

Appendix B: Action Plan

Adran berthnasol yng Nghynllun yr Iaith Gymraeg	Gweithredoedd	Dyddiad targed	Cyfrifoldeb
Relevant section in the Welsh Language Scheme	Actions	Target date	Responsibility
Our Scheme			
Reviewing and amending the Scheme	Review the Scheme in preparation for April 2027.	November 2026 - April 2027	Welsh Language Officer / All departments linked to the commitments in the Welsh Language Scheme
Service Planning and Delivery			
Delivery of Services	Continue to develop a single pool of Welsh speakers that can be deployed flexibly and provide support across the Agency's Welsh operations	Ongoing	Welsh Language Officer / Operations
Workforce and succession planning	Monitor the Welsh language staffing needs in each operational area to ensure that the Agency has the suitable levels of resource to deliver our Welsh language services. This should also include succession planning within the business areas to cover future Welsh language needs.	Ongoing	All operational business areas.
Policy Development	Raise awareness across VOA of 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. Customer Experience Delivery Planning team
Planning for change	When planning and preparing future projects and changes, we will consider any impacts on Wales including the Welsh Language e.g. Welsh Translations, Policy Alignment, Consultation.	Ongoing	Change management services/ Policy / Programme Teams
Communicating with the public			
Welsh Language Customer Service Team	Continuing to develop the capacity and knowledge of our Welsh Language Customer Service Team to improve the level of service available to our Welsh speaking customers.	Ongoing	Customer Service Centre
Guidance and Training – Welsh language calls	Raising awareness amongst our Customer Service team members based in Durham and Plymouth of our Welsh Language Scheme and how to effectively deal with the Welsh Language calls and arranging a call back.	Ongoing	Customer Service Centre
Guidance and Training – Welsh correspondence log	Continuing to improve our guidance and training for Customer Service team members and Caseworkers on how to log and identify Welsh speaking customers and those who wish to correspond with the Agency in Welsh. This will also include training on how to log and identify a language preference on our digital systems.	Ongoing	All departments involved in customer contact
Telephony testing	Test the Wales contact number (including the Welsh language line) to ensure that Welsh language messaging and the relevant options are in full working order.	Every 3 months	Welsh Language Officer / Customer Service Centre
Automated messages	Test customer facing inboxes (which are applicable to Wales) to ensure that automated messages are presented bilingually and correctly.	Every 4 months	Welsh Language Officer
Hard copy and email correspondence	Continue to ensure that any form of initial correspondence (including any enclosures) to customers in Wales are produced bilingually.	Ongoing	All departments involved in customer contact

Our Publications and Customer Guidance			
Translation guide	<p>Develop a guide to better identify when customer guidance and publications need to be translated and published in Welsh.</p> <p>This guide will cover guidance owned by the VOA on GOV.UK pages, publications, and information shared on our social media channels. It will set out guiding principles as well as practical examples to help determine which content should be published in both English and Welsh.</p> <p>The guide will help determine whether any of our existing documents need to be translated to ensure our customers are able to access important material in their preferred language.</p>	End of 2024	Welsh Language Officer / Communications Team / Digital Publishing Team / Change Management Services
VOA homepage	Increase the amount of Welsh Language presence on our homepage including bilingual logos and to ensure that our Welsh language services and provisions are visible to the user.	On or before March 2025	Communications Team / Digital Publishing Team
VOA owned webpages on GOV.UK	Increase the amount of Welsh Language VOA owned webpages on GOV.UK in accordance with the Translation Guide.	End of 2026	Communications Team / Digital Publishing Team
Social Media	Ensure bilingual social media content on key topics as well as campaigns that apply to customers in Wales	End of 2024	Communications Team
Recruitment			
Welsh language skill assessment	Develop a skills assessment schedule for the colleagues we recruit where Welsh language skills are deemed an essential part of their role. The assessment will assess the employee's Welsh language skills at regular intervals during the working year to quality control and to highlight any areas of improvement.	End of 2026	HR / Welsh Language Officer
New employee induction	Ensure that all new employees joining the Agency or new to a role in Wales are made aware of our Welsh language obligations and of how to deal with Welsh language correspondence. This is applicable to all employees and especially those joining RVU Wales & West, DVS and Customer Service Teams.	End of 2025	HR / Learning and Development
Learning and Development			

Learning opportunities and resources	Promote and spread awareness of Welsh language learning opportunities as and when they arise.	Ongoing	Welsh Language Officer / Learning and Development
Intranet guidance	Update current guidance and create new guidance as and when needed on internal Welsh language processes. The guidance will sit on the central Welsh language intranet page.	End 2025	Welsh Language Officer / Digital Publishing Team.
Updating employees of Welsh language processes	Promote and raise awareness of the Welsh language processes via the appropriate channels internally.	End 2025	Welsh Language Officer / Communications Team
Translation guide	Raise awareness across VOA about the newly developed Translation Guide	End of 2024	Welsh Language Officer / Communications Team / Digital Publishing Team / / Change Management Services
Implementing and monitoring the Scheme			
Raising awareness of the new reviewed scheme.	Promote and raise awareness of the reviewed Welsh Language Scheme and Action Plan internally via the appropriate channels.	On or before January 2024	Welsh Language Officer / Communications Team / Digital Publishing Team/ Operations
Raising awareness of the new action plan.	Publish and promote the reviewed Welsh Language Scheme to our customers on our website and via our social media channels.	On or before January 2024	Welsh Language Officer / Communications Team/ Digital Publishing Team

Monitoring the Action Plan	Use the Welsh Language Working Group to monitor developments in implementing the Action Plan.	Ongoing	Members of the Welsh Language Working Group
Monitoring and Reporting	Prepare a report to the Welsh Language Commissioner on an annual basis and as requested, outlining progress in delivering this scheme and action plan.	Annually each November	Welsh Language Officer