

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

Project	Advice & Guidance		
Senior Sponsor	Assistant Chief Executive – Performance		
Milestone	Responsible	Update	
<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 <p>by September 2011</p>	<p>Head of Procurement</p>	<ul style="list-style-type: none"> • The advice and guidance leaflet has been reviewed. As it remains current, no revisions have been deemed necessary at this time. • An electronic version of the leaflet has been created and is in use. • Hard copies of the leaflet have been sent to third party contractors applying for inclusion on our approved list, and to organisations who apply for tender documents. The electronic copy of the leaflet is now being sent as part of the Vendor Appraisal Questionnaire and is to be published on the forthcoming external procurement website. 	

<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> <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 <p>by October 2011</p>	<p>HR Business Partner/ CEMG to cascade new guidance and highlight equalities and Welsh language elements</p>	<ul style="list-style-type: none"> • The Welsh Government's public engagement toolkit (adapted for BCBC by the authority's Consultation Officer) was made available on the intranet and advertised to staff in November 2011. The toolkit was soon after reviewed against our Welsh Language Scheme, and some further guidelines were identified as necessary. These additional points were incorporated into the 'accessible communications' section of the toolkit, and this update was communicated to employees. Arrangements are in place to ensure that employees are periodically reminded of the availability and importance of the toolkit, and of the various aspects it covers including Welsh language considerations.
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Project	Website Development	
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>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 <p>by 31 March 2012</p>	<p>Web Development Manager</p>	<ul style="list-style-type: none"> The Trent jobs search function is now available bilingually. The tourism and Porthcawl Pavilion micro-sites have had to be re-built which has delayed translation. The Web Development and Corporate Identity manager is working with these service areas to establish a revised deadline for their micro-sites to launch bilingually. Management of BCBC sport centres and swimming pools transferred to Halo in April 2012. Halo is now responsible for the translation of all their public facing materials including web pages. The council continues to monitor Halo's compliance with the council's Welsh Language Scheme and offer advice and guidance where necessary. Halo understand the importance of making their BCB leisure web pages available bilingually and are currently working to address this as a priority.

Project	Recruitment advertising		
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>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) <p>September 2011</p> <ul style="list-style-type: none"> • provide the facility for applicants for teaching posts to apply on line in Welsh 	<p>HR management</p>	<ul style="list-style-type: none"> • All four of these actions have been completed. 	

by March 2012		
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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 develop a training plan and resource this identify and commission appropriate training support monitor and evaluate outcomes of training 	<p>Lead: HR management – training coordinator</p> <p>Support: HR Business Partner</p>	<ul style="list-style-type: none"> A detailed Welsh Language Training Plan has recently been developed, building on the authority's Welsh Language Skills Strategy. Corporate funding has been secured for this plan. (Having evaluated our Welsh language training provision and traditional arrangements for funding, we have recognised that there are likely to be more service areas who need Welsh speakers but who haven't nominated learners previously due to lack of service level funding. Corporate funding should therefore increase the number of nominations). The Welsh Language Training Plan includes a proposal for all senior managers to receive Welsh language awareness training, facilitated by Menter Bro Ogwyr. The plan also proposes Welsh in the Workplace training. A training needs assessment is currently taking place, to ensure training is targeted at employees working within services where a

<p>and use these to improve future plans</p> <p>by November 2011</p>		<p>clear business need for Welsh language speakers has been identified.</p> <ul style="list-style-type: none"> • Meetings have been held with Menter Bro Ogwr and with the University of Glamorgan to identify 'best fit' study programmes for beginners and improvers. Training will be available for existing learners for the September 2012 intake if appropriate. • Funding for Welsh language training has also been agreed for elected Members where the learning need is for conversational Welsh rather than to meet an identified business need. • Welsh language training that is identified as essential to business need will be prioritised within the training plan. Learning objectives will be established for individuals undertaking training, and learning outcomes will be monitored and recorded. • We have no plans currently to fund employees who want to study Welsh for personal reasons. However, consideration is being given to the development of corporately funded practice sessions for both Welsh learners and Welsh speakers, facilitated initially by Menter Bro Ogwr, intended for those with an interest in improving their Welsh language skills within an informal setting.
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Project	Customer Service		
Senior Sponsor	Head of ICT and Property		
Milestone	Responsible	Update	
<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 	<p>Customer Service Manager</p> <p>Customer Service Manager/ HR Business</p>	<ul style="list-style-type: none"> A daily report for the Telephone Contact Centre (TCC) has been developed. Please see page 5 of Appendix 1 for more information on the results of this reporting mechanism. Menter Bro Ogwr have provided Welsh speaking and learning customer service advisors with badges which indicate their level of fluency in the language, and 	

<p>Centre</p> <p>by November 2011</p>	<p>Partner/ Training</p>	<p>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.</p>
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Project	Performance Measurement		
Senior Sponsor	Assistant Chief Executive – Performance		
Milestone	Responsible	Update	
<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 • update systems to ensure required information is collected and reported <p>by June 2012</p>	<p>HR Business Partner</p>	<ul style="list-style-type: none"> • The council is pleased that it is able to report fully on its performance in relation to Performance Indicator WLI5 (number of Welsh speaking employees) for 2011/12, though disappointed that it is still unable to report in relation to Performance Indicator WLI1 (procurement). Work is underway to put systems in place to allow us to report on WLI1 for 2012/13. 	

Project	Commissioning and Procurement		
Senior Sponsor	Head of Procurement		

Milestone	Responsible	Date
<p>Updated 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"> • 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 <p>ongoing process commencing September 2011</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 • develop and include a similar policy as part of the Welsh Purchasing Consortium's standard documentation 	<p>Head of Procurement</p>	<ul style="list-style-type: none"> • All new tender invitations use a 2 stage process with a pre-qualifying questionnaire (PQQ). The PQQ asks a number of questions relevant to the delivery of equalities and Welsh language commitments, and is based on a model used by Welsh Government. Additional project specific questions based on individual service requirements may be included, where appropriate. • 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 October 2012. • This has not been effectively addressed by the Welsh Purchasing Consortium (WPC). The WPC considers the requirements of the Welsh

<ul style="list-style-type: none">• 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 <p>by December 2011</p>		<p>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.</p> <ul style="list-style-type: none">• Due to the delay in implementing changes to the Contract Procedure Rules, only limited training has taken place. Following further revisions to Contract Procedure Rules, a revised draft set of guidance notes is being produced (covering Welsh language) which will be subject to further consultation.• The electronic version of the advice and guidance for third parties will be published on the external website and on the intranet.
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