



Animal &  
Plant Health  
Agency

Asiantaeth  
Iechyd Anifeiliaid  
a Phlanhigion

# APHA

## WELSH LANGUAGE SCHEME

APHA is an Executive Agency of the Department for  
Environment, Food and Rural Affairs

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# 1. INTRODUCTION



Under the Welsh Language Act 1993 every public body providing services to the public in Wales has to prepare a scheme setting out how it will provide those services in Welsh.

Crown bodies have agreed to support and work within the spirit of the Act. This is the APHA scheme which describes how APHA will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act that, in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality.

The scheme covers the services that APHA provides to the public in Wales.

In this scheme, the term public means individuals, legal persons and corporate bodies. It includes the public as a whole, or a section of the public, as well as individual members of the public. The term includes voluntary organisations and charities. Directors and others representing limited companies are also within the meaning of the term 'public'. It does not, however, include persons who are acting in a capacity which is representative of the Crown, Government or the State. Consequently, persons who fulfil official functions of a public nature, even though they are legal persons, do not come within the meaning of the word public when they are fulfilling those official functions.

The original Welsh Language Scheme was approved by the Welsh Language Board, under Section 9 of the Act, and came into effect on 28 February 2008.

This revised Welsh Language Scheme sets out how APHA has developed and built upon the achievements of the original scheme. It received the approval of the Welsh Language Commissioner under section 14(1) of the Welsh Language Act 1993 on 28 June 2016. The Welsh Language (Wales) Measure 2011 transfers functions from the Welsh Language Act 1993 relating to the Welsh language schemes to the Welsh Language Commissioner. The Measure also gives legal effect to the official status of the Welsh language.



## 2. BACKGROUND TO THE ORGANISATION

The Animal and Plant Health Agency (APHA) is an executive agency of the Department for Environment, Food and Rural Affairs, working across Great Britain on behalf of Defra, Scottish Government and Welsh Government. The Agency was formed on 1 October 2014 following the merger of the Animal Health and Veterinary Laboratories Agency (AHVLA) with parts of the Food and Environment Research Agency (FERA) responsible for plant and bee health to create a single agency responsible for animal, plant and bee health.

APHA works to safeguard animal and plant health for the benefit of people, the environment and the economy.

Its headquarters is located in Weybridge, Surrey and it employs around 2,500 staff, based at various sites across the UK.

APHA has three main offices in Wales, two Field Services offices in Caernarfon and Carmarthen and a Surveillance and Laboratory Services office in Carmarthen. Contact details for the APHA Corporate Office and the three offices in Wales can be found at the end of this document (Annex A). Further information about APHA can be found on the website at [www.gov.uk/government/organisations/animal-and-plant-health-agency](http://www.gov.uk/government/organisations/animal-and-plant-health-agency)





## 3. SERVICE PLANNING AND DELIVERY



### 3.1. Operational policies, initiatives and services

APHA's policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh and help the public in Wales use Welsh as part of their day-to-day lives.

When APHA contributes to the development or delivery of policies, initiatives, services or new legislation led by other organisations, it will do so in a way which is consistent with this scheme.

### 3.2. Delivering services

APHA's normal practice will be to ensure that its services are available to the public in Welsh.

APHA will let the public know when services are available in Welsh.

### 3.3. Regulatory functions – and services undertaken on APHA's behalf by third parties

Any agreements or arrangements which APHA makes with third parties will be consistent with the relevant parts of this scheme, when those agreements or arrangements relate to the provision of services to the public in Wales. This will ensure that third parties provide those services in accordance with this scheme.

### 3.4. Standards of quality

APHA is committed to providing a responsive and efficient, high-quality service that is valued by customers. APHA will ensure that services provided in Welsh and English will be of equal quality and the aim will be to provide both within the same timescale.

In developing this scheme, APHA has completed an Equality Impact Assessment and will work to the principles of equality and diversity. APHA will have particular regard to the needs of disabled persons and will provide services in alternative formats by request.

## 4. COMMUNICATIONS WITH THE PUBLIC IN WALES

### 4.1. Correspondence

When someone writes to APHA in Welsh, APHA will issue a reply in Welsh (if a reply is required).

The target time for replying will be the same as for replying to letters written in English (i.e. within 15 working days), in accordance with APHA Customer Service Standards.

When initiating correspondence, APHA will write in the preferred language of the recipient, where this is known.

If an individual responds to say that they wish to receive correspondence in Welsh, APHA will keep a record of the individual's wish, and correspond with the individual in Welsh from then onwards.

Where the preference is not known, APHA shall write bilingually, and continue any subsequent correspondence in the language of the reply. APHA will welcome receiving correspondence in Welsh, inform the recipient that APHA will respond to correspondence in Welsh and that corresponding in Welsh will not lead to delay.

When APHA sends standard or circular correspondence to several recipients in Wales, it will be bilingual unless APHA knows that all recipients would prefer to receive it in Welsh or English only.

If the Welsh and English versions of any correspondence have to be published separately, APHA will ensure that both versions are available at the same time.

Enclosures sent with bilingual letters will be bilingual.

Enclosures sent with Welsh letters will be Welsh or bilingual.

The above will apply to electronic correspondence as well as paper correspondence.

All Welsh electronic correspondence that APHA issues from Wales will bear a bilingual electronic signature.

### 4.2. Telephone communications

APHA will ensure that the public can speak Welsh or English when contacting offices in Wales by telephone.

Prior to telephoning a customer, APHA staff will check the language preference recorded on the system and ensure that the call is made in the customer's preferred language.

APHA staff in Wales will answer with a bilingual greeting.

Welcome messages and answerphone messages in place in Wales will provide a bilingual message.

If the caller wishes to speak Welsh, customer contact staff will try to connect the call to a Welsh speaker qualified to deal with the enquiry. If a caller rings one of the direct lines and wishes to speak Welsh, but the person taking the call cannot do so, staff will offer to transfer the call to a Welsh-speaking colleague qualified to deal with the enquiry. If no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or e-mail.

When setting up telephone help-lines, call centres, or similar facilities to give information, services or support to the public, APHA will provide a Welsh language service wherever appropriate and possible. This will be advertised alongside the English language service. Both services will share the same telephone number. Due to their location, it would not generally be practicable for staff in offices outside Wales to conduct telephone conversations in Welsh unless this service is specifically offered.

## 4. COMMUNICATIONS WITH THE PUBLIC IN WALES

### 4.3. Public meetings in Wales

Invitations and advertisements for public meetings in Wales will be bilingual and either note that translation facilities will be available or invite the public to let APHA know in advance in which language they wish to speak. When a member of the public informs APHA that they wish to use Welsh at a meeting, APHA will provide a simultaneous translation service. APHA will encourage contributions in Welsh by verbally informing those present that they are welcome to use the Welsh language and that a simultaneous translation service is available.

Where a member of the public has informed APHA that they wish to use the Welsh language at a meeting, APHA will provide papers and other information for the meeting in Welsh and English, and ensure that reports and papers produced following public meetings are published in Welsh and English. When selecting staff to attend public meetings, APHA will ensure that competent Welsh speakers attend, as necessary and will display a 'Cymraeg' badge or equivalent marker to highlight that they are able to converse in Welsh.

### 4.4. Other meetings with the public in Wales

When APHA attends face-to-face meetings with the public in Wales, it will establish language preference at the earliest opportunity by asking the meeting organiser to supply this information. APHA will ensure that a suitably qualified Welsh-speaking member of staff attends meetings where the preferred language is Welsh. If no suitably qualified Welsh speaker is available, APHA will offer the choice of continuing the meeting in English, or dealing with the subject by corresponding in Welsh.

The above will also apply to meetings held using video-conferencing and similar equipment.

Due to their location, it would not be practicable for staff in offices outside Wales to conduct face-to-face meetings with the public through the medium of Welsh.

### 4.5. Other dealings with the public in Wales

When APHA undertakes public surveys in Wales it will ensure that all aspects of communication with the public will be bilingual.

Respondents will be asked if they wish to respond to the survey in Welsh or English.

When APHA arranges seminars, training courses or similar events for the public in Wales, it will assess the need to provide them in Welsh. In conducting this assessment, APHA will consider the preferred language of those attending and the availability of Welsh-speaking trainers.

APHA will ensure that announcements made over public address systems in Wales are made in Welsh and English. This requirement is not aimed at internal office system



## 5. APHA'S PUBLIC FACE

### 5.1. Publicity campaigns, exhibitions and advertising

All publicity, public information, exhibition and advertising material targeting the public used in Wales will be produced bilingually, or as separate Welsh and English versions. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality and both versions will be available simultaneously and will be equally accessible.

Exceptions to the above will be material aimed at a limited and specialised audience. APHA will consider the need to produce this bilingually in each case, while bearing in mind the nature of the audience and the subject being dealt with.

Any advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales, will be bilingual, or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality).

In Welsh language publications, advertisements will be in Welsh only.

When staffing exhibitions stands and displays, APHA will ensure that fluent Welsh speakers attend as necessary and display a 'Cymraeg' badge or equivalent marker to highlight the fact they are able to converse in Welsh.

### 5.2. Publications

APHA will publish material made available to the public bilingually, subject to the scoring system, with the Welsh and English versions together wherever possible.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality – and normal practice will be to ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

APHA will use the agreed scoring system to identify objectively when material should be published as separate Welsh and English versions or as bilingual documents.

If not available free of charge, the price of a bilingual document will not be greater than that of a single language publication – and the price of separate, Welsh and English versions will be the same. This will also apply to material made available electronically on GOV.UK, on CD Rom or otherwise.

All revised guidance will be scored to determine the need for a Welsh version before being published on GOV.UK. APHA will increase the availability of current bilingual publications published on the GOV.UK website, over time.



## 5. APHA'S PUBLIC FACE

### 5.3. Website

Static and interactive pages on GOV.UK will contain information in both Welsh and English subject to the scoring system. General content, as well as information that is relevant to Wales, will be made available in Welsh as standard.

Reviews of the APHA content on GOV.UK will be carried out every six months to ensure appropriate Welsh language content is available. Through reviewing the content, APHA will develop a plan for increasing Welsh language content over the course of this scheme.

When creating new APHA content on GOV.UK, APHA will refer to the Technology, Websites and Software: Welsh Language Considerations publication on the Welsh Language Commissioner's website.

Whenever APHA posts English language publications on Gov.UK, the Welsh versions will be posted at the same time, if available.

### 5.4. Forms and associated explanatory material

APHA will ensure that all forms and associated explanatory material for use by the public in Wales will be fully bilingual, with the Welsh and English versions together in one document or as separate Welsh and English versions. This will include interactive forms published on our website.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality – and normal practice we be to ensure that both versions are available at the same time and are equally accessible.

Each version will note clearly that the material is available in the other language.

APHA will use the agreed scoring system to identify objectively when forms and associated explanatory material should be published as separate Welsh and English versions or as bilingual documents.

When entering information on Welsh versions of forms sent to the public, APHA will do so in Welsh.

When entering information on bilingual forms sent to the public, APHA will do so bilingually unless it is known that the recipients would prefer to receive the information in Welsh or English only.

When other organisations distribute forms on APHA's behalf, APHA will ensure that they do so in accordance with the above.

APHA will continue to increase the number of forms and explanatory material available bilingually, or as separate Welsh and English versions.



## 5. APHA'S PUBLIC FACE

### 5.5. Corporate identity

APHA's name, contact details, logo, slogans and other standard information will appear in Welsh and English on material, which displays APHA's corporate identity in Wales. This includes stationery and material such as business cards, compliment slips and invitations.

### 5.6. Signs in Wales

APHA will ensure that all permanent and temporary signs which give information to the public will be bilingual, with the Welsh and English text being treated equally with regard to size, legibility and prominence. Normal practice will be for the Welsh text to be positioned so that it is likely to be read first. APHA will adhere to this practice whenever signs are being installed for the first time, or being replaced.

If separate Welsh and English signs are provided, they will be equal in terms of format, size, quality and prominence.

The above will apply to all types of signs, including electronic signs.

### 5.7. Official notices, public notices and staff recruitment notices

Official notices, public notices and staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications.

The Welsh and English versions will be equal in terms of format, size, quality and prominence – whether produced as a single bilingual version or as separate Welsh and English notices.

In the English language media, posts where the ability to speak Welsh is essential will be advertised in Welsh, with a brief description in English.

Recruitment notices placed in English language journals (and other publications) with a UK-wide distribution may be in English, unless the post is one where the ability to speak Welsh is essential, in which case the notice may be fully bilingual, or in Welsh with a brief explanation in English.

Any official notices, public notices or staff recruitment notices placed elsewhere in Wales will be bilingual.

### 5.8. Press releases and contact with the media

Press releases, having implications for the public in Wales and issued to the Welsh language press and broadcasting media in Wales, will be issued in Welsh where deadlines permit.

When posting press releases on Gov. UK, normal practice will be to post them in Welsh and English, subject to the scoring system.

APHA will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media. APHA will work collaboratively with the Welsh Government to provide, as required, mutual support in areas of Welsh communication in Wales.

### 5.9. Social Media

When posting on social media, normal practice will be to post in Welsh and English, subject to the scoring system.

When responding to posts posted in Welsh, APHA will ensure that the response is posted in Welsh.



## 6. IMPLEMENTING THE SCHEME

### 6.1. Staffing

All APHA workplaces that have contact with the public in Wales need access to sufficient and appropriately skilled Welsh-speaking staff to enable those workplaces to deliver a full service in Welsh. The following procedures will be implemented accordingly.

When APHA assesses the requirements for a new or vacant post, APHA will assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:

- a) Welsh language skills are essential;
- b) Welsh language skills need to be learnt when appointed to the post;
- c) Welsh language skills are desirable; or
- d) Welsh language skills are not necessary

This requirement may be defined as a component of a workplace or team, or it may be attached to a particular job.

APHA will undertake an annual audit to establish the number, grade, ability level and location of staff that can speak, read and write Welsh (including staff learning Welsh) and will also identify staff who wish to learn Welsh.

The results of these two exercises will be compared to identify workplaces where there is a shortage of Welsh-speaking staff (APHA may take into account the services offered by any helpline, call centre or similar facilities in the process).

APHA will respond to any shortages through recruitment and training activities. It will also consider the possibility of offering existing Welsh-speaking staff the opportunity to fill those posts where the ability to speak Welsh is desirable or essential.

APHA will ensure that reception areas and customer contact teams in offices in Wales are always able to offer a service in Welsh.



## 6. IMPLEMENTING THE SCHEME

### 6.2. Recruitment

When recruiting staff, APHA will be guided by the information gathered through the exercises carried out described under “Staffing” above.

If APHA have categorised a post as one where Welsh language skills are desirable, essential or need to be learnt, APHA will specify that when advertising the post and in the job competencies. Interviews for posts where Welsh language skills are desirable, essential or need to be learnt will be conducted in Welsh.

Where no suitable Welsh-speaking candidates can be found for a post where Welsh is desirable, the person appointed will be encouraged to learn Welsh.

A candidate unable to speak Welsh may be appointed to a post for which Welsh is considered essential, but where time can be allowed to learn the language. In these cases, learning the language to the required level of competence, within a reasonable, agreed period, will be a condition of employment.

When no suitable Welsh-speaking candidates can be found for a post where Welsh is essential (or while a candidate unable to speak Welsh has been appointed and is learning the language), APHA will make temporary arrangements under which the Welsh language service can be provided (by using, for example, Welsh-speaking staff from elsewhere in the organisation to deliver parts of the service).

Information packs and application forms will be provided in Welsh and English for all APHA jobs where Welsh language skills are considered to be desirable, essential or need to be learnt. For all other jobs, information packs and application forms will be provided in Welsh when requested by a job applicant.

For offices outside Wales, APHA will consider whether fluency in Welsh should be a desirable or essential skill for any posts having extensive and regular contact with the public in Wales and this will be stated in job competencies and advertisements.

### 6.3. Welsh Language training

Staff who regularly deal with Welsh speakers as part of their work, will have the opportunity to learn or improve their Welsh and APHA will consider how it can support those who wish to do so. Priority will be given to those who have extensive and regular contact with the public in Wales and who wish to learn Welsh or improve their Welsh.

For offices outside Wales, APHA will consider how it can support training for staff that have extensive and regular contact with the public in Wales as part of their duties.





## 6. IMPLEMENTING THE SCHEME

### 6.4. Vocational training

APHA will offer vocational training in Welsh where managers consider it necessary and justifiable.

### 6.5. Information and communications technology

The need to provide information and services in Welsh, and operate in accordance with this scheme, will be catered for as APHA develops, designs and purchases Information and Communications Technology (ICT) products and services.

When developing or procuring new ICT systems, APHA will refer to the Technology, Websites and Software: Welsh Language Considerations publication on the Welsh Language Commissioner's website .

APHA will provide staff with computer software for checking spelling and grammar in Welsh.

APHA will provide staff with Welsh language interfaces for software (where an interface exists).

### 6.6. Partnership working

When APHA is the strategic and financial leader within a formal partnership, it will ensure that any public service aspects comply with this scheme.

When joining a formal partnership which another organisation is leading, APHA's input to the partnership will comply with this scheme and it will encourage the other partners to comply.

The above refers only to formal partnerships dealing with services available to the public in Wales.



<sup>1</sup> <http://www.comisiynyddygydraeg.cymru/English/infrastructure/Pages/Technology,-Websites-and-Software-Welsh-Language-Considerations-.aspx>



## 7. INTERNAL ARRANGEMENTS



The measures in this scheme carry the full authority, support and approval of the organisation.

Managers will have the responsibility of implementing those aspects of the scheme relevant to their work.

APHA will appoint a senior member of staff to coordinate the work required to deliver, monitor and review this scheme.

APHA will maintain a detailed action plan setting out actions required to ensure that APHA operates in accordance with this scheme.

All translation work will be outsourced including the use of interpreters or simultaneous translators. For basic translations consisting of no more than a few words APHA will ensure that only competent Welsh speakers are used as translators.

The scheme is publicised to staff via the APHA intranet and to the public in Wales via Gov.UK in a prominent place.

APHA will produce appropriate guidance and make it available to staff to ensure they know how to implement the measures contained in this scheme. Any existing guidance material used by APHA staff will be amended to reflect the measures contained in this scheme.

APHA will arrange briefing sessions with staff in Wales to increase awareness of this scheme – and to explain how it will affect their day-to-day work. Any form of contact with the public in Wales, which is not specifically dealt with by this scheme, will be undertaken in a manner which is consistent with the general principles enshrined in this scheme.



## 7. INTERNAL ARRANGEMENTS

### 7.1. Monitoring

APHA will monitor its progress in delivering this scheme against the targets set out in the accompanying action plan. The senior member of staff appointed to coordinate the work required to deliver, monitor and review this scheme will report to senior management on that progress.

Existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate.

APHA will report to the Welsh Language Commissioner on its progress in delivering this scheme, as requested.

The target is to ensure that APHA continues to act in accordance with this scheme. APHA will use a self-assessment procedure and produce an annual monitoring report to demonstrate compliance with the scheme.

### 7.2. Reviewing and amending the scheme

APHA will review this scheme every three years. APHA may also need to re-assess or propose amendments to this scheme from time to time because of changes to functions, or to the circumstances in which it undertakes those functions, or for any other reason.

No changes will be made to this scheme without the Welsh Language Commissioner's approval.

### 7.3. Complaints and suggestions for improvement

Complaints related to this scheme, or suggestions for improvement, should be directed to APHA's Welsh Language Officer. Written correspondence should be addressed to Welsh Language Officer and sent to the Carmarthen Field Services Office (contact details are provided at Annex A).

All e-mail correspondence relating to this scheme should be sent to the following dedicated APHA Welsh Language mailbox: [Welsh.Language@apha.gsi.gov.uk](mailto:Welsh.Language@apha.gsi.gov.uk)

APHA will co-operate with the Commissioner in order to resolve complaints and during any investigations held under Section 17 of the Welsh Language Act.



## **Animal & Plant Health Agency Corporate Office**

Animal & Plant Health Agency

Worcestershire County Hall, Spetchley Road, Worcester, WR5 2NP

**Tel:** 01932 341111

**Out of hours:** 01932 341111 (answering machine)

**Fax:**

**E-mail:** [apha.corporatecorrespondence@apha.gsi.gov.uk](mailto:apha.corporatecorrespondence@apha.gsi.gov.uk)

## **Animal & Plant Health Offices in Wales**

### **CAERNARFON Field Services**

Areas covered - Isle of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire, Wrexham, North Powys (Montgomeryshire).

Caernarfon Field Services, Crown Buildings, Penrallt, Caernarfon, Gwynedd LL55 1EP

**Tel:** 0300 303 8268

**Out of hours:** 07000 780144

**Fax:** 01286 674626

**E-mail:** [APHA.CymruWales@apha.gsi.gov.uk](mailto:APHA.CymruWales@apha.gsi.gov.uk)

### **CARMARTHEN Field Services**

Areas Covered - Pembrokeshire, Ceredigion, Carmarthenshire, Swansea, Neath and Port Talbot, Bridgend, Vale of Glamorgan, Cardiff, Merthyr Tydfil, Rhondda Cynon Taff, Caerphilly, Blaenau Gwent, Torfaen, Newport, Monmouthshire and South Powys.

Carmarthen Field Services, Ty Merlin, Heol Glasdwr, Parc Pensarn, Carmarthen SA31 2NF

**Tel:** 0300 303 8268

**Out of hours:** 07000 780144

**Fax:** 01267 245500

**E-mail:** [APHA.CymruWales@apha.gsi.gov.uk](mailto:APHA.CymruWales@apha.gsi.gov.uk)

### **CARMARTHEN Surveillance & Laboratory Services Department**

Veterinary Investigation Centre, Jobswell Road, Johnstown, Carmarthen, SA31 3EZ

**Tel:** 01267 235244

**Fax:** 01267 236549

**E-mail:** [carmarthen@apha.gsi.gov.uk](mailto:carmarthen@apha.gsi.gov.uk)



## Atodiad 2 Cynllun Gweithredu

## Annex 2 Implementation Plan

Adran Section	Gweithredu	Action	Dyddiad targed Target date	Cyfrifoldeb Responsibility
3		Service planning and delivery		
3.1		Raise awareness across APHA of the need to consider the Welsh language when planning a new policy, initiative or service	Ongoing	Senior Responsible Officer / Welsh Language Officer
3.1		Alert third party organisations to the need to consider the Welsh language when planning a new policy, initiative or service	Ongoing	All staff contributing to the development of new policies, initiatives or services
3.2		Inform the public when services are available in Welsh	Ongoing	Senior Responsible Officer / Welsh Language Officer
3.3		Ensure all arrangements/ agreements with third parties involving the provision of services to the public in Wales, are done so in accordance with this scheme	Ongoing	Procurement team / Senior Responsible Officer
3.4		Provide advice and guidance to staff to support the provision of an efficient and high quality service to customers. This will be achieved by rolling out a Welsh language SharePoint site providing guidance to staff on how to deliver in accordance with this scheme. Further advice and guidance can be sought from any member of the Welsh language group	SharePoint site to be rolled out by May 2016  Ongoing	Welsh Language Officer / Welsh Language group
4		Communications with the public in Wales		
4.1		Keep a record of the customers who wish to receive their correspondence in Welsh	Ongoing	Customer Contact and Registrations team

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4.2		Ensure that a current list of Welsh speaking staff is available to respond to requests for a Welsh language service	Ongoing	Welsh Language Officer
4.3		Encourage staff who are fluent in, or are learning Welsh to wear a badge highlighting their ability when performing a public facing role	September 2016	Welsh Language Officer
4.4		Develop a Standard Operating Procedure (SOP) for staff to follow when arranging public meetings to ensure a simultaneous translation facility is offered if a member of the public wants to use the Welsh language	March 2017	Welsh Language Officer
4.5		A SOP will be developed for staff invited to attend meetings with the public in Wales to ensure that Welsh speaking staff are provided for meetings that require them	March 2017	Welsh Language Officer
5		APHA's public face		
5.1		Ensure all information on public display is produced bilingually, with equal regard given to size, prominence and quality	Ongoing	Senior Responsible Officer / Welsh Language Officer
5.3		Review the Welsh Language content available on GOV.UK	Every 6 months	Welsh Language Officer in collaboration with the GOV.UK team
5.4		Revise the scoring system to show as exceptions forms and explanatory material that should be translated as a matter of course. Raise awareness across APHA of this change via the appropriate channel	October 2016	Senior Responsible Officer / Welsh Language Officer
5.6		Ensure that new or replacement signage giving information to the public in Wales, displays the message bilingually with the Welsh text positioned first	Ongoing	Network Corporate Services



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5.8		Ensure media releases are bilingual and sufficient staff have been trained to carry out media interviews in Welsh	October 2017	Senior Responsible Officer / Press Officers
5.9		Ensure that communications with the public in Wales via social media or text messaging are done bilingually	March 2017	Press Officers
6		Implementing the scheme		
6.1		Ensure a sufficient number of Welsh speaking staff are employed to deliver an effective service. Carry out an annual survey to establish any gaps in delivery	April 2016	Wales Senior Management Team / Welsh Language Officer
6.2		Consider the language requirements for all posts advertised in Wales	Ongoing	Managers
6.3		Support staff to learn Welsh and encourage Welsh speakers and learners to use Welsh in the workplace	December 2016	Wales Senior Management Team
6.5		Ensure that staff developing or procuring new ICT systems refer to the Technology, Websites and Software: Welsh Language Considerations publication	October 2016	Senior Responsible Officer
7		Internal arrangements		
7		Ensure that staff follow the approved process for requesting translation	Ongoing	Senior Responsible Officer / Welsh Language Officer
7.1		Produce an annual monitoring report for the Welsh Language Commissioner	June 2016	Welsh Language Officer