

Welsh Language Scheme 2012 – 2015, Updated Action Plan 2013 - 14

Project	Website development		
Senior Sponsor	Corporate Director Resources		
Milestone	Responsible	Update	
Continuing translation of static sections of English site.	E – Communications and Web Officer	As at 31 March 2014, 1196 pages were recorded as being translated. In 2013/14, the council’s website migrated to a new content management system (CMS). A large number of obsolete webpages (both English and Welsh) were subsequently deleted. Web pages without a Welsh translation continue to not be published.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.	E – Communications and Web Officer	<p>Concluded. The rebuild of the Grand Pavillion bilingual website has been completed. Booking facilities will be provided by an English only interface.</p> <p>The translation of the Arts pages has been concluded.</p> <p>The Bryngarw website has been rebranded and has moved to an external provider.</p> <p>Tourism – 95 per cent of the English site content translated. Remaining 5 per cent will not be translated as it relates to links to 3rd party content from hotels and bed and breakfast venues. Currently, users of the microsite cannot navigate between English and Welsh sections of the site once they are past the homepage. If they try to, they get automatically diverted to the homepage of their language choice. This problem was flagged up to the service area in October 2013 but is yet to be rectified.</p>	

Work with HALO to agree timescales for all web pages to be published bilingually.	E – Communications and Web Officer in conjunction with HALO	HALO Website translated and main HALO link from BCBC is bilingual.
HALO responsible for bilingual website provision under BCBC Welsh language scheme as working in partnership with BCBC.		Bridgend County Borough facilities are now bilingual.
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	Mentor Bro Ogwr has agreed to outline a plan to test linguistic skills of staff in the Customer Contact Centre and Telephone Contact Centre. Analyses will be reported to the Cyfarfod Fforwm Iath and will be included in the 2014/15 Annual Monitoring Report to the Welsh Language Commissioner.
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.	Equality and Engagement Officer	Data collection exercise to be concluded in March 2015. Linguistic Skills of employees (welsh speaking, reading and writing) will be identified following which target employees will be identified.
Project	Commissioning and Procurement	
Senior Sponsor	Head of Procurement	
Milestone	Responsible	Update
Report on Performance Indicator WLI1 (procurement).		
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.	Corporate Procurement Manager	Work is continuing to ensure that new providers/ contracts operating from December 2013 and renewed contracts are all compliant by December 2017.

