

Welsh Language Scheme 2012 – 2015, Updated Action Plan 2012 - 13

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| Project | Website development | |
| Senior Sponsor | Assistant Chief Executive – Performance | |
| Milestone | Responsible | Update |
| Continuing translation of static sections of English site. | Web Development Manager: | As at 31 March 2013, 1775 pages had been translated on the main BCBC site. This is an increase of 70 pages since August 2012. Web pages without a Welsh translation continue to not be published. |
| Work with directorates to agree revised deadlines for the micro sites for tourism (Bridgend Bites), the Grand Pavillion, Porthcawl and Bryngarw House and Country Park, to be provided bilingually. | Web Development Manager: | The rebuild of the Grand Pavillion website which will be bilingual will be completed by 31 May 2013. The translation of the Arts pages will be completed by 30 June 2013. Tourism – 95 per cent of the English site content translated. Remaining 5 per cent will not be translated as it relates to links to 3 rd party content from hotels and bed and breakfast venues. Bryngarw House and Country Park website is being rebranded and will move to an external provider. Once the provider has been confirmed and the new website is developed it will be available bilingually. |
| Work with HALO to agree timescales for all web pages to be published bilingually. HALO responsible for bilingual website provision under BCBC Welsh language scheme as working in partnership with BCBC. | Web Development Manager in conjunction with HALO | Progress has been made in translating the HALO website and the main HALO link from BCBC is now bilingual. Translation timeframes are being established with HALO representatives. |

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| Project | Customer Service | | |
| Senior Sponsor | Head of ICT and Property | | |
| Milestone | Responsible | Update | |
| Develop systems to test staff skills in conjunction with Mentor Bro Ogwr to support Welsh speaking staff in the Customer Service Centre. | Customer Service Manager / HR & OD | Menter Bro Ogwr contact the customer contact and telephone contact centres to request services in Welsh and feedback to the Cyfarfod Fforwm Iaith quarterly. | |
| Review the selection process to promote the recruitment of Welsh speakers and Increase the number and % of operational Welsh speaking staff in the Customer Contact and Telephone Contact Centres. | Customer Service Manager / HR & OD | This was concluded in March 2013. | |
| Project | Staffing & Training | | |
| Senior Sponsor | Head of Human Resources. | | |
| Milestone | Responsible | Update | |
| Work with service managers to implement the council's Welsh language training plan by identifying those employees requiring Welsh language awareness training (based on business need) and the appropriate level of training required - beginner, improver and support for Welsh speaking staff in reading, speaking and writing Welsh. | L & D Manager / HR & OD | Completed in January 2013 with initial learners now in place | |
| Monitor and evaluate outcomes of training and use these to improve future plans. | L & D Manager / HR & OD | Process in place to ensure continual development of staff Welsh language skills. | |
| Project | Commissioning and Procurement | | |
| Senior Sponsor | Head of Procurement | | |
| Milestone | Responsible | Update | |
| Develop and include a similar policy as part of the Welsh Purchasing Consortiums standard documentation. | Corporate Procurement Manager | Achieved | |
| Include the requirements of BCBC's Welsh Language Scheme in all procurement training undertaken in BCBC. | Corporate Procurement Manager | Achieved | |
| Promote BCBC's Welsh Language Scheme on the council's internal and external websites | Corporate Procurement Manager | Achieved | |

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| <p>Report on Performance Indicator WLI1 (procurement).</p> <p>Introduce standard performance measure within new contracts requiring providers to report against this PI. To enable monitoring of compliance, validation will be monitored via sampling the return of compliance assessments.</p> <p>Develop a corporate assessment tool to monitor contracts for compliance with the Welsh Language Scheme.</p> | <p>Corporate Procurement Manager</p> <p>Corporate Procurement Manager</p> | <p>Work is ongoing to ensure that new providers/ contracts operating from December 2013 and renewed contracts are all compliant by December 2017.</p> <p>Assessment tool developed and piloted in December 2012.</p> |
| Project | Youth Service | |
| Senior Sponsor | Head of Learning | |
| Milestone | Responsible | Update |
| <p>Staff skills: Further development required to fully report on the progress made in the Welsh Language Scheme Annual Monitoring Report 2012/13 in regard to staff skills. This will require an outline of:</p> <ul style="list-style-type: none"> • Recruitment and selection; • Welsh speaking staff numbers and skill levels; • Language skill development and training plans. <p>The Curriculum Development team need to map the Welsh language provision delivered by the Youth Service, consult and engage with service users to highlight any gaps in delivery and ensure the needs of participatory groups are met.</p> <p>Consultation: Further development required to fully report on the progress made in the Welsh Language Scheme Annual Monitoring Report 2012/13 in regard to staff skills. This will require a system, with examples, outlining the methods used to consult with children and young people to identify Welsh medium priority areas for the service.</p> | <p>Youth Service Manager.</p> | <p>Work is ongoing to meet target date of October/November 2013</p> <p>Work is ongoing to meet target date of October/November 2013</p> <p>Work is ongoing to meet target date of October/November 2013.</p> |