

Welsh Language Scheme Monitoring Action Plan

Compliance Area	Type of Standard	No of Standard	Action Required	Progress	Date	RAG Rating
Operational	Bilingual Skills Strategy	106,106A, 107,107A, 107B, 108	<ol style="list-style-type: none"> 1. Implementation of the recruitment actions to ensure Welsh language skills are assessed during the job scrutiny process. 2. New recruitment webpage will need to be translated. 3. Bilingual Skills Strategy to be included on new recruitment SharePoint page. 4. raise awareness of external recruitment agencies for Welsh essential posts. 5. Budget required to advertise Welsh essential posts externally to Trac. 	<ol style="list-style-type: none"> 1. Standard Operating Procedures approved by the Welsh Language Group and uploaded to the IMS 2. Process in place to ensure Job adverts are translated and advertised bilingually. 	Sep-22	Amber
Operational	Workforce Policies	82		<ol style="list-style-type: none"> 1. All Wales workforce policies are translated 2. Welsh policies to be uploaded to ipassport 	Apr-23	Green
Service Delivery	Website and Apps (DSPP)	40, 41,42,43		<ol style="list-style-type: none"> 1. Risk of non-compliance with the Welsh Language Scheme accepted by Project and Directorate SLT. 2. Bilingual response provided by project communications group to ensure all NHS Wales communications teams can respond appropriately to complaints. 	Apr-23	Red
Operational	Using Welsh Internally	79		<ol style="list-style-type: none"> 1. New policy and EQIA approved. 2. Staff guides created and available on Welsh language SharePoint page 	Jul-23	Green
Service Delivery	Education Courses	63	<ol style="list-style-type: none"> 1. Raise awareness of this standard with staff who are likely to organise education courses 	<ol style="list-style-type: none"> 1 Translation of Change Ambassador course resources required. 	Sep-23	Yellow
Service Delivery	Telephone and Reception	8,9,10,12,14,17,18,19,50	<ol style="list-style-type: none"> 1. KPIs need to be included for service desk as part of IOPR to monitor the number of calls requiring a Welsh language service and how they are dealt with 2. Welsh speaking staff to attend a residential course to gain confidence speaking Welsh on the telephone 3. New telephony system required to help staff identify callers requiring a Welsh language service 4. Recruitment of staff with Welsh language skills essential 5. Advertising posts externally to trac 6. All service desk staff to complete a welcome course. 	<ol style="list-style-type: none"> 1. One post has been advertised as Welsh essential but no successful appointments. 2. New telephony system due to be installed in October 2023. 3. Work is ongoing with the service desk to ensure staff complete a welcome course. 	Dec-23	Red
Policy Making	Consultation and Research	72,73,74,75,76,77	<ol style="list-style-type: none"> 1. Welsh Language Services Manager to work closely with R&I leads to ensure Welsh language is considered in projects 	<ol style="list-style-type: none"> 1. DSPP consultation and research bilingual and considers impact on Welsh language. 2. New Welsh Language technical group set up in relation to DMTP and DSPP 	Sep-23	Amber
Service Delivery	Meetings and Public Events	26,27,28,29,30,31,32,33,34	<ol style="list-style-type: none"> 1. Regular communication with staff via SharePoint news. Promotion of SOP on Welsh language SharePoint page 	<ol style="list-style-type: none"> 1. Arranging External meetings Standard Operating Procedure (SOP) reviewed and updated. 2. New SOP for arranging events approved 3. Work is ongoing with communication leads across the organisation re events. 	Mar-23	Red

Operational	ESR/ PADR	81	<ol style="list-style-type: none"> 1. Managers need to ensure all staff update their Welsh language skills on ESR 2. The PADR document needs to be available in Welsh and staff informed that they can request their PADR in Welsh. 	<ol style="list-style-type: none"> 1. Promotion of Welcome courses to support staff at level 0 at induction. 2. Power BI dashboard provides information for a targeted approach. 3. Welsh Language Manager raises awareness at directorate meetings 	Sep-23
Service Delivery	Correspondence - Email/Letters	1,2,3,4,5,6,7	<ol style="list-style-type: none"> 1. All staff are required to enter bilingual email signatures and out of office replies. 2. New Tractivity system needs to be implemented in order to record language choice of stakeholders 3. Letters within systems need to be audited to ensure they are compliant with Welsh language standards. 	<ol style="list-style-type: none"> 1. New staff guides created on the Welsh language SharePoint page. 2. Meeting with engagement leads to ensure new tractivity system is used to identify language preference. 3. Translation service budget increased to meet demand 	Sep-24
Service Delivery	Documents and Forms	36,37,38,	<ol style="list-style-type: none"> 1. Ensure all stakeholder surveys/documents and forms are bilingual (particular project surveys) 	<ol style="list-style-type: none"> 1. New staff guide to advise staff on what needs to be in Welsh created and stored on the Welsh language SharePoint page. 2. Welsh Language Manager working closely with DSPP to ensure surveys and forms are bilingual 3. Welsh Language Manager attends WIAG to ensure compliance 	Sep-23
Operational	Recruitment - Adverts and JDs	106,106A, 107,107A, 107B, 108	<ol style="list-style-type: none"> 1. Implementation of the recruitment actions within the Bilingual Skills Strategy to ensure Welsh language skills are assessed during the job scrutiny process. 2. Recruit internal translator. 	<ol style="list-style-type: none"> 1. Standard Operating Procedures for recruitment approved by the Welsh Language Group and uploaded to the IMS 2. Process in place to ensure Job adverts are translated and advertised bilingually 3. Process in place to ensure job descriptions are translated (increased budget for 23/24) 	Mar-24

