



Cymoedd i'r Arfordir
Valleys to Coast

Welsh Language Scheme

Action Plan



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Valleys to Coast

Contents

Guide Contents	1
Planning and delivering services	2
WELSH-SPEAKING CUSTOMERS	4
Our PUBLIC FACE	6
IMPLEMENTATION AND REVIEW OF THE SCHEME	8



Cymoedd i'r Arfordir Valleys to Coast

Planning and delivering services				
REF	ACTION	OBJECTIVE	LEAD OFFICER(S)	UPDATE
WLS1	Ensure that the Welsh Language Scheme is considered as an integral part of the Equality Impact Assessments undertaken when developing policies, plans and strategies.	To mainstream Welsh Language issues into routine Equality Impact Assessments.	Housing Team	<p>We continue to work with Tai Pawb to review our Equality Impact Assessment process.</p> <p>This includes provision for mainstreaming the Welsh language into Equality Impact Assessments.</p> <p>Additionally, the Welsh language is a standing discussion item on our quarterly Equality Group meeting agendas.</p>



Cymoedd i'r Arfordir Valleys to Coast

WLS2	Ensure that the Welsh Language Commissioner 'Hapus i siarad cymraeg' branded signage is clearly visible at all customer facing locations.	To explicitly and unambiguously show that we welcome and value the use of the Welsh language within our business.	Communications Team	The Hapus i Siarad signage is clearly visible in all of our customer-facing locations.
WLS3	Carry out an audit of Welsh Language skills within our customer-facing partner organisations.	To be assured that customers' preference of language can be accommodated by our key partners.	Communications Team	Through previous audits, we have established that the majority of our customer-facing partner organisations have members of staff with Welsh language skills. We will be building this into our new contracts/agreements for further assurance.



WELSH-SPEAKING CUSTOMERS				
REF	ACTION	OBJECTIVE	LEAD OFFICER(S)	UPDATE
WLS4	Carry out regular review of Welsh language skills within the organisation and update the central directory accordingly.	To provide colleagues with an up-to-date and accessible directory of Welsh speakers within the business.	People Team	<p>We have a database of colleagues that are able to communicate in Welsh.</p> <p>There is a guide on what to do if they are on the phone to a customer wishing to converse in Welsh.</p>
WLS5	Maintain a database of customers expressing a preference to do business using the Welsh language and	To meet the expressed needs of customers and provide outstanding customer service.	Governance Team	We have 6973 individual tenants, of whom 3 (0.04%) have expressed a preference to communicate in



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	ensure that all bespoke and routine correspondence is sent in Welsh.			Welsh. Our IT systems have been configured to send out standard letters in Welsh, when requested by the customer.
WLS6	As part of the Common Housing Register project review the potential / benefit of providing bilingual Housing Application forms	To improve the range of services/language options for customers.	Housing Team	The council administered Common Housing Register does not use application forms but relies on face to face interviews. The council operates its own Welsh Language Scheme as a public body.



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Our PUBLIC FACE

REF	ACTION	OBJECTIVE	LEAD OFFICER(S)	UPDATE
WSL7	Alter e-mail signatures for Welsh-speaking colleagues to show they are happy to converse in Welsh.	To promote and encourage the use of the Welsh Language when doing business.	IT Team	All of our colleagues have bilingual email signatures and the email signatures of Welsh speaking colleagues make it clear that they welcome correspondence in Welsh or English.
WSL8	Increase the Information available on our website in Welsh by providing translations for the	To show a clear commitment to promoting the use of the Welsh Language.	Communications Team	Our website is bilingual, with the exception being any publications/documents that are not currently produced



Cymoedd i'r Arfordir Valleys to Coast

	information accessed by the key navigation buttons.			bilingually
WSL9	Produce in-house communications bilingually or Welsh versions wherever possible.	To promote us as being a Welsh friendly organisation to colleagues.	Communications Team	Where practical the majority of communications produced in-house are bilingual.
WSL10	Ensure when securing or refurbishing office accommodation that a full bilingual identity is presented throughout the building.	To promote us as a Welsh friendly organisation to colleagues and the community.	People Team	Continuing to ensure all signage in offices is bilingual.



IMPLEMENTATION AND REVIEW OF THE SCHEME

REF	ACTION	OBJECTIVE	LEAD OFFICER(S)	UPDATE
WSL11	Add Welsh language skills as a 'Desirable' component of job descriptions and publicise recruitment advertisements for all customer-facing colleagues.	To increase the number of colleagues able to respond to customer enquiries in Welsh.	People Team	Job descriptions/personal specifications continue to include a requirement for Welsh language knowledge as a desirable skill.
WSL12	Support and provide training for colleagues to learn or improve Welsh language skills.	To promote the Welsh language and show commitment to the objectives of our scheme.	People Team	A 'language skill' information sheet is included at the induction of new colleagues to gauge any interest from colleagues who would like to improve their language skills



Cymoedd i'r Arfordir Valleys to Coast

				<p>and their details logged on the Welsh language spread sheet.</p> <p>Introduction to Welsh language is incorporated in the induction, and includes a history of the language and our commitment and options for people interested in learning Welsh.</p> <p>Welsh lessons are advertised and serve as a reminder to staff that they would be supported to develop Welsh</p>
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				<p>Language skills.</p> <p>Welsh taster/basic lessons were held and funded by the organisation, including supporting study time.</p> <p>We are in the process of reviewing our Welsh language training, awaiting the changes required for organisations operating in Wales.</p> <p>At the moment we are offering colleagues to undertake a 10 week Welsh eLearning</p>
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				<p>course.</p> <p>We have a number of staff who have expressed an interest in the Welsh Language training and we are waiting to decide on our approach to support colleagues with their interest.</p> <p>We have been reviewing options at local learning centres/colleges.</p>
WSL13	Develop and Introduce a Welsh	To promote the Welsh language and	People Team	Welsh language awareness is now an



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	language awareness module for inclusion in the induction for new starters.	show commitment to the objectives of our scheme.		integral part of corporate inductions held on a quarterly basis, attended by new colleagues and Board members.
WSL14	Promote the efforts and successes of colleagues taking Welsh Lessons.	To encourage individuals taking Welsh lessons and promote the availability and popularity of such lessons.	People Team	Congratulatory messages are communicated via colleague communication platforms.
WSL15	Prepare Annual Report for the Board on progress/success against the schemes action plan.	To monitor the implementation of the scheme and comply with the requirements of the Welsh Language Commissioner.	Chief Executive	The Annual Report for the financial year is presented to the Board annually.



Cymoedd i'r Arfordir Valleys to Coast

WSL16	Ensure the scheme and the Annual Report to the Welsh Language Commissioner are readily available to anyone seeking a copy and are clearly accessible on our website.	To promote details of, and assure compliance with, the scheme.	Chief Executive	The scheme is available on the website. The annual reports are also on the website.
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