

Action Plan and Timetable

Ref No.	Paragraph	Action/Aim	Target	By When	Lead Responsibility
1	7.4	Mainstream the Welsh Language policies	All actions to be included in individual Service Delivery Plans	March 2010	All Heads of Service in conjunction with the Strategic Policy Unit
2	7.2	Carry out impact assessments of new Council policies in relation to the Welsh Language and culture	Annual report detailing the number of policies impact assessed	Annual report in June	Directorate Policy Officers in conjunction with the Strategic Policy Unit
3	8.1	Monitor the impact of Welsh Language Policies identified within the Local Development Plan. Guidance produced in relation to Linguistic Statements	Annual assessment	Annual report in June March 2010	LDP Team /Strategic Policy Manager LDP Team
4	10.3	Third party providers of services to comply with our WLS.	Production of an explanatory guide to the Welsh Language Scheme for contractors and third parties	Dec 2009	Procurement Team / Strategic Policy Manager
5	13.2	Monitor the standard and consistency of our Welsh Language service	Undertake a customer satisfaction survey (or incorporate within an existing survey) a measure of satisfaction in relation to the delivery of a Welsh Language	Dec 2009	Strategic Policy Manager

			service to the public.		
6	16.3	Elected Members and Officers will be encouraged to open and close meetings bilingually	Briefing note and reminders to all Chairpersons	Dec 09	Strategic Policy Manager / County Clerk
7	26.2	All posts in the Council will be designated either Welsh desirable or Welsh essential	Agree a standard set of scored criteria to assess the linguistic requirements of posts within the Council	Jan 2010	Personnel
8	26.4	Carry out an audit of the linguistic skills of staff within the Council and input information onto the new HR database	100% of staff sent a linguistic skills questionnaire	March 2010	Personnel
9	9.4	Where consent has been given by the individuals concerned, indicate on the corporate phone book or similar centralised database the linguistic skills of staff in each department.	70% of staff have an indication of linguistic ability against their name in the phone book or similar accessible database	Jan 2010	IT / Customer Service Unit
10		Arrange a "mystery shopper" exercises to be carried out annually to look at face to face contact; telephone contact and written contact (inc e-mail)	90% compliance level achieved	Annual Report in June	Strategic Policy Manager
11	7.2	Monitor the WLS and policies through a Councillor Bilingual Forum	Increase attendance and representation	Group meeting at least twice a year	Strategic Policy Manager
12	26.4	Monitor the standard set of scored criteria to assess the linguistic requirements of posts within the Council	Review as part of Annual Report	June 2010	Personnel
13	14.11.b	90% of Committee papers, minutes and agendas (Council, Cabinet & Scrutiny) to be produced simultaneously in English and Welsh	90% compliance achieved	Jan 2010	County Clerks; Scrutiny Support; & Cabinet Support

14	13.3	Undertake an internal review of the Council's use of external translation services	Review undertaken	Feb 2010	County Clerk
15		Develop an internal guide to the WLS for staff / Councillors	Production of guide	Feb 2010	Strategic Policy Manager
16		Undertake a benchmark audit of staff awareness of the Revised Welsh Language Scheme.	Audit completed	Feb 2010	Strategic Policy Manager
17	WL indicator 1	To monitor and report annually the number and percentage of the sample of third parties monitored that conform to the requirements of this Scheme in a) care services b)pre-school provision c) youth & leisure services	Undertake annual sample	Reported annually in June	All services who utilise third parties to deliver services to the public.
18	WL Indicator 2	100% of main receptions, one stop shops and call centres able to deliver a bilingual service by December 2008	Number and % of Main reception, call centres and one stop shop posts that have been denoted as "Welsh Essential" and have been filled by staff who are bilingual	Reported annually in June	Heads of Service where relevant
19	WL Indicator 3	Ensure Welsh Language is an integral part of our e-government initiatives	Review our web development	Jan 2010	Customer Services Team
20	WL Indicator 4	To increase the number of staff in the workplace who are able and who do work through the medium of Welsh in order to meet the requirements for providing quality services	a) the number and % of staff who have received training in Welsh to a specific qualification level.	Report annually in June	Personnel
			b) the number and % of staff who have received language awareness training	Within 6 months of starting in post.	Personnel
21	WL Indicator 5	To increase the number of staff in the workplace who are able and who do work through the medium of Welsh in order to meet the	The number and % of staff within the Council's services who are able to speak	Report annually in June	Personnel

		requirements for providing quality services	Welsh (not including school teachers and staff)		
22	WL Indicator 6	To maintain and improve the quality of Welsh services to the public.	Number of complaints received in relation to the implementation of the Language Scheme and the % dealt with in accordance with the Council's corporate standards.	Report annually in June	Strategic Policy Manager