Appendix IV

IMPROVEMENT ACTIONS

WELSH LANGUAGE STANDARDS: Forms & Documents (41-51)

Conduct an audit to ensure that the following are bilingual within your Directorate: • Agendas and minutes for meetings, conferences and seminars that are open to the public • Forms • Licences • Certificates • Brochures • Leaflets, pamphlets or cards • Policies, strategies, annual reports and plans • Guidelines, Codes of Practice and Rules • Press Statements Record your findings and prepare an Improvement Plan (or IACTs) to address any areas of non-compliance.

WELSH LANGUAGE STANDARDS: WELSH LANGUAGE AWARENESS

Ensure that all staff with access to a PC complete the Welsh language awareness e-training on Cardiff Learning Pool site (http://cardiff.learningpool.com/course/view.php?id=540#section-2)

WELSH LANGUAGE STANDARDS: AWARDING GRANTS (71-75)

Ensure that all grantees are aware of the requirement to comply with the Welsh language standards in so far as they relate to the provision of the service(s) and record how the information has been circulated. Conduct an internal audit to ensure that grantees are aware of how the standards relate to their service and record the results including any additional improvement measures.

WELSH LANGUAGE STANDARDS: EDUCATION COURSES (84-86)

Assess the need for all education courses offered by your Directorate to be delivered in Welsh and publish this information on the Council's website. Ensure that all staff responsible for arranging education courses within your Directorate are aware of the requirement to assess the need for the courses to be delivered in Welsh and evidence how this has been achieved.

WELSH LANGUAGE STANDARDS: RECEPTION SERVICES (64-68)

Identify all reception services linked to your Directorate and ensure that they are delivering bilingual services (or are aware of the process in no Welsh speaker is available) by conducting a mystery shopper exercise. Put measures in place to address any instances of non-compliance. Ensure that all staff within your Directorate are made aware of the Bilingual Reception Service Guidance (http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74654) and record how the information has been circulated.

WELSH LANGUAGE STANDARDS: SIGNS, NOTICES & DISPLAY MATERIAL (38, 61-3 / 69-70)

Conduct an audit to ensure that all existing signs linked to your Directorate are bilingual and create new Improvement Actions to address any instances of non-compliance. Ensure that all staff are aware of the requirement to have bilingual signs and notices with the Welsh text positioned first (all signs after 30th March 2016) and evidence how this has been achieved.

WELSH LANGUAGE STANDARDS: WEBSITES, ONLINE SERVICES & SOCIAL MEDIA (52-59)

Conduct an audit to ensure that all websites linked to your Directorate are bilingual and put measures in place to address any instances of non-compliance. Ensure that all staff are aware of the requirement that all social media accounts must be bilingual and operate bilingually and record how this information has been circulated.

WELSH LANGUAGE STANDARDS: PUBLIC EVENTS (35-36)

Ensure that all public events organised or funded by us are bilingual by creating a checklist of the following bilingual requirements for each event: Publicity material, signage, audio announcements and services offered to persons attending the event and ensuring that accurate and up to date records are kept that each element is bilingual for each event.

WELSH LANGUAGE STANDARDS: MEETINGS (24-34)

Ensure that all staff within your Directorate are made aware of the Guidance for Holding Meetings (http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74656) and record how the information has been circulated. Conduct an internal audit to ensure that staff are aware of the guidance including offering language choice and arranging a simultaneous translator as required. Record the results of the audit including additional improvement measures for any non-compliance found.

WELSH LANGUAGE STANDARDS: TELEPHONE CALLS (8-22)

Ensure that all staff within your Directorate have received and are aware of the process for dealing with Welsh language calls (http://vmweb22.cardiff.gov.uk/cis/viewdocument.php?id=74658) and record how the information has been circulated. Conduct an internal audit to ensure that staff are following the agreed process as specified in the guidance including answering the phone bilingually and transferring correctly. Record the results of the audit including additional improvement measures for any non-compliance found.

WELSH LANGUAGE STANDARDS: CORRESPONDENCE (1-7)

Create a data-base of an individual's language choice (Welsh/English) and /or ensure that you have a process in place for recording language choice e.g SAP CRM. Please record the database or process you have in place. Conduct an audit to ensure that all standard letters and emails are sent bilingually and include a statement regarding language choice. Record the results of the audit including additional improvement measures for any non-compliant letters and/or emails.