currently out for consultation.</p> <ul style="list-style-type: none"> <li>• The electronic version of the advice and guidance for third parties is published on the external website and on the intranet.</li> </ul>
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